CUSTOMS

EXTERNAL

USER MANUAL

RELATIONSHIP MANAGEMENT

TABLE OF CONTENTS

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.

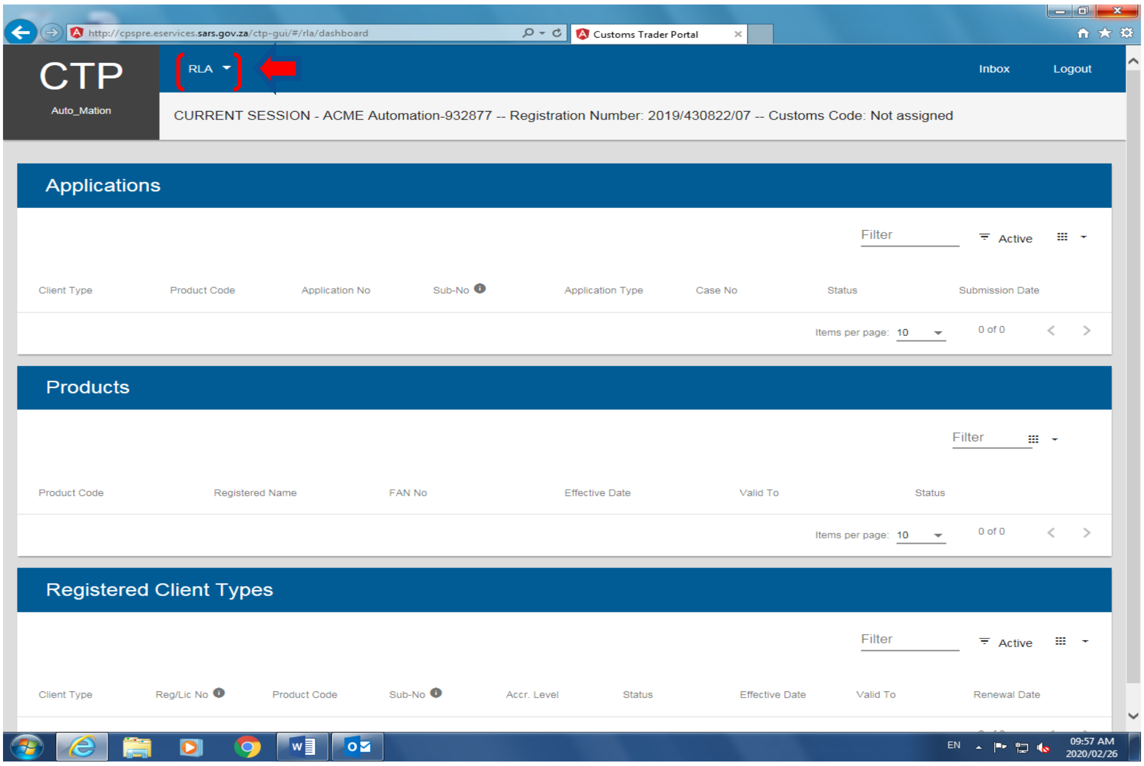
f) This document does not address the management of relationships between non RLA client types. If either the nominee or nominator does not have an active client type registered via the RLA system, no relationships may be managed via the RMM module.

2 RLA Relationship menu

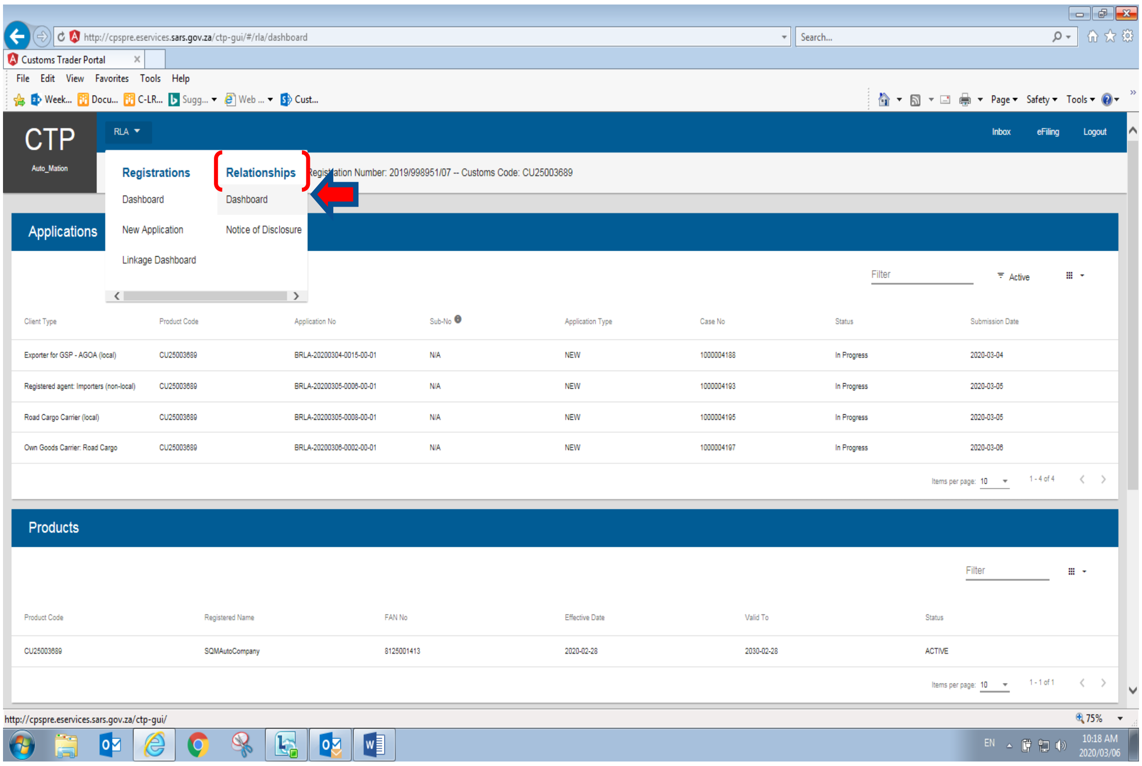
a) The RLA Relationship menu is divided into two (2) components:

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.

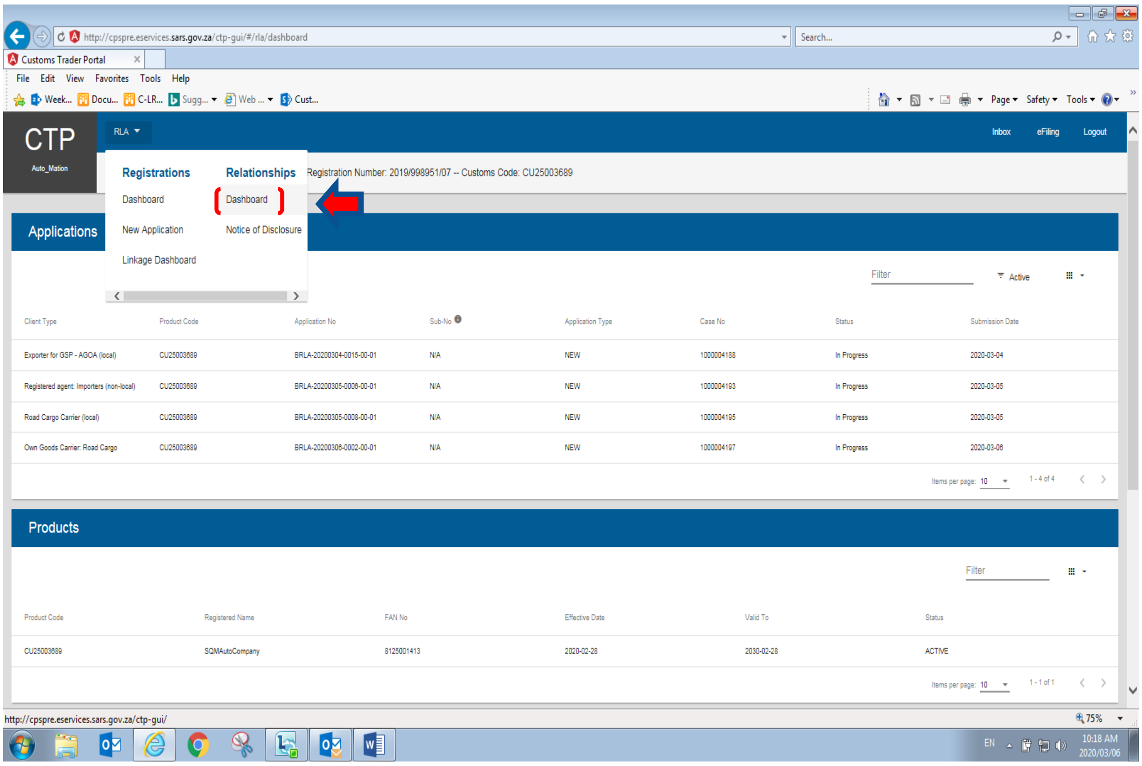


c) The system displays the RLA menu and the user scrolls to **"Relationship"**.



2.1 RLA Relationship dashboard

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



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:

I) New applications (Registrations); or

II) Notices of Disclosure (Relationships).

ii) Name of the system being utilised e.g. Customs Trader Portal (CTP).;

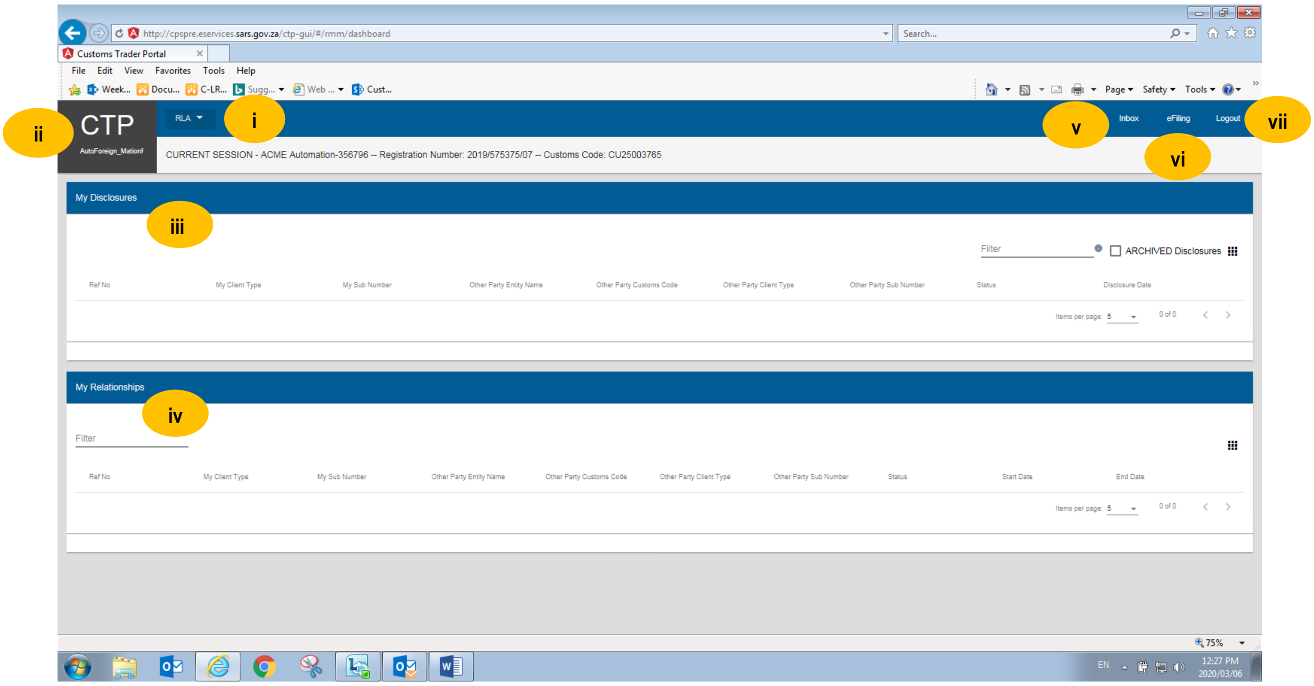
iii) **“My Disclosure”** – Displays all notice of disclosure cases created and their status;

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).



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.

i) **“My Client Type Selection”** – enables the user (nominator) to select the client type and to capture the Customs code (client number);

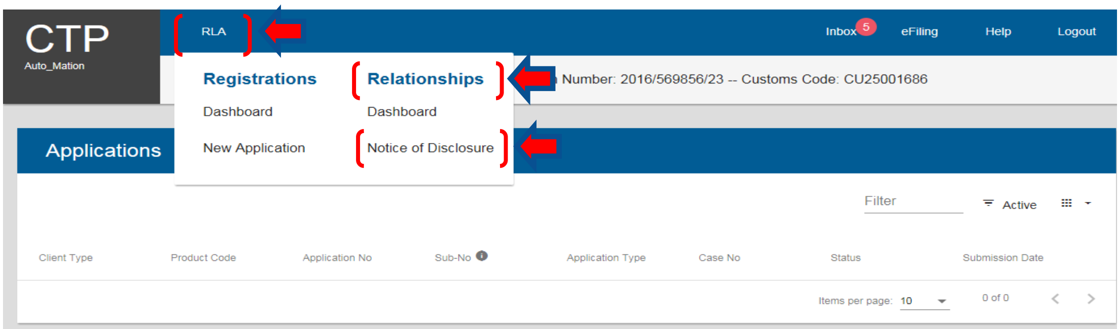
ii) **“Other Party Client Type Selection”** – enables the user to select the other party’s (nominee’s) client type against which to disclose the relationship and to capture the nominee’s Customs code (client number);

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.

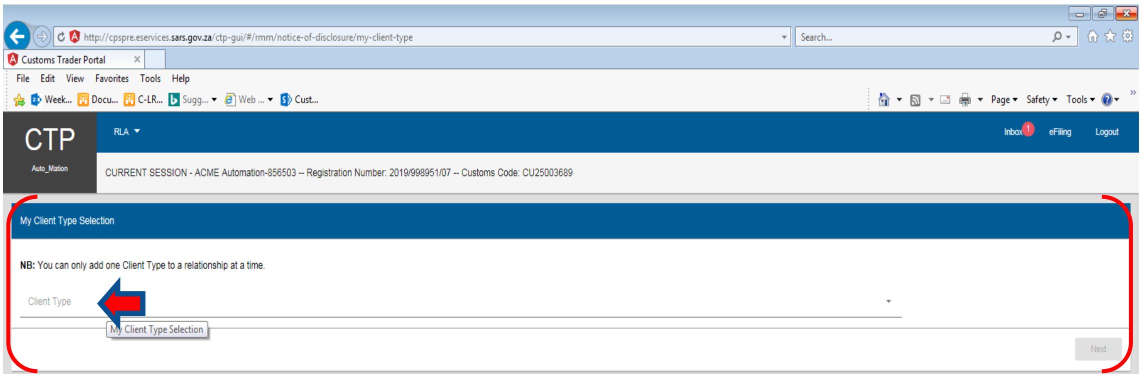
3 Create a new notice of disclosure case

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.

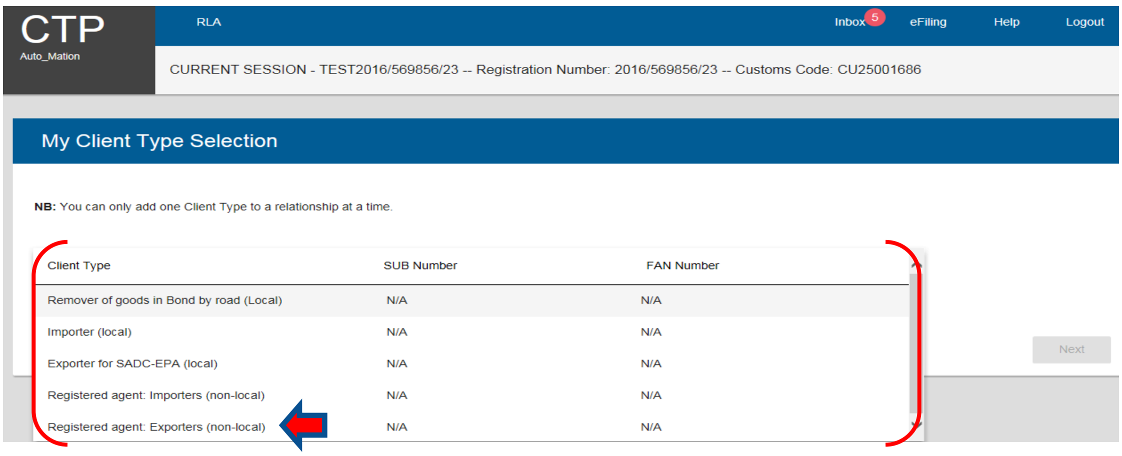


3.1 Capture client type details (nominator)

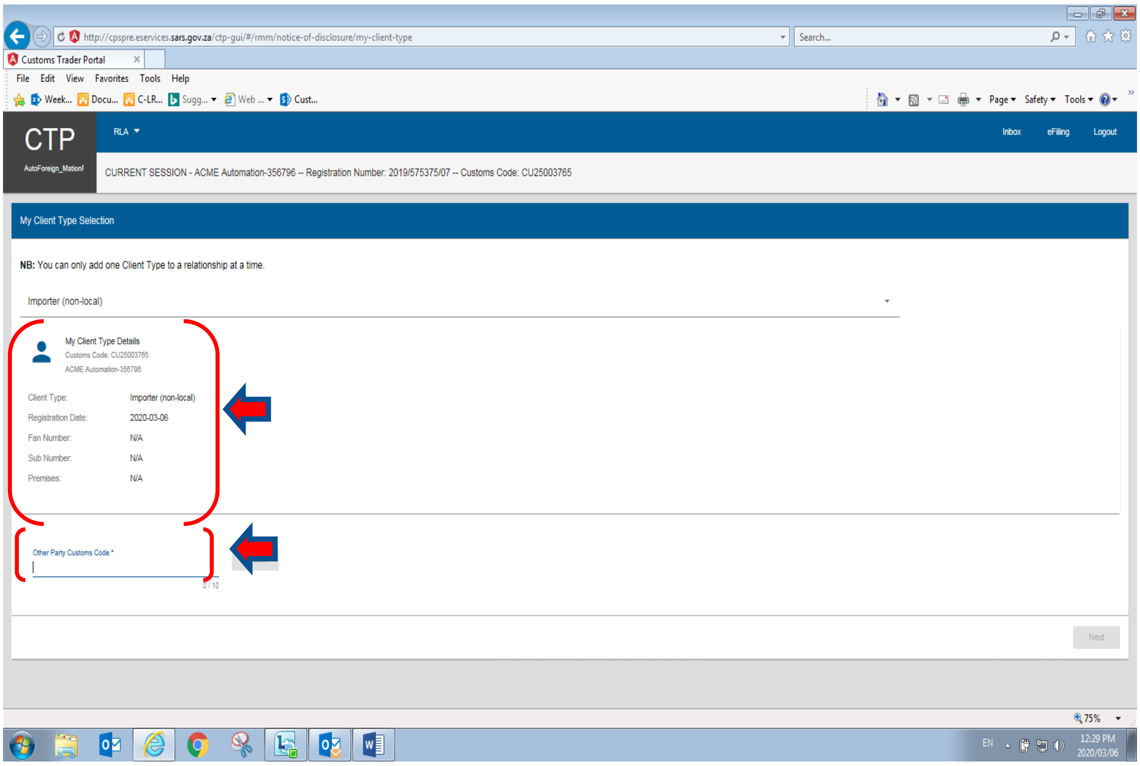
a) After the user has selected the **"Notice of Disclosure"** option on the RLA menu, the system displays the **"My Client Type Selection"** screen. The user is required to click on **"Client Type"** to display a list of all client types registered or licensed under the user's profile.



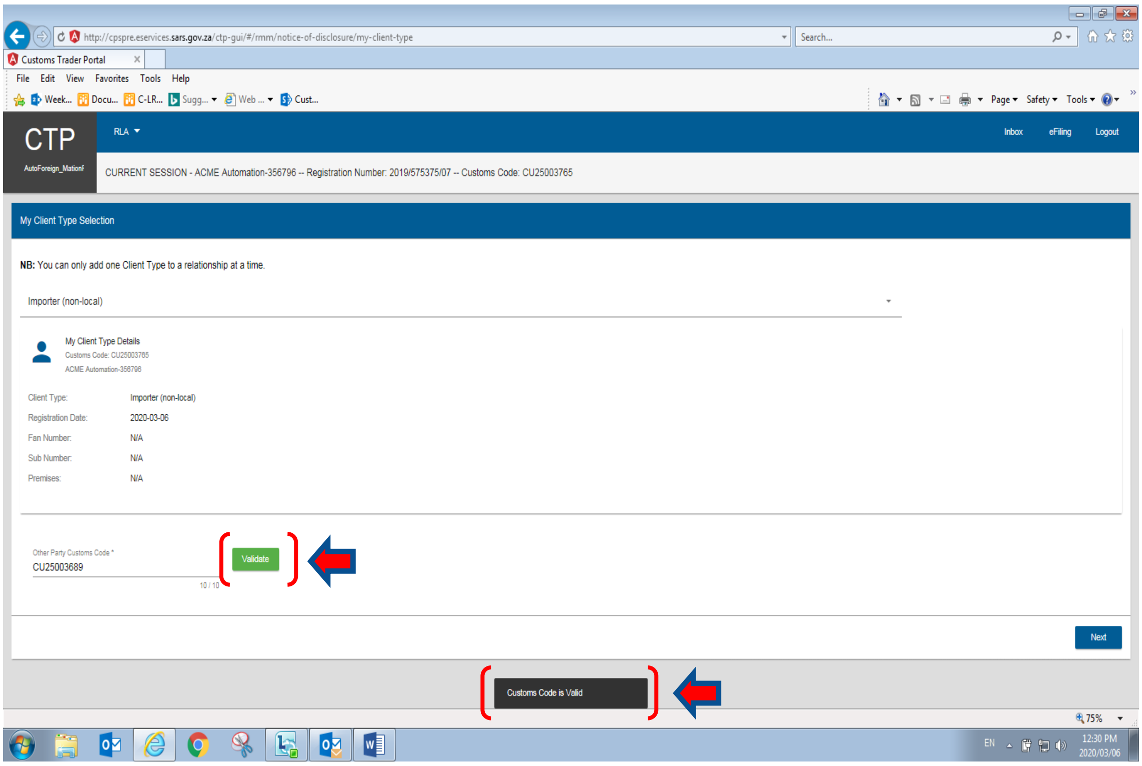
b) The system displays a list of the client types registered or licensed under the entity's name. The user selects the applicable **"Client Type**" against which to disclose a relationship e.g. Importer (non-local)] required to disclose a relationship against another registered entity's active RLA client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



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.



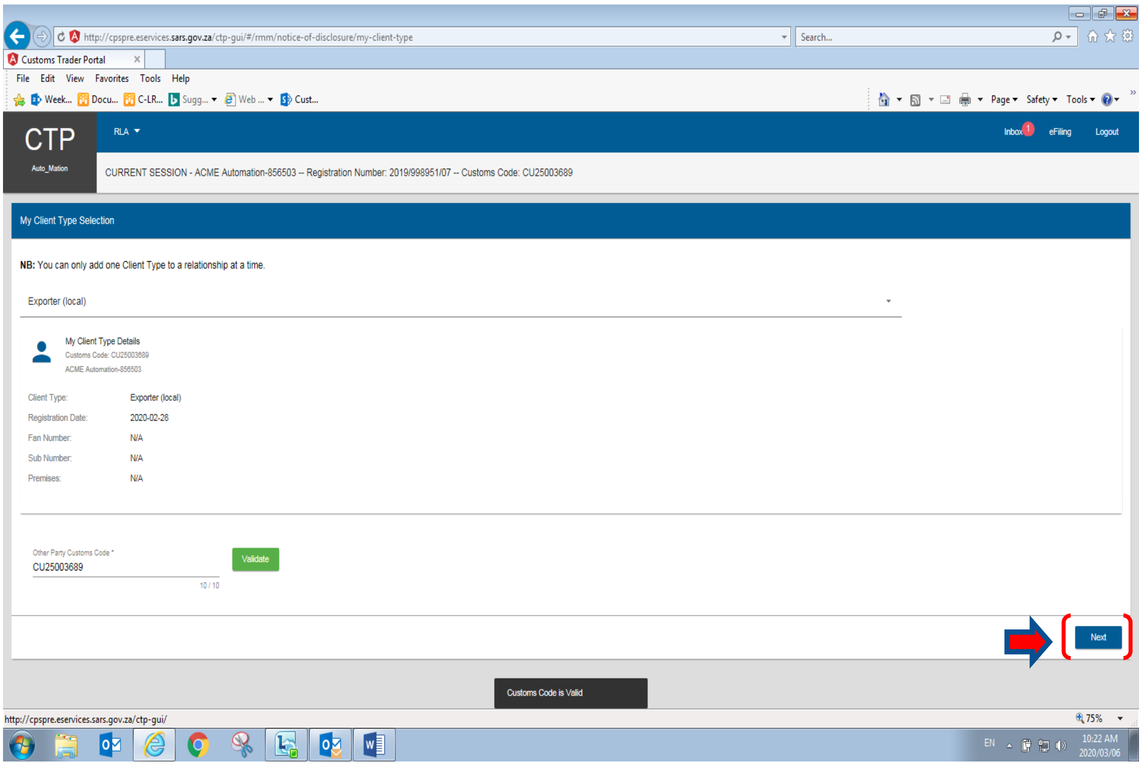
d) Once the user has captured the applicable Customs code (client number) of the other party (nominee) the **“Validate”** button is activated for the user to click.



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.

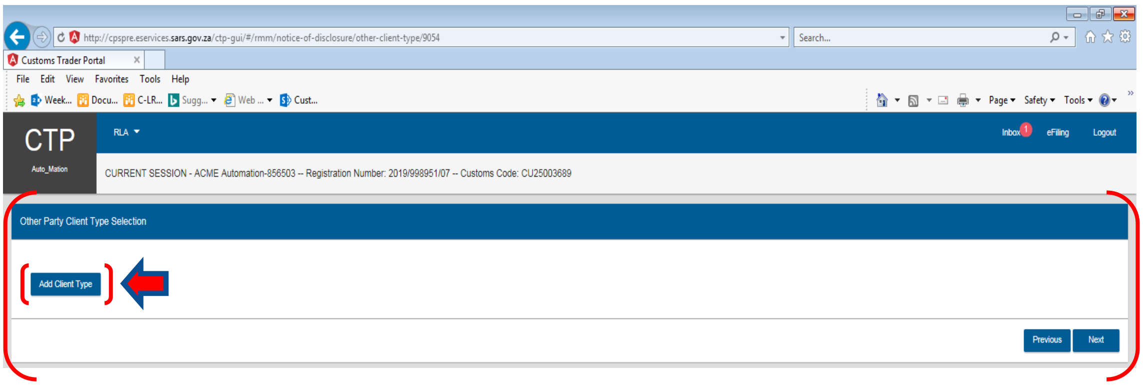
f) Once the other party’s Customs client number is deemed valid, the system activates the **“Next”** button, which the user clicks to proceed with the Disclosure.



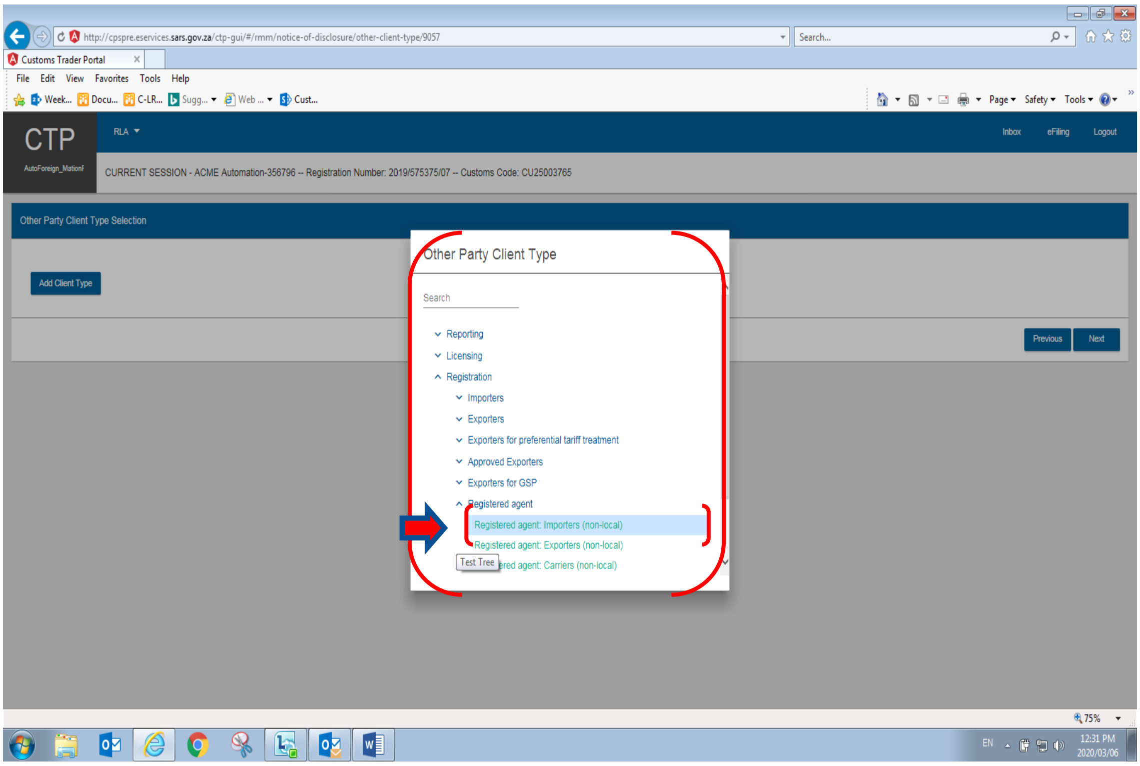
3.2 Capture the other party client type details (nominee)

a) The system displays:

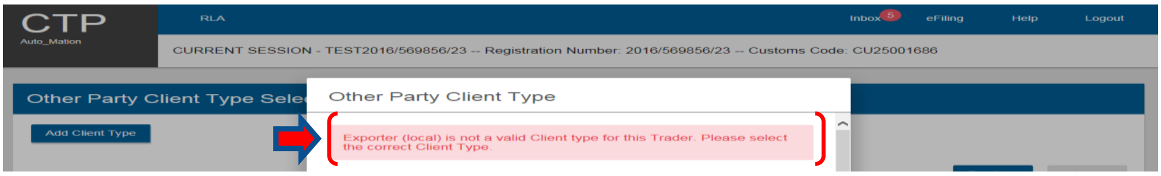
i) The **“Other Party Client Type Selection”** screen; and
ii) The **“Add Client Type”** button.



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.



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".**



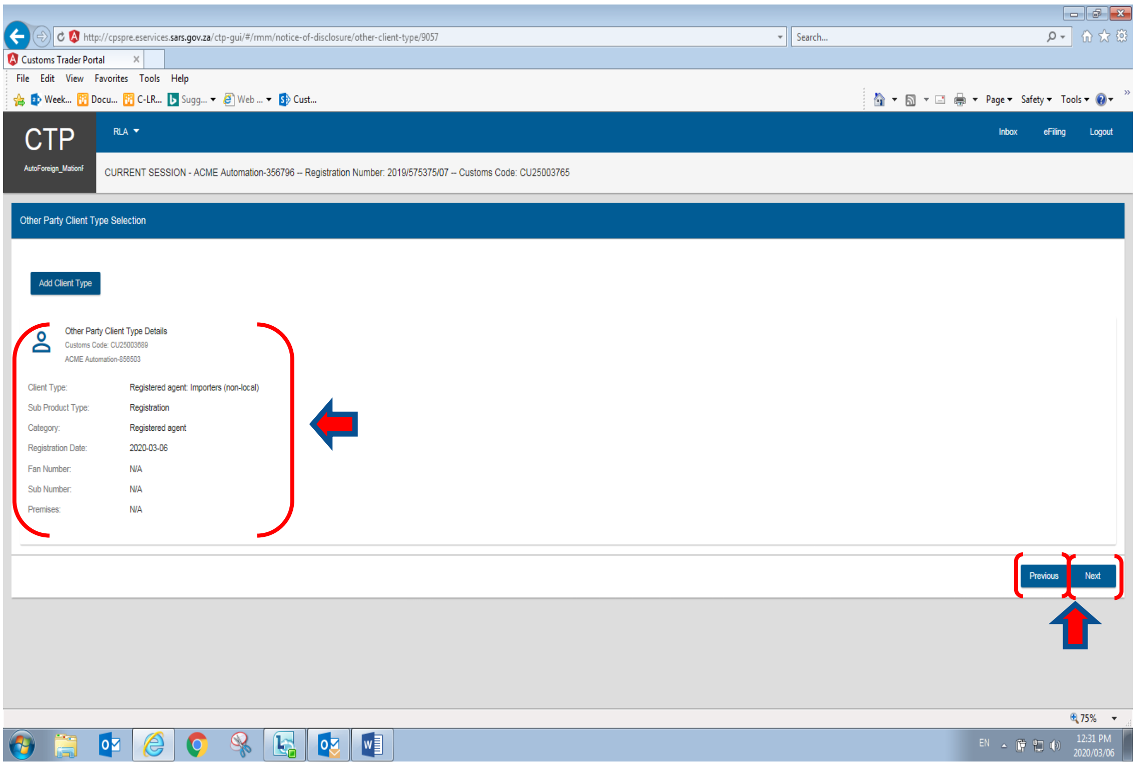
d) For non-locals to trade with SARS Customs, it is imperative that they take note of the guideline below:

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

e) Once the user (nominator) has selected the correct client type (nominee), the system displays the **"Other Party Client Type Details"** (nominee).

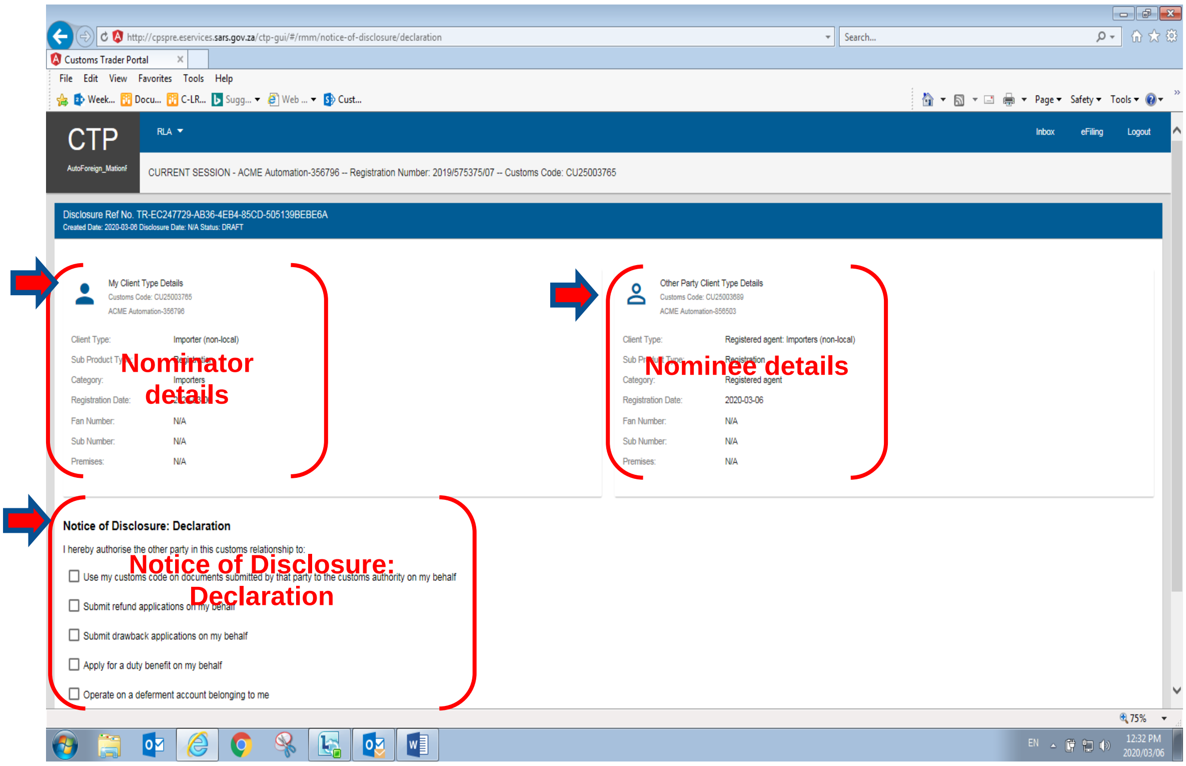
i) If correct the user clicks on the **"Next"** button.

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.



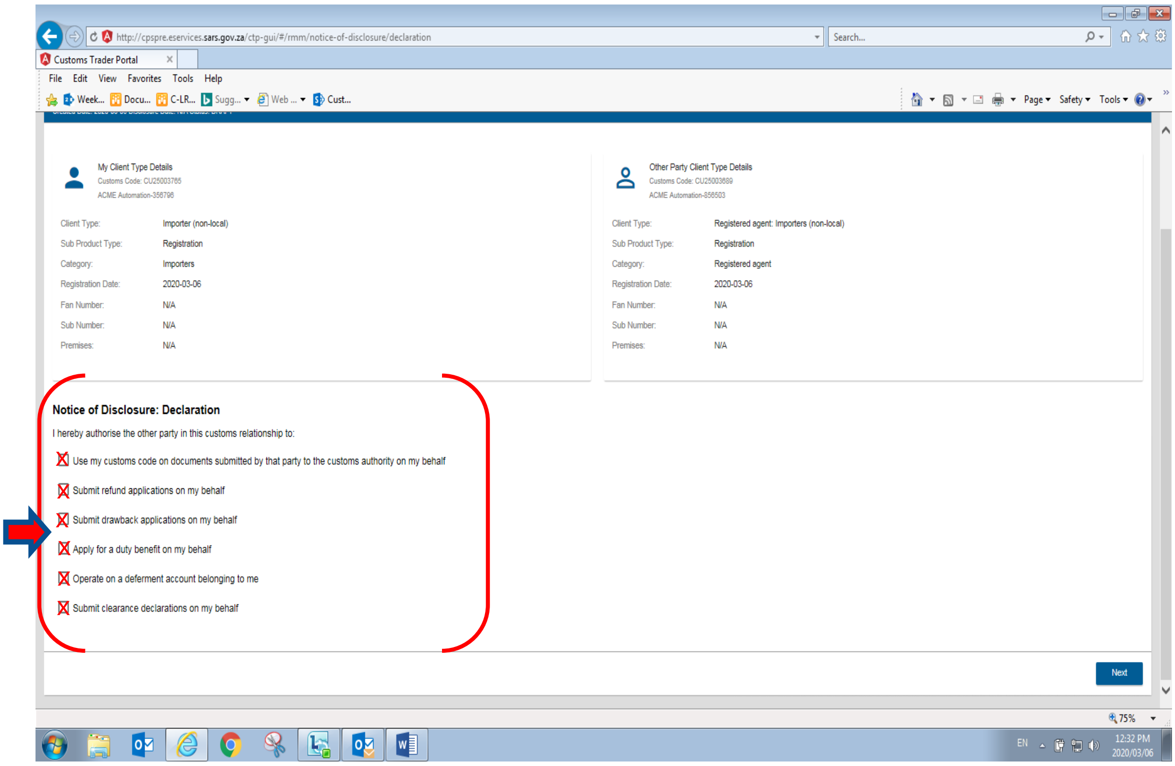
f) The system displays:

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**.

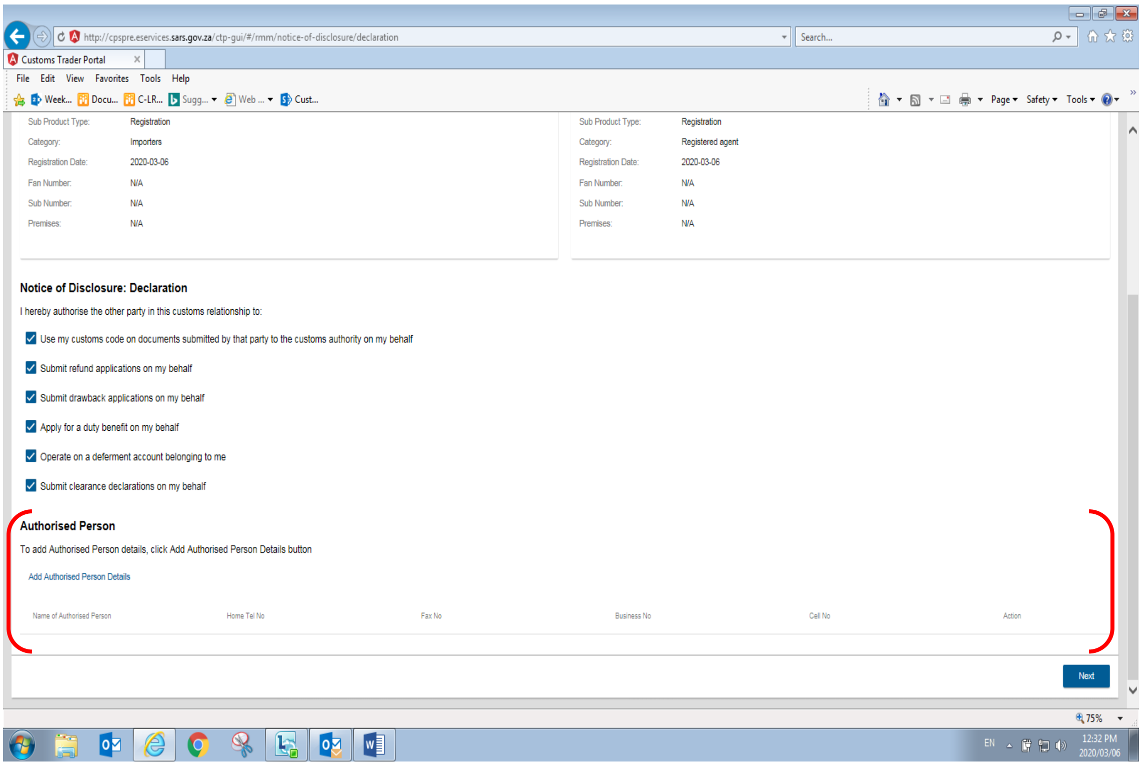


3.3 Notice of Disclosure: Declaration questionnaire

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.

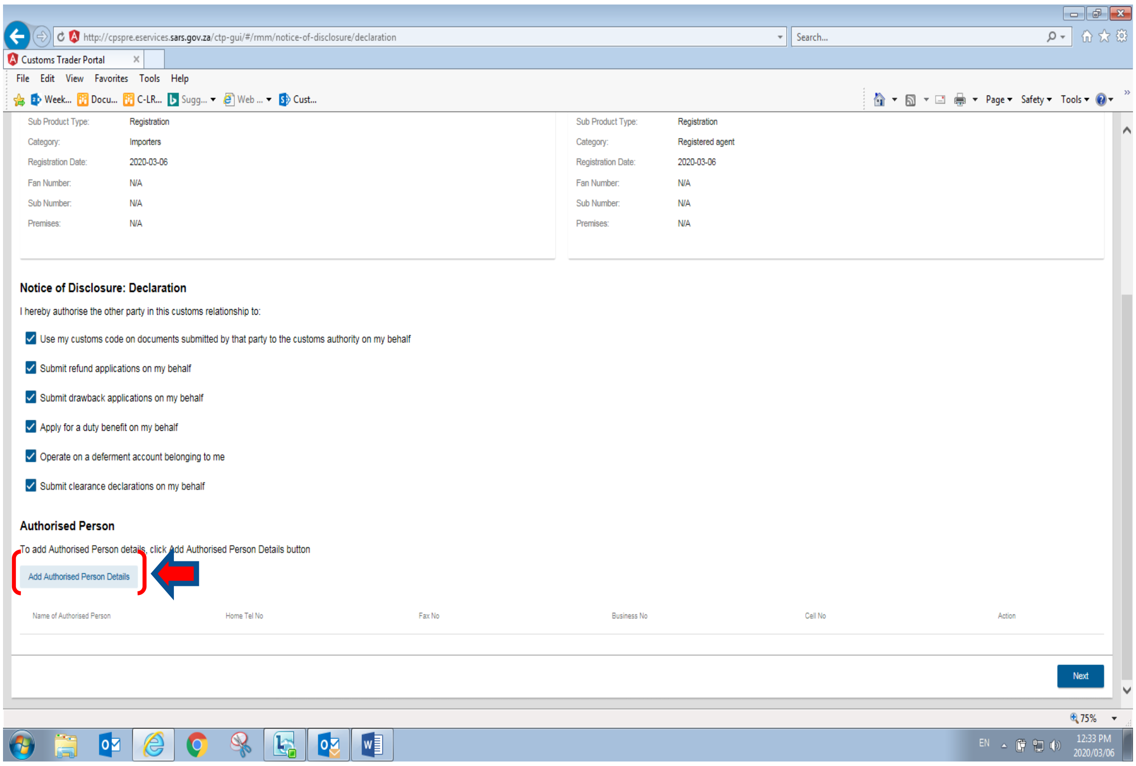


b) After the user has ticked the applicable **"Notice of Disclosure: Declaration"** question(s), the system displays the details required for an "Authorised Person".



3.4 Add authorised person's details

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



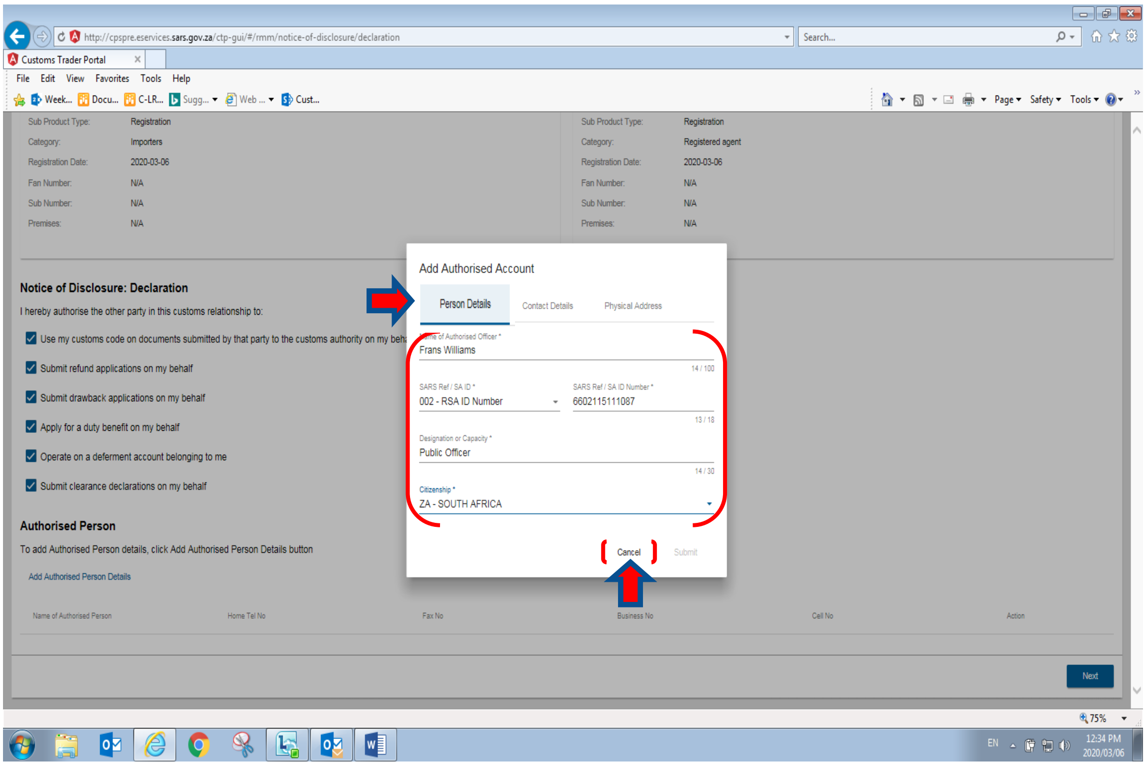
b) The system displays the **"Add Authorised Account"** pop-up capture screen for the user to add the following details of the authorised person:

3.4.1 Authorised persons details

a) The user captures the following **<u>mandatory</u>** 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".**



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.

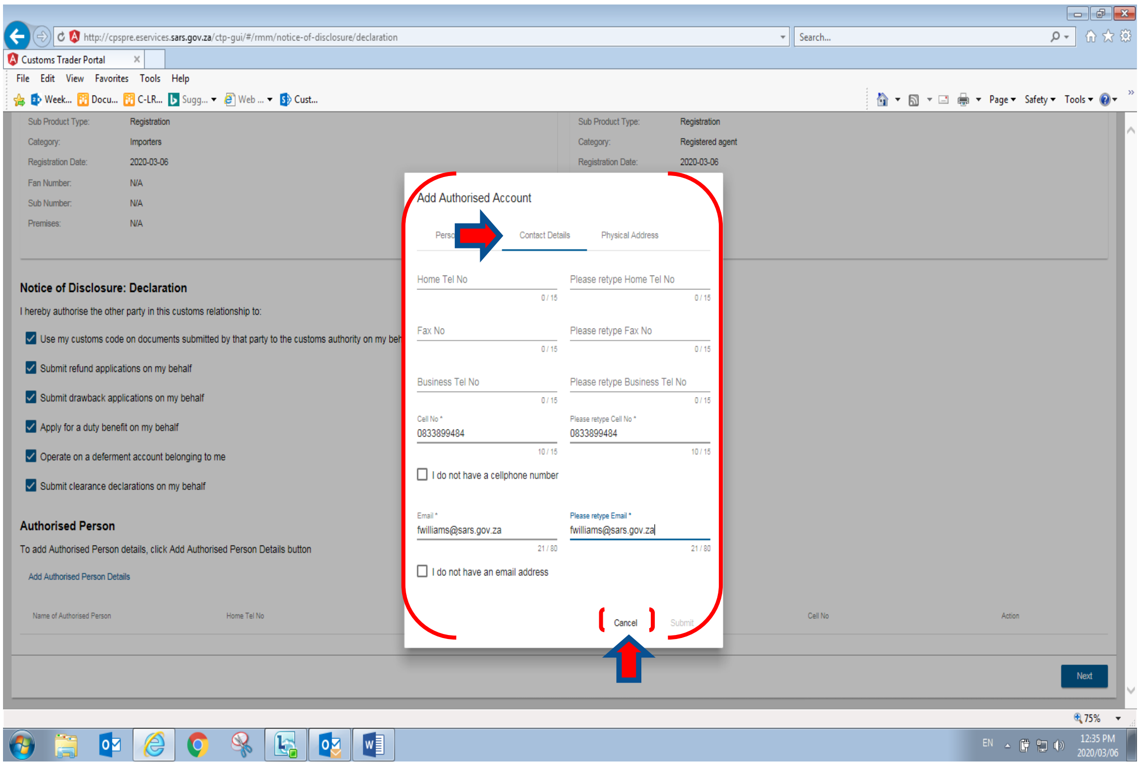
c) If the authorised person does not have a cell phone number or an e-mail address, the user must tick the following boxes next to:

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.



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 (*):

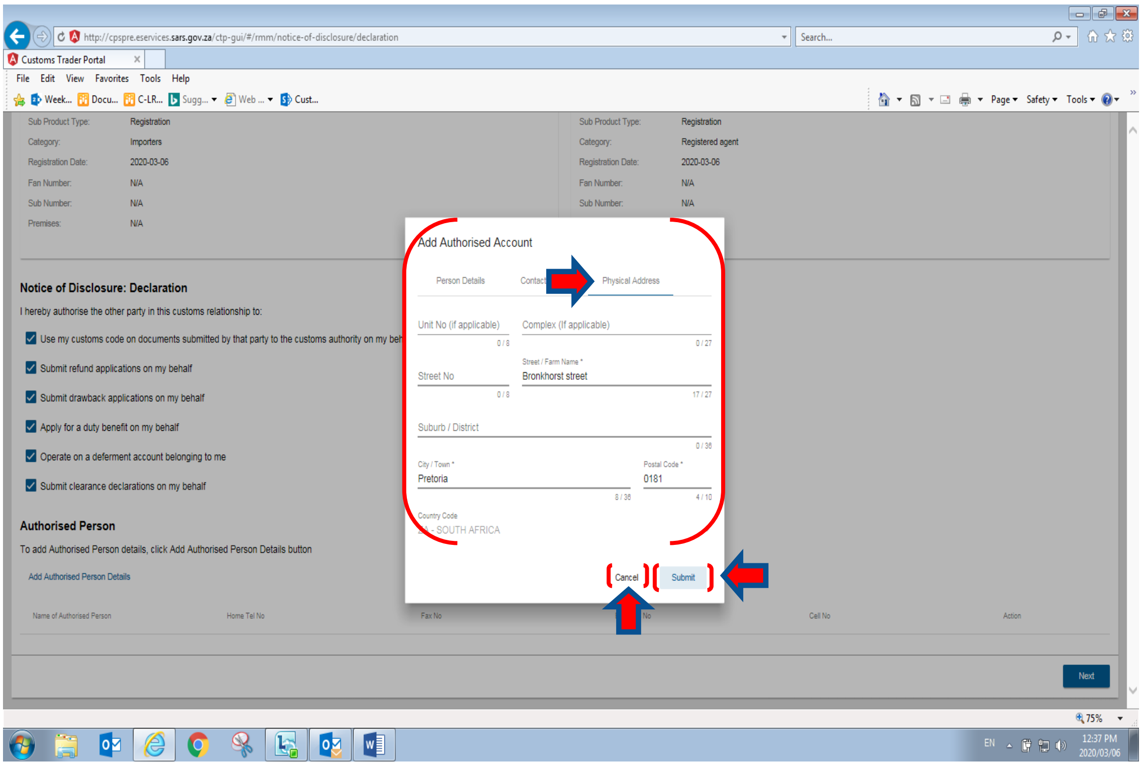
i) Street / Farm name;
ii) City / Town; and
iii) Postal code.

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"** to submit the details of the authorised person.

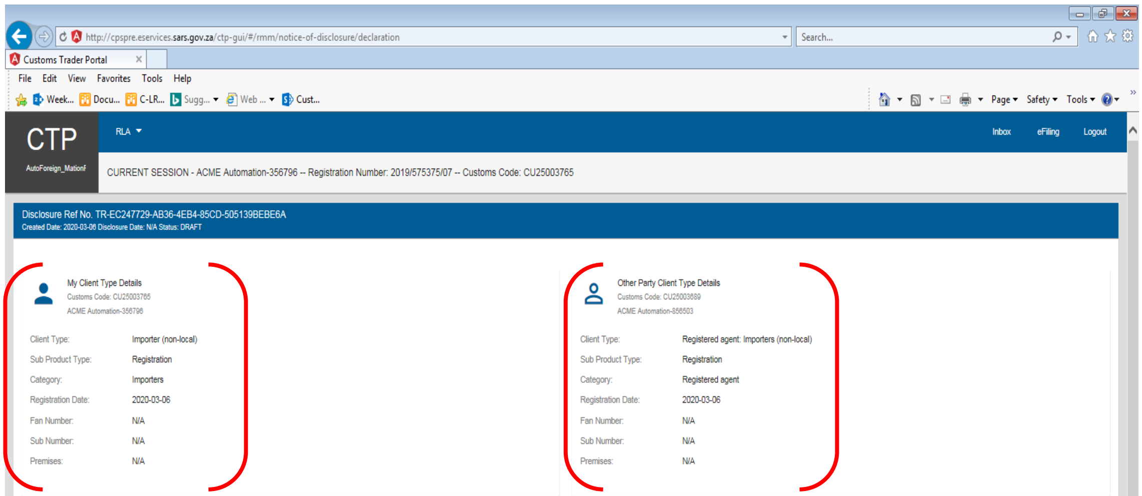


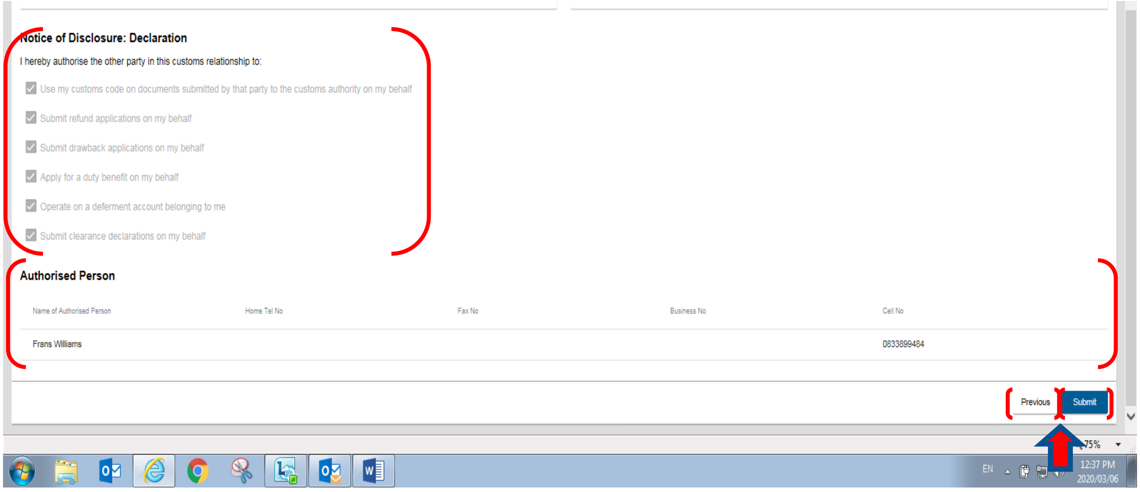
d) The system displays the following details that relates to the notice of discloser created by the nominator:

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"**.

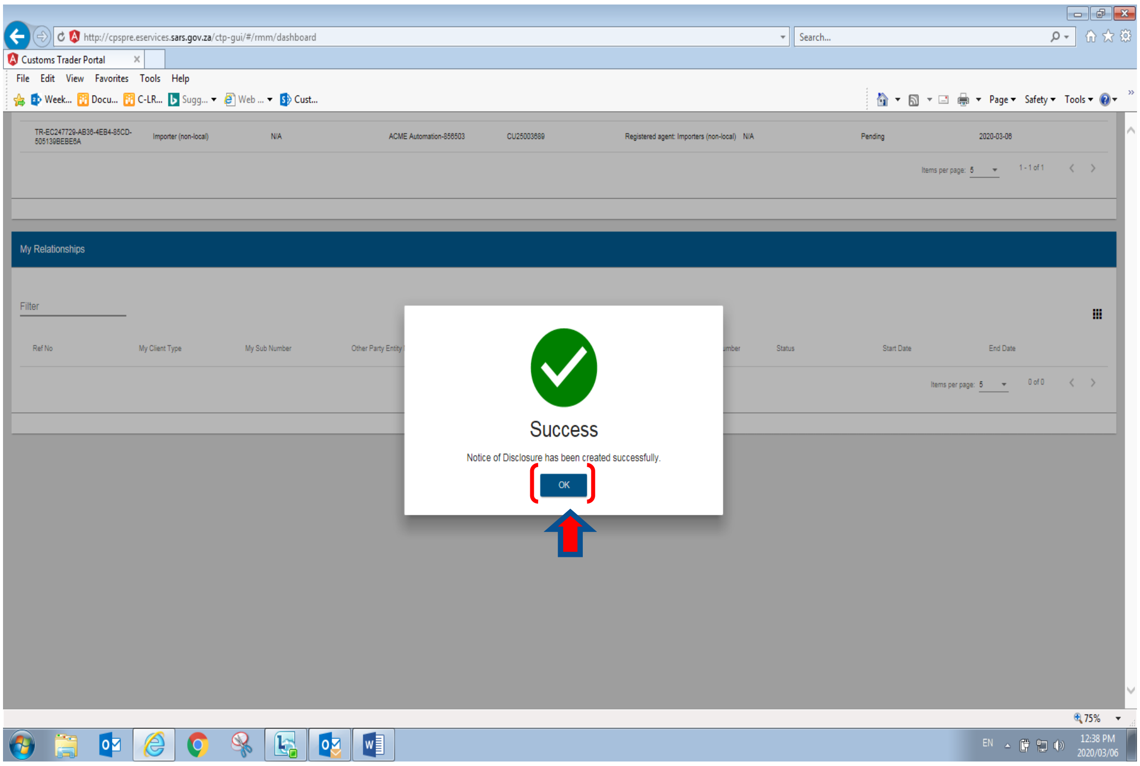
e) If any of the **"Authorised Person"** details are:

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.





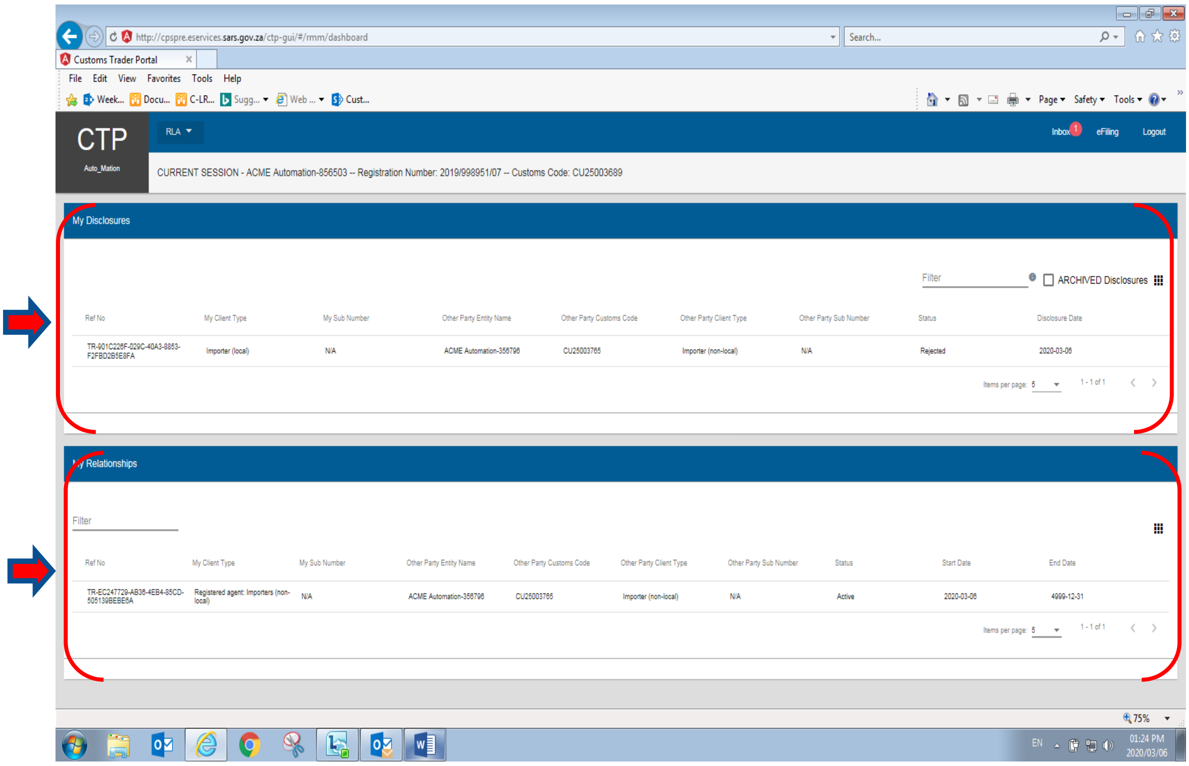
f) The system displays a message **"Notice of Disclosure has been created successfully"**, the user then clicks on the **"OK"** button.



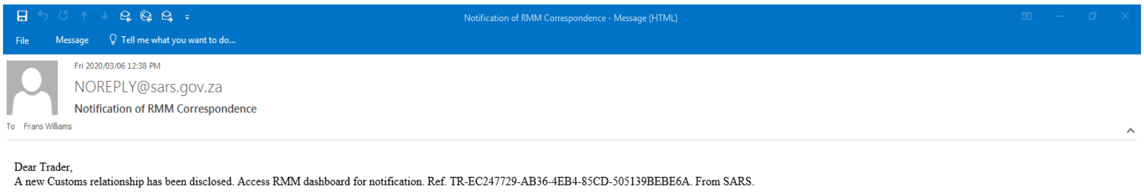
g) The system displays the RLA Relationship Dashboard, refer to paragraph 2.1 above listing the client's relationships status, example:

i) 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**

ii) All active relationships will be listed under **"My Relationships"**.



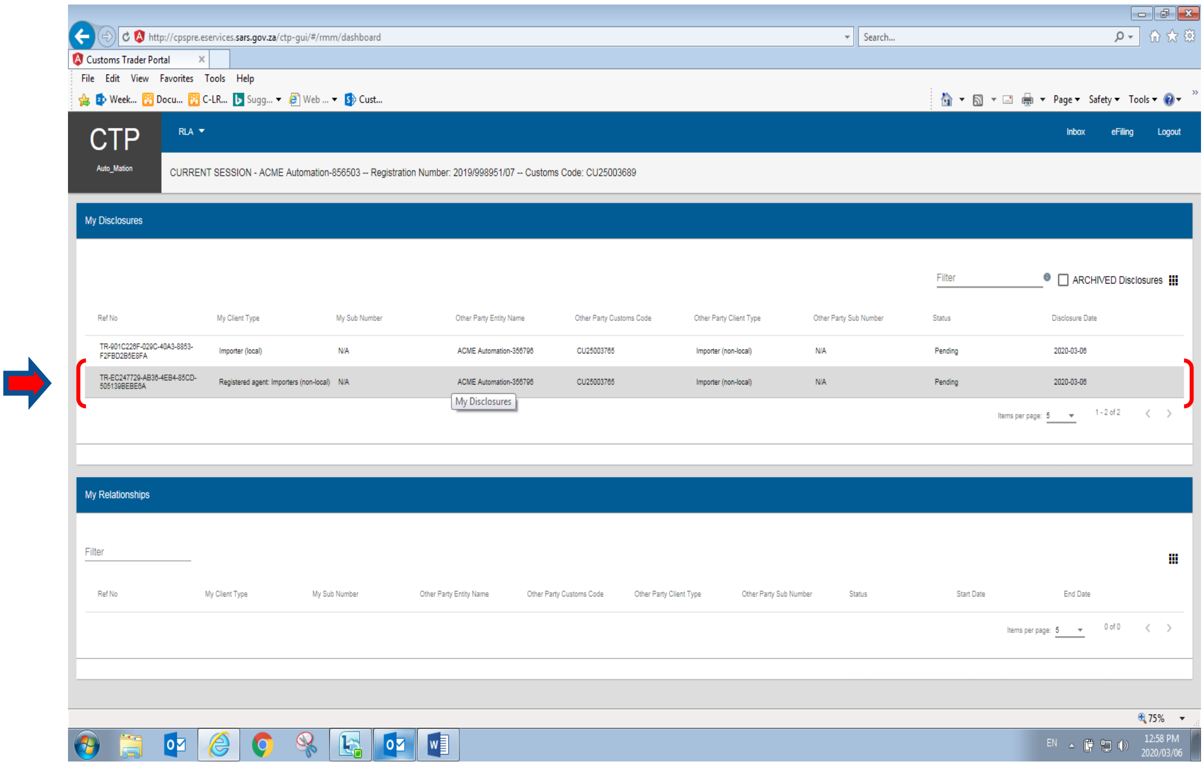
h) The system will send a notification to the authorised person's e-mail address if provide.



4 Confirm or reject a new relationship

a) A relationship disclosed by the nominator must be actioned by the nominee within seven (7) days from 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.

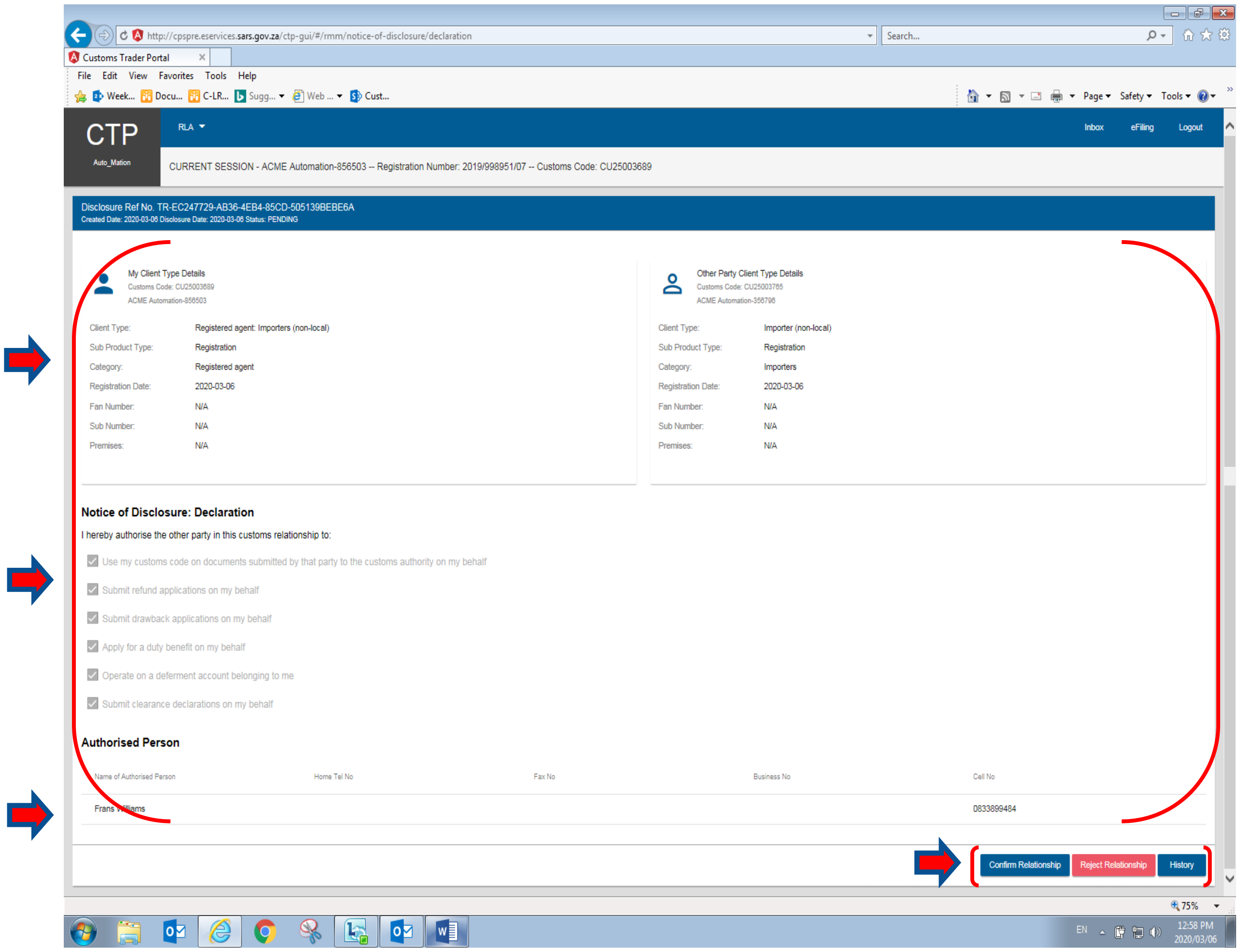
b) Once the nominee has logged into the RLA Relationship dashboard via eFiling or the BFE, the nominee clicks on an applicable client type e.g. Registered agent: Importer non-local under **"My Disclosure"** option on the RLA Relationship dashboard.



c) The system displays:

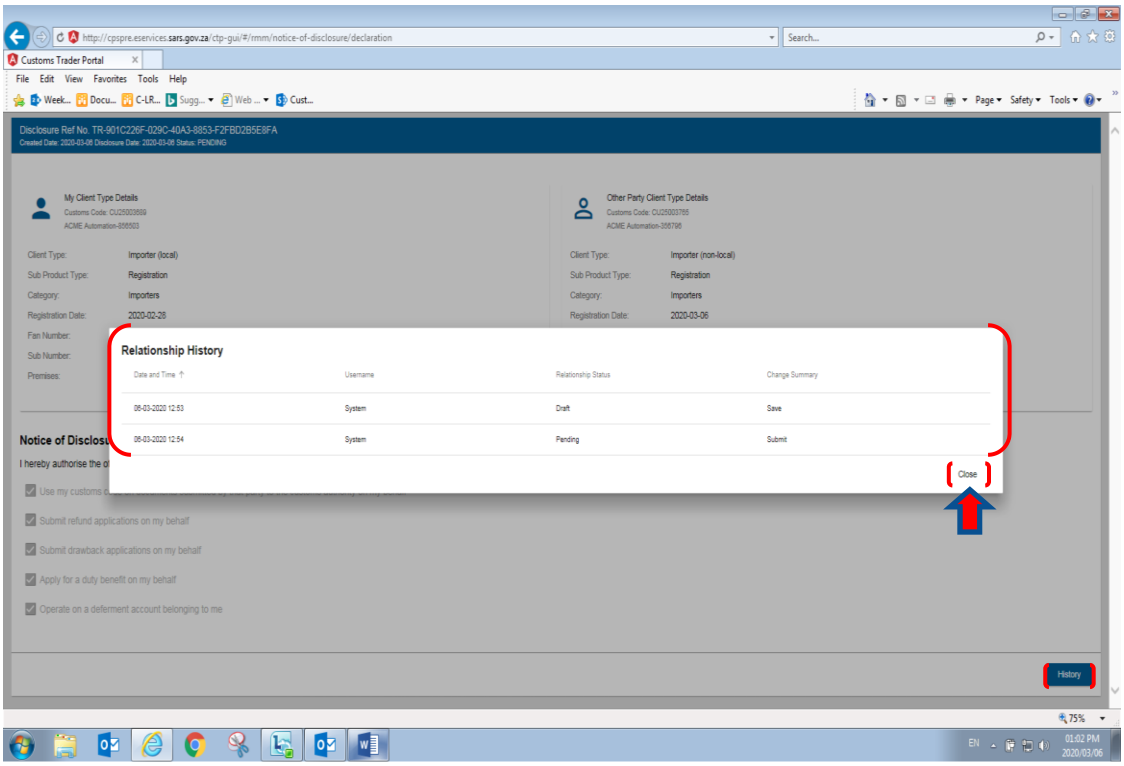
i) The disclosure relationship details:
  A) **"My Client Type Details"** (e.g. nominee);
  B) **"Other Party Client Type Details"** (e.g. nominator);
  C) **"Notice of Disclosure: Declaration"** for the type of authorisation granted or requested; and

ii) The following buttons:
  A) **"History"** – this button displays the history of the relationship case**"**;
  B) **"Reject Relationship"** – This button is used when the nominee rejects the relationship disclosed; and
  C) **"Confirm Relationship"** – This button is used when the nominee accepts the relationship disclosed.



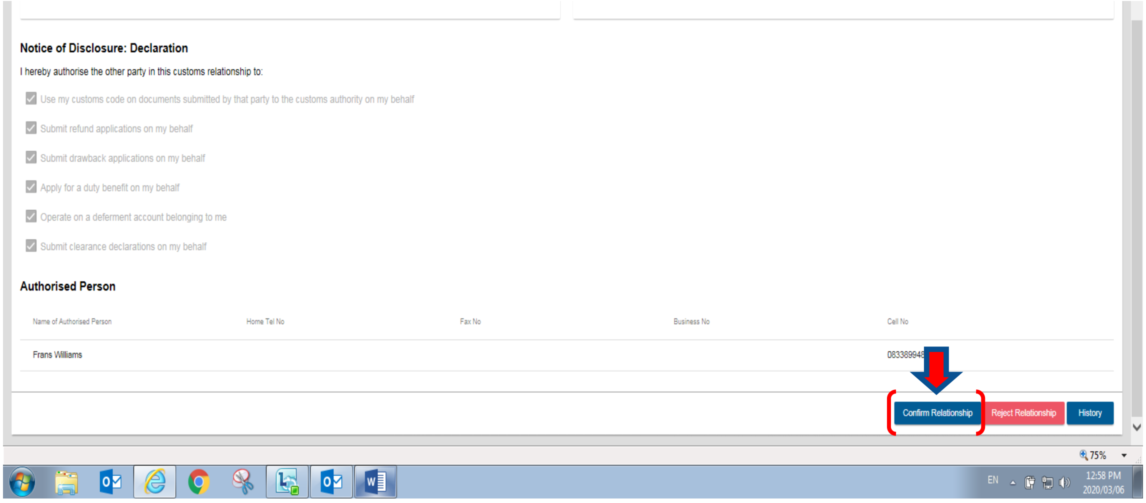
4.1 Case history

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".**

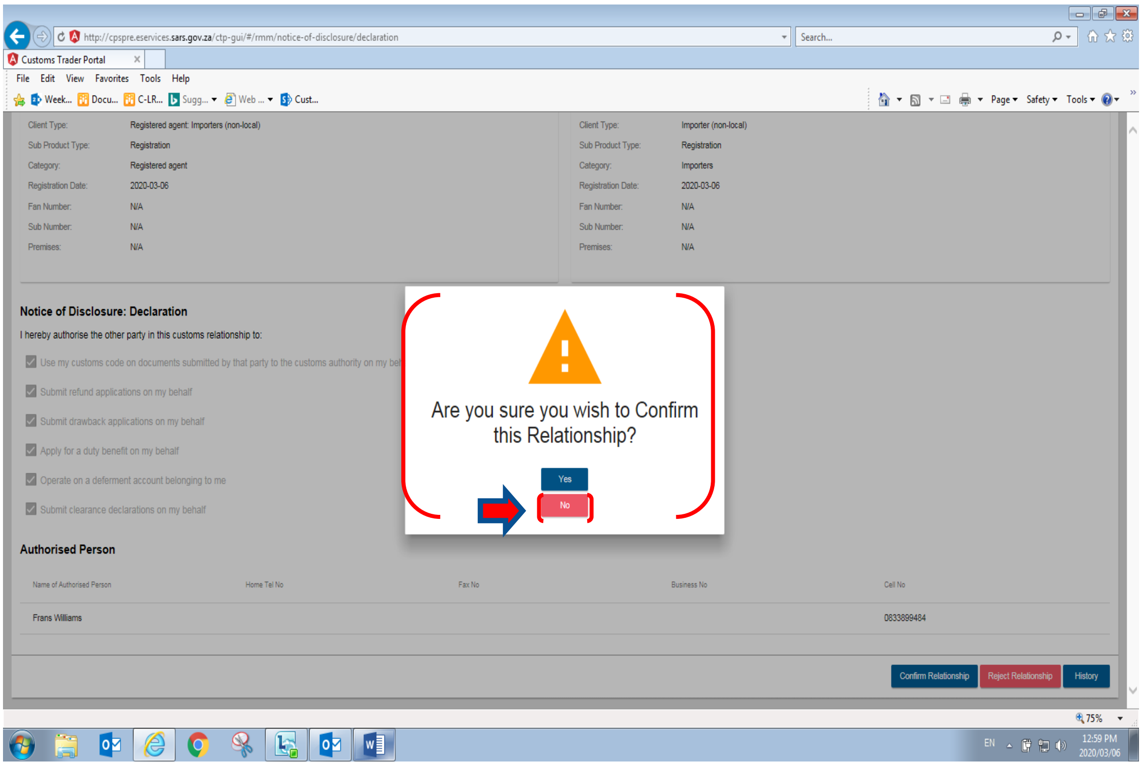


4.2 Confirm a new relationship

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

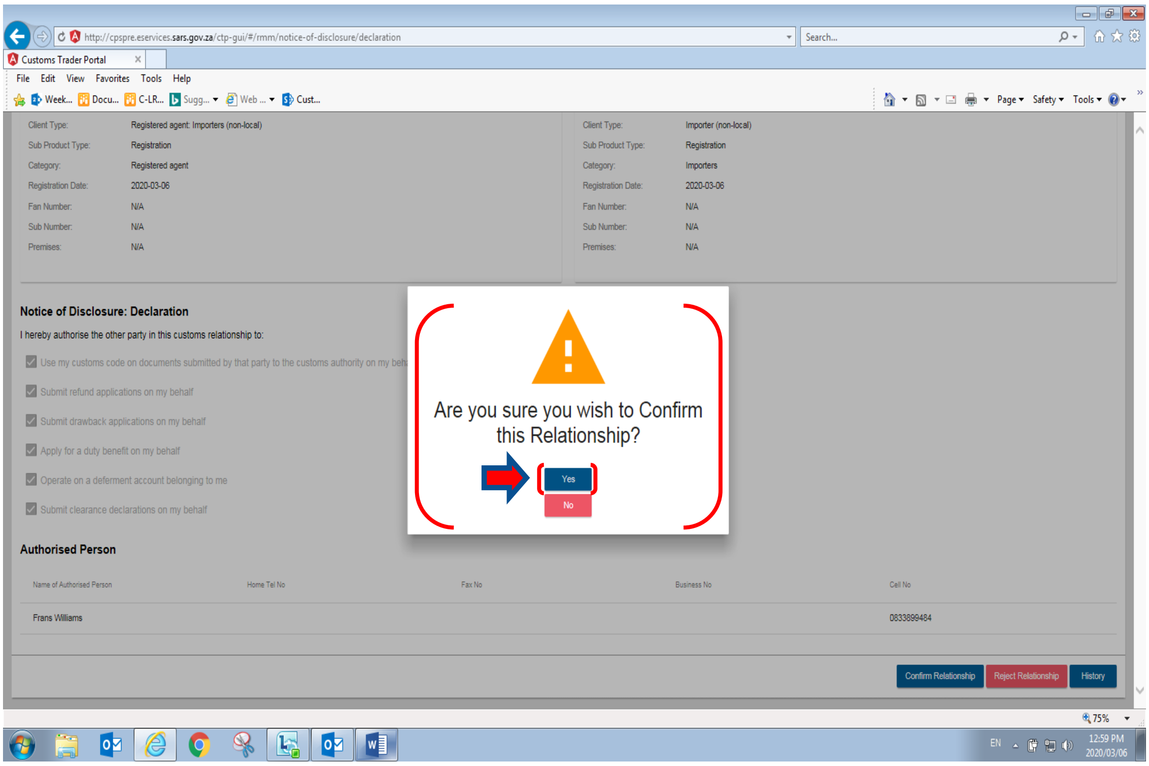


b) The system displays a message "**Are you sure you wish to Confirm this Relationship?"**. If the user does not accept the relationship and wishes to cancel the relationship nomination, the user clicks on the **"No"** button.

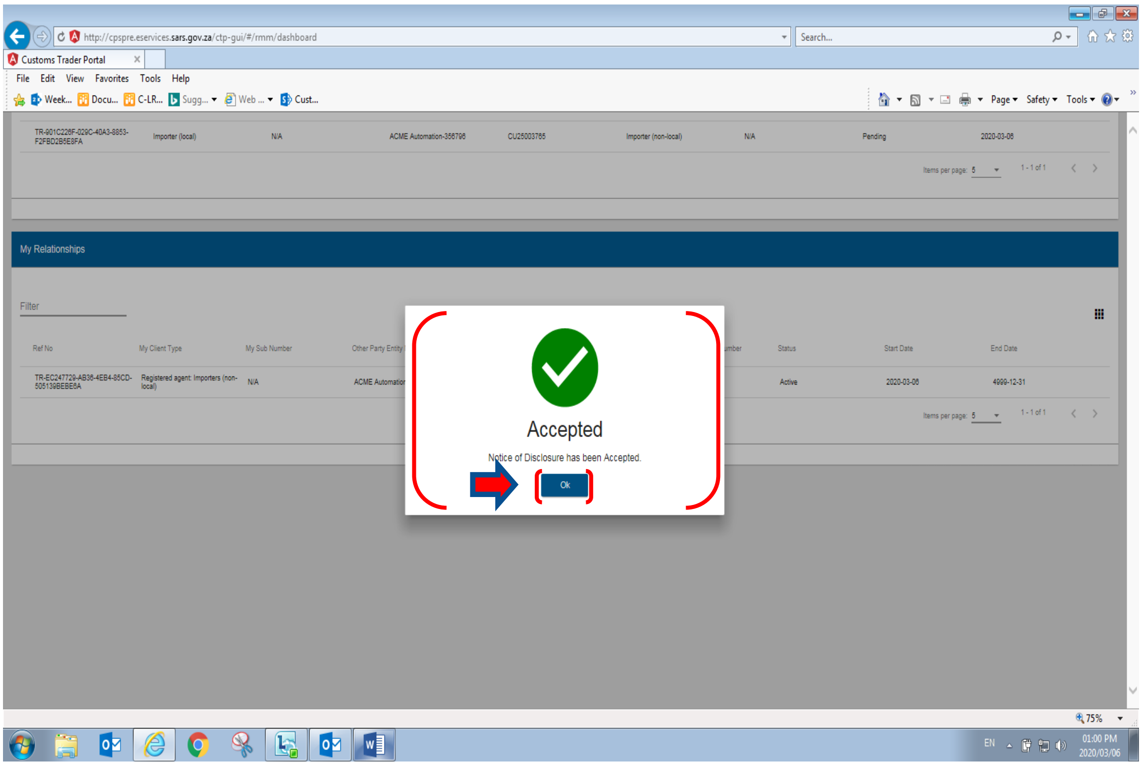


c) The system will update the status of the relationship case under **"My Disclosure"** from pending to rejected, refer to paragraph 4.3 (f) below, and sends a notification to the nominator's RLA Inbox, refer to paragraph 6 below.

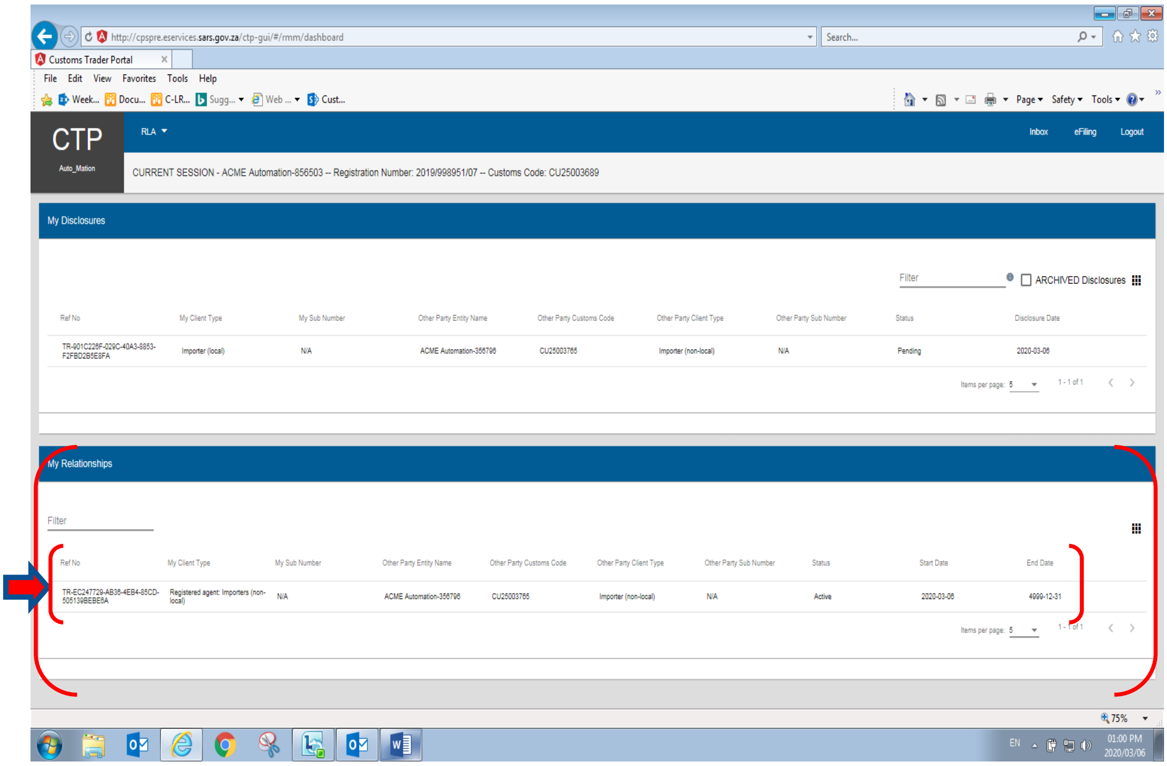
d) If the user (e.g. nominee) accepts the relationship, the **“Yes”** button is clicked.



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



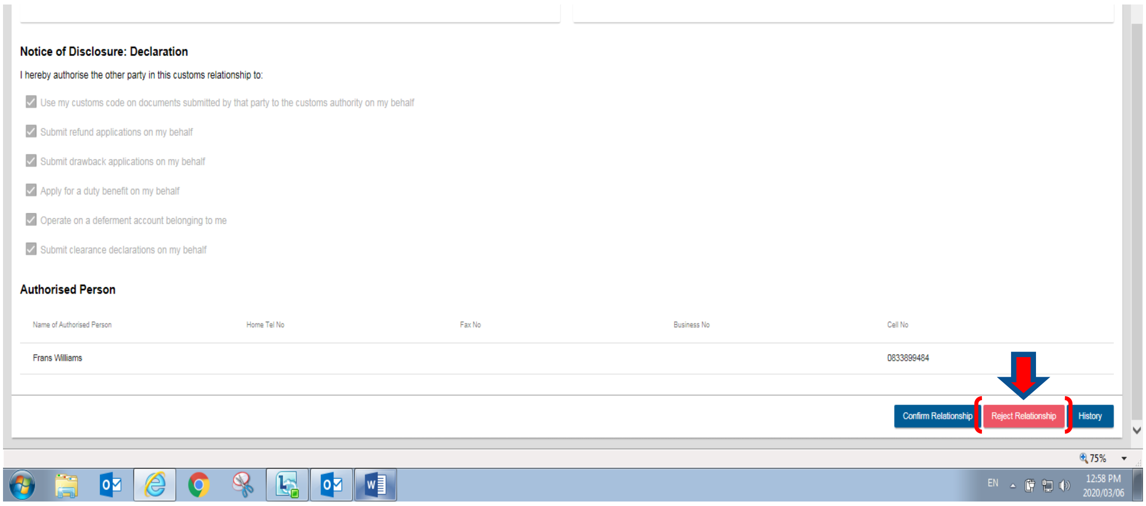
f) The system moves the relationship case from under **"My Disclosure"** and displays the relationship under **"My Relationship"** and changes the relationship case states to **"Active"**.



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

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.

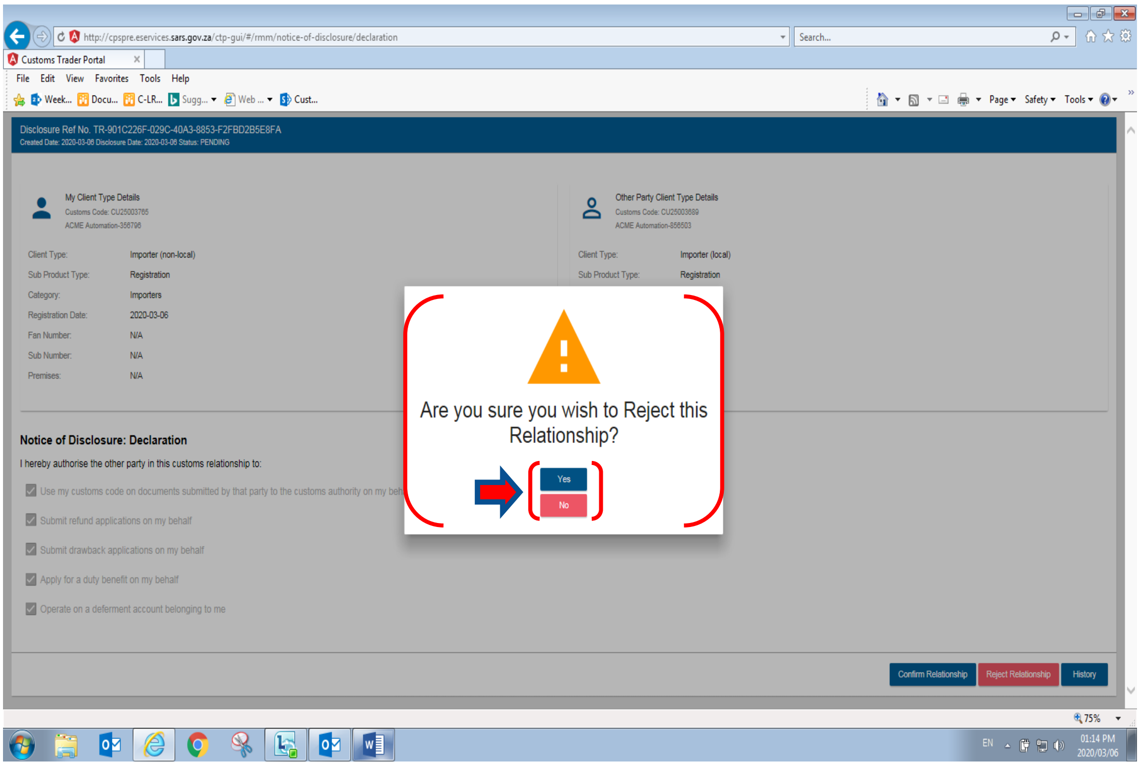


b) The system displays:

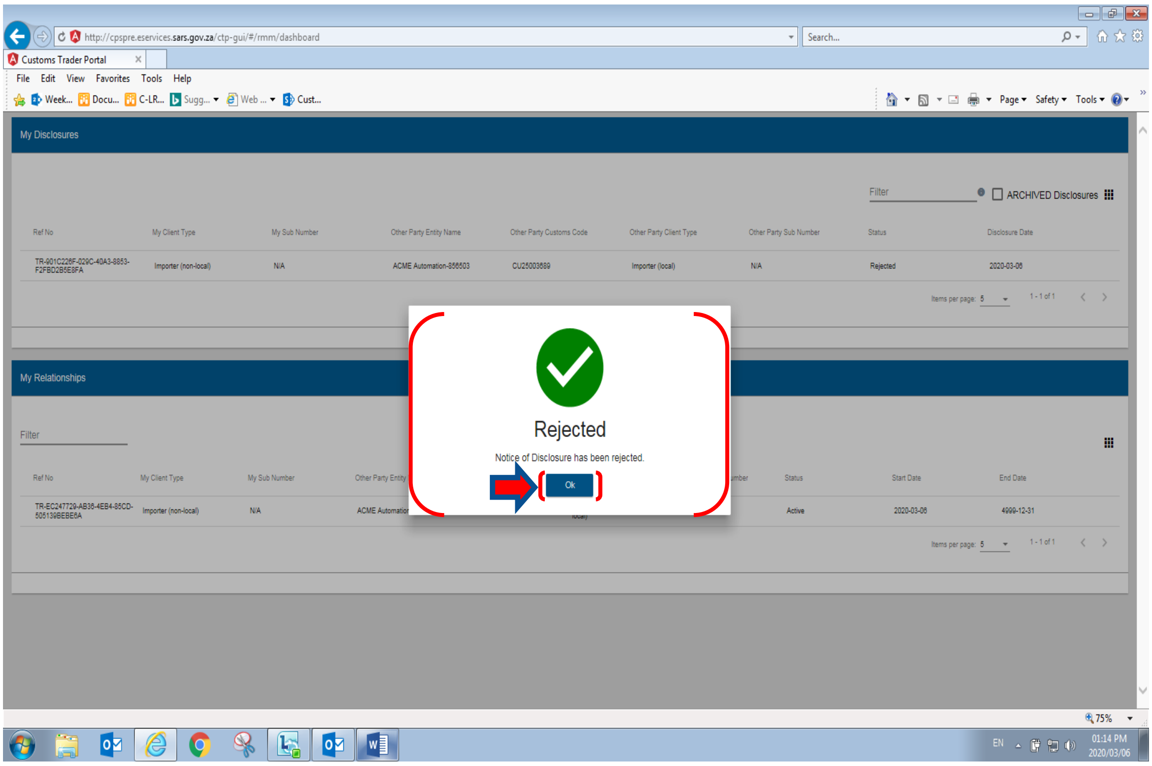
i) A message **"Are you sure you wish to Reject this Relationship?"**; and
ii) **"Yes / No"** buttons are activated.

c) If the user:

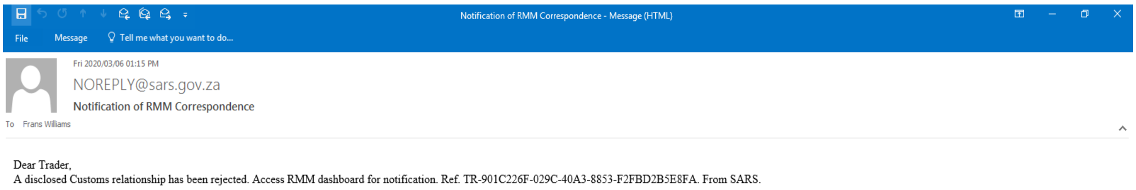
i) Disagrees with the decision to reject the relationship, the user clicks on the **"No"** button, the system returns to the disclosure screen, and continues as per paragraph 4.2.above.
ii) Wishes to continue to reject the disclosed relationship, the user clicks on the **"Yes"** button.



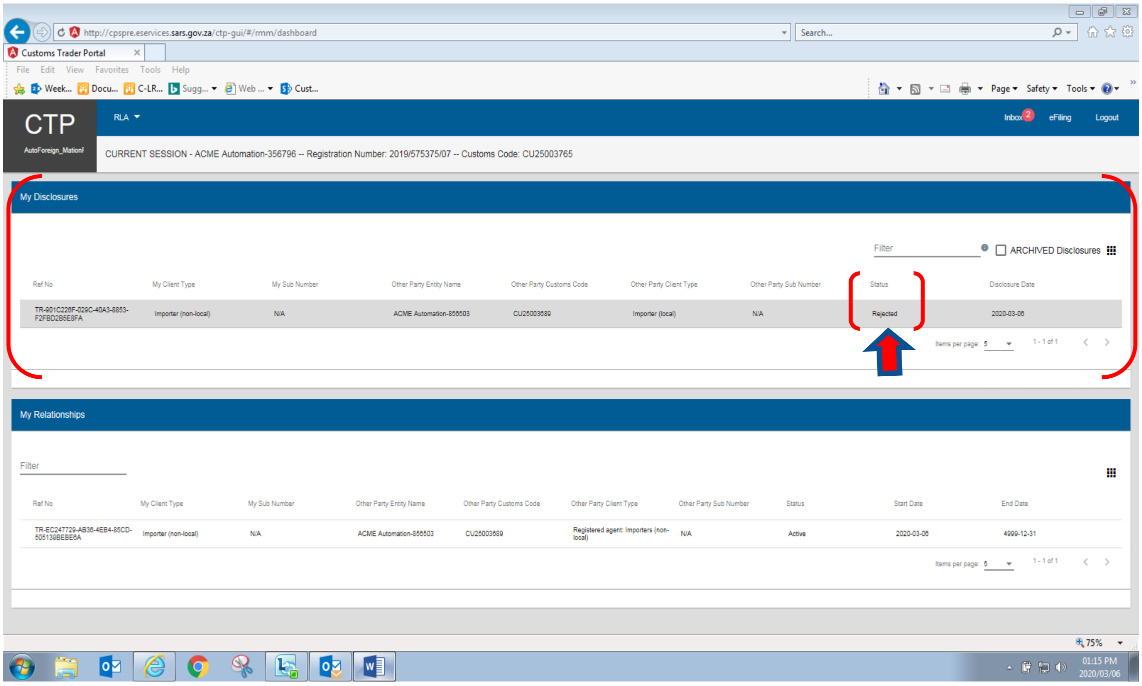
d) Once the user has clicked on the “Yes” button, the system displays a message **“Notice of Disclosure has been rejected”**, and the user clicks on the **“Ok”** button to close the disclosure case.



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

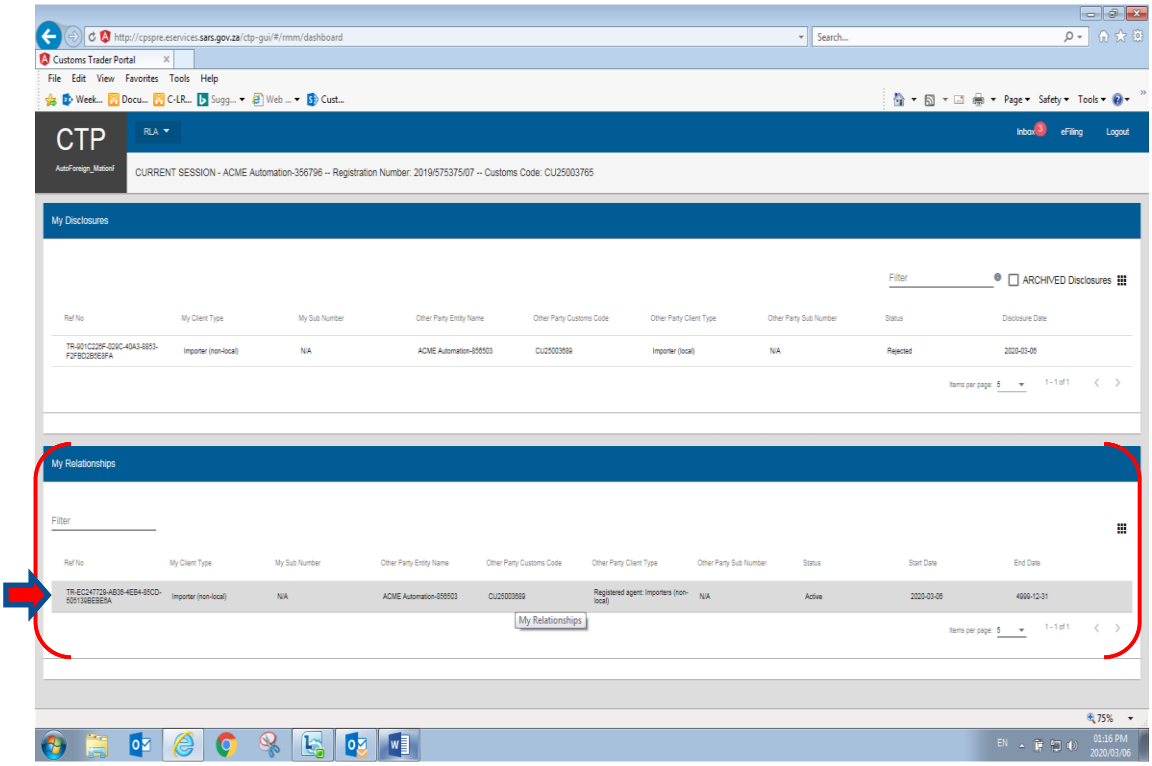


f) The system returns to the RLA Dashboard, updates the relationship case status under **"MY Disclosures"** from **"Pending"** to **"Rejected"**. .

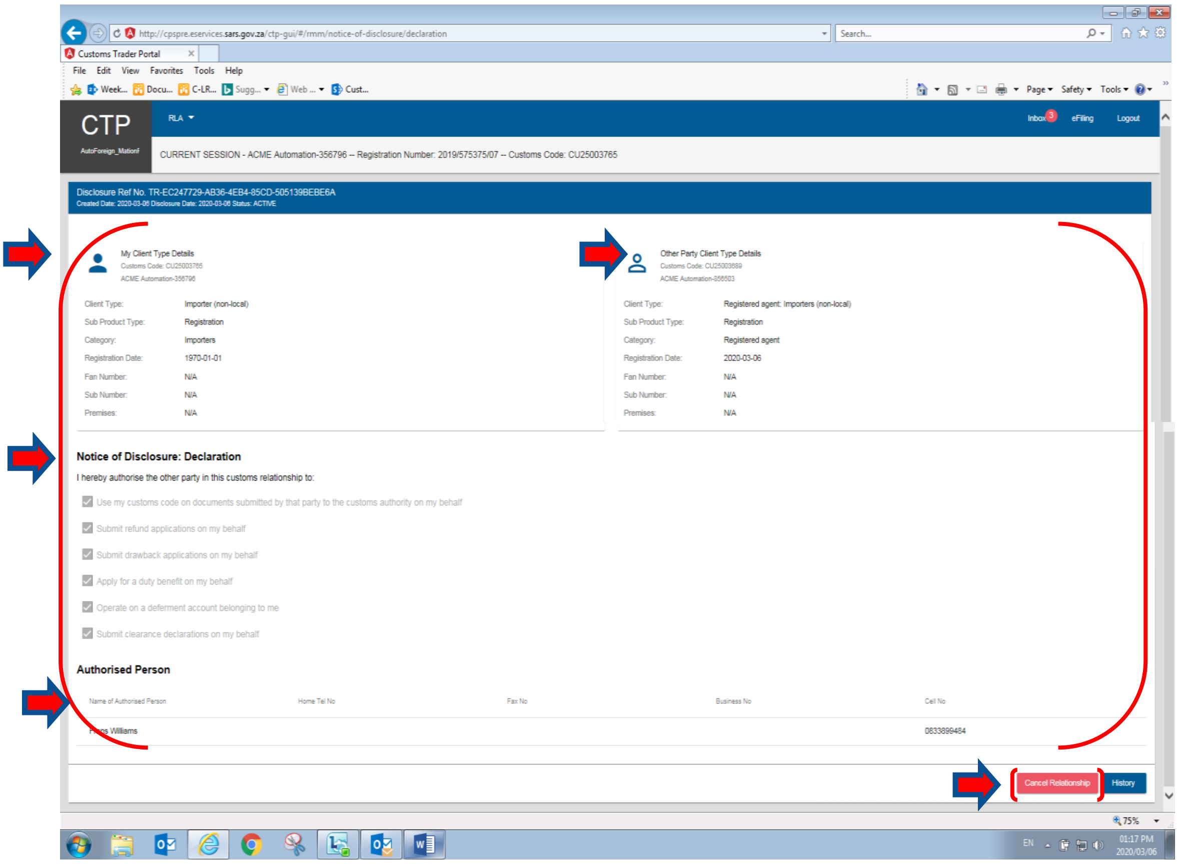


5 Cancel an existing relationship with another RLA client

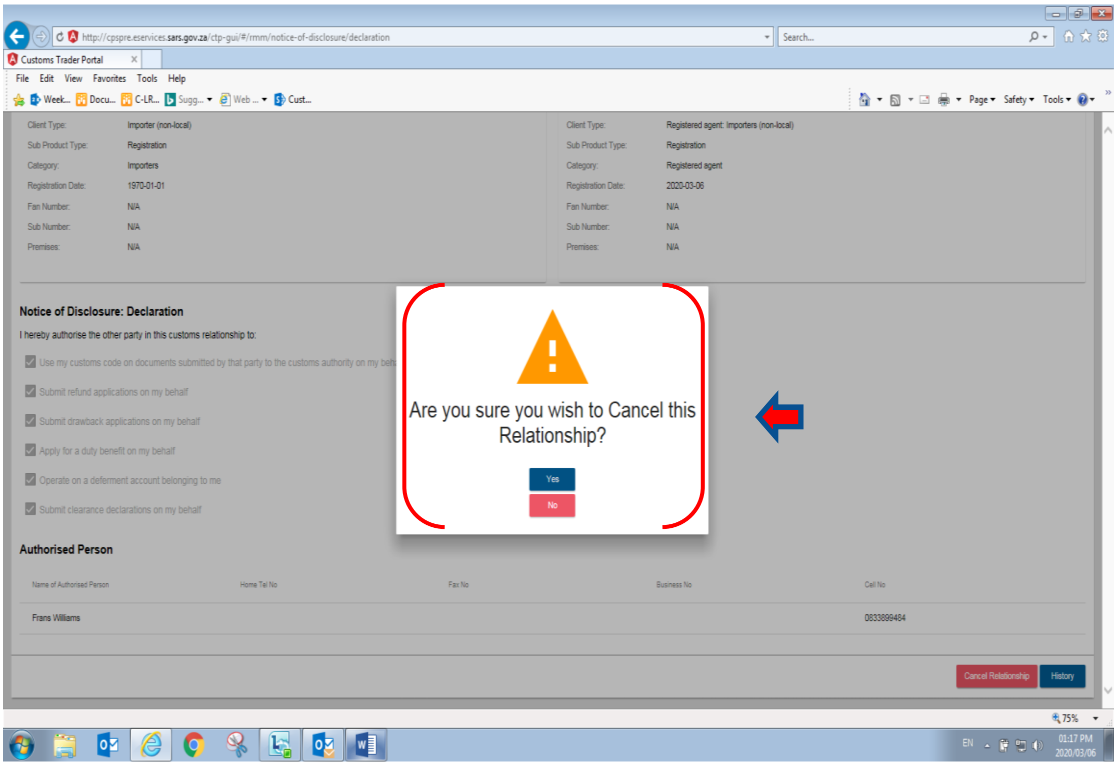
a) When a nominee or nominator wishes to cancel an active relationship, the user clicks on the active relationship under **"My Relationships"** on the RLA Relationship dashboard.



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



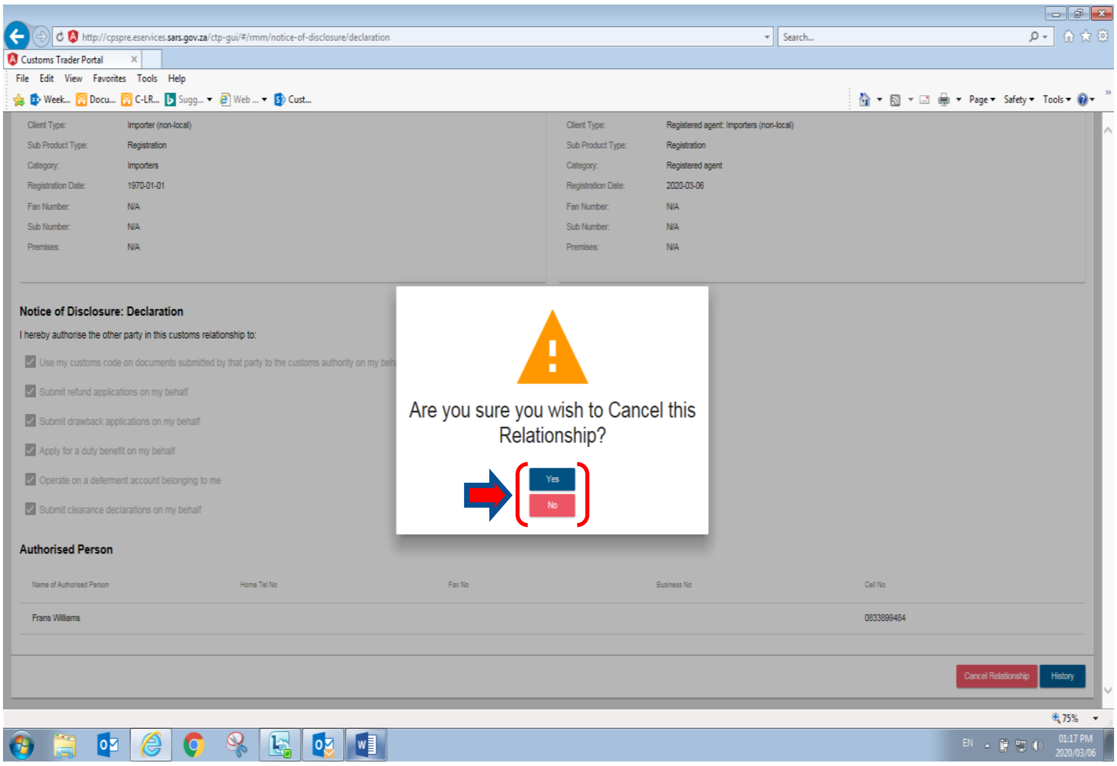
c) In order to cancel the relationship, the user clicks the "Cancel Relationship" button. The system then displays a message **"Are you sure you wish to Cancel this Relationship?"**.



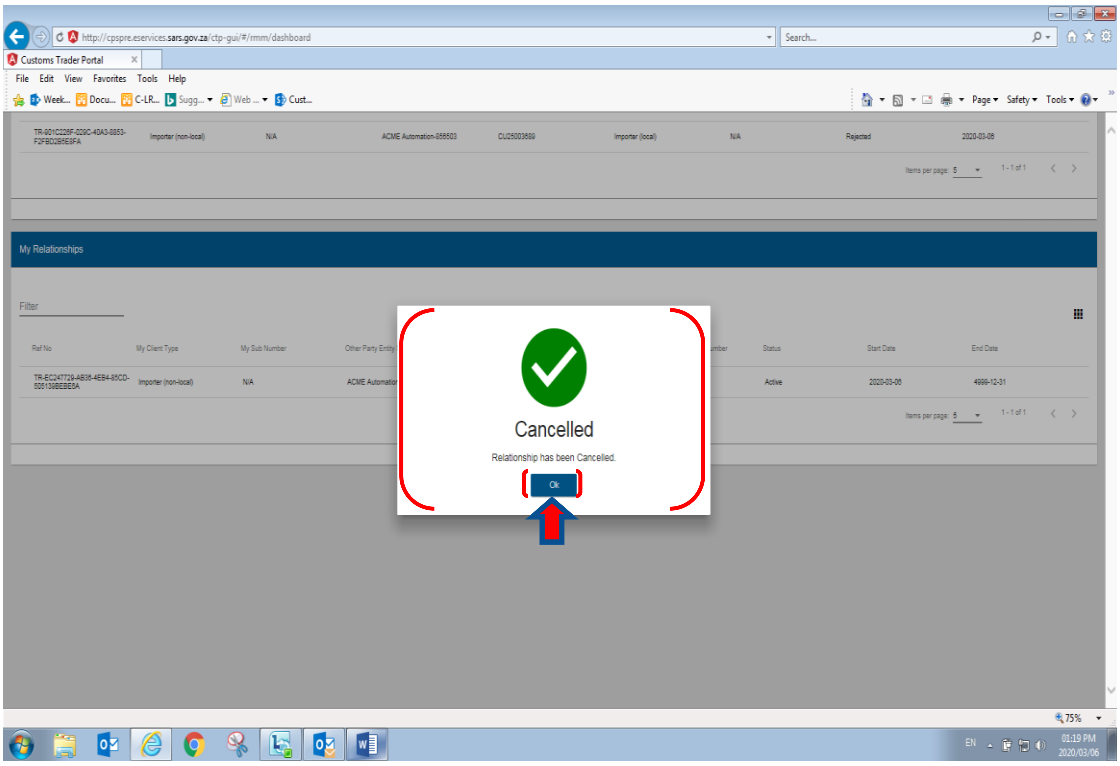
d) If the user (e.g. nominee or nominator):

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

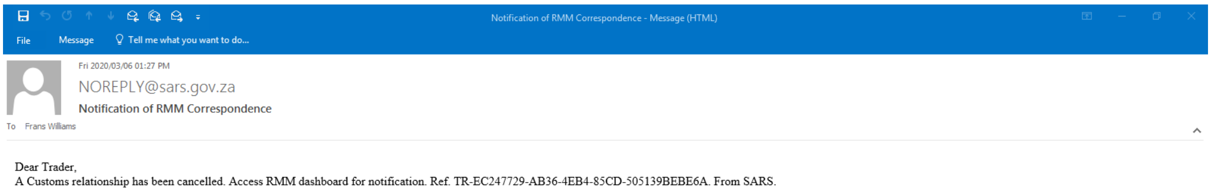
ii) Wishes to cancel an active relationship with another RLA client type, the user clicks on the **"Yes"** button.



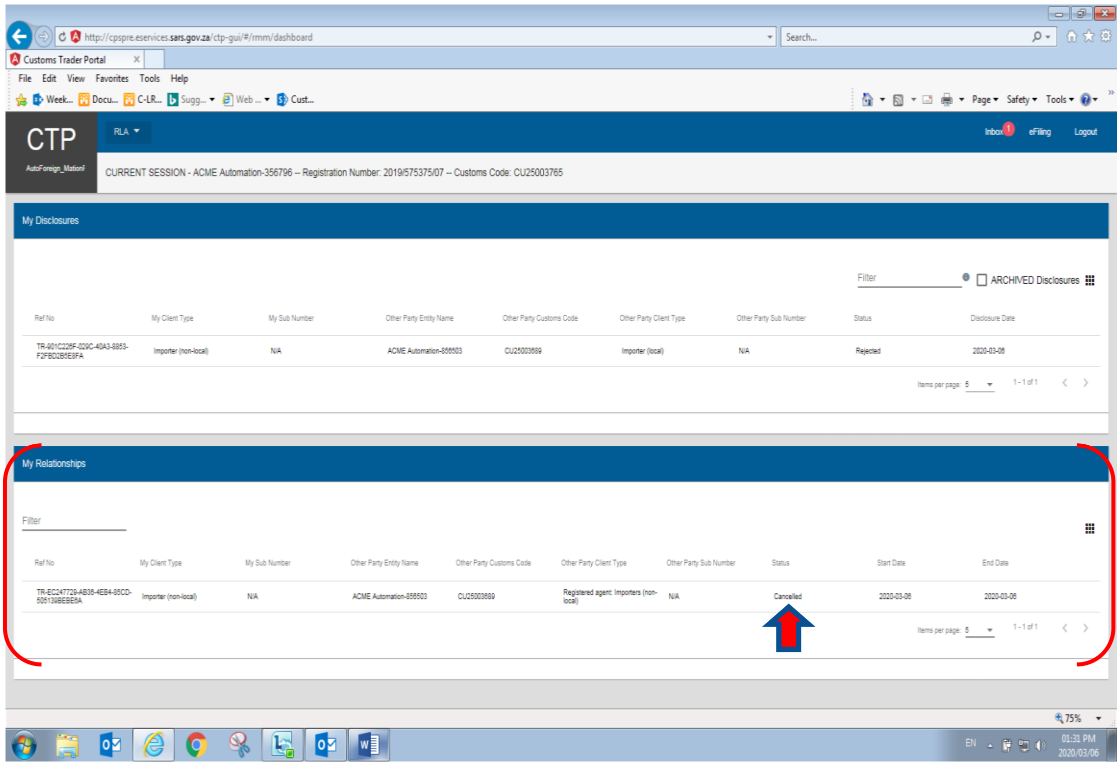
e) If the user selected the **"YES"** button, the system displays a message **"Relationship has been Cancelled"**, the user is required to click on the **"OK"** to close the case.



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. .



6 RLA Inbox

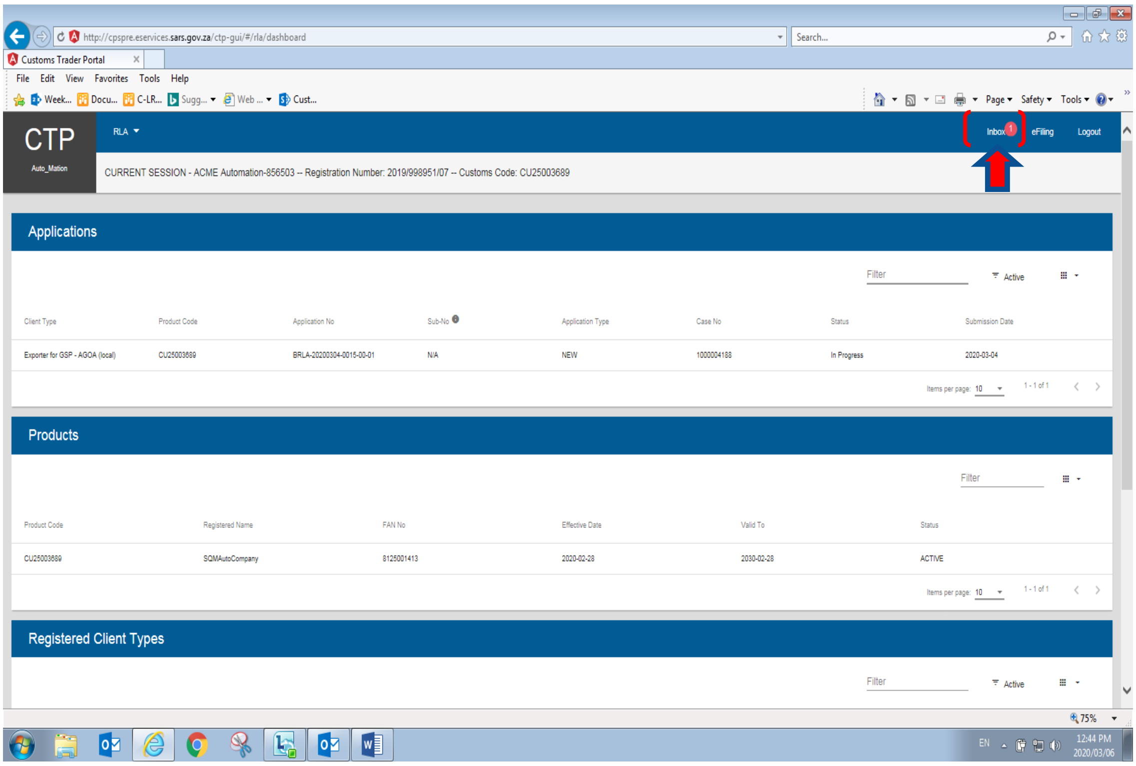
a) The system creates the following notifications electronically to notify the effected RLA client.

- 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.



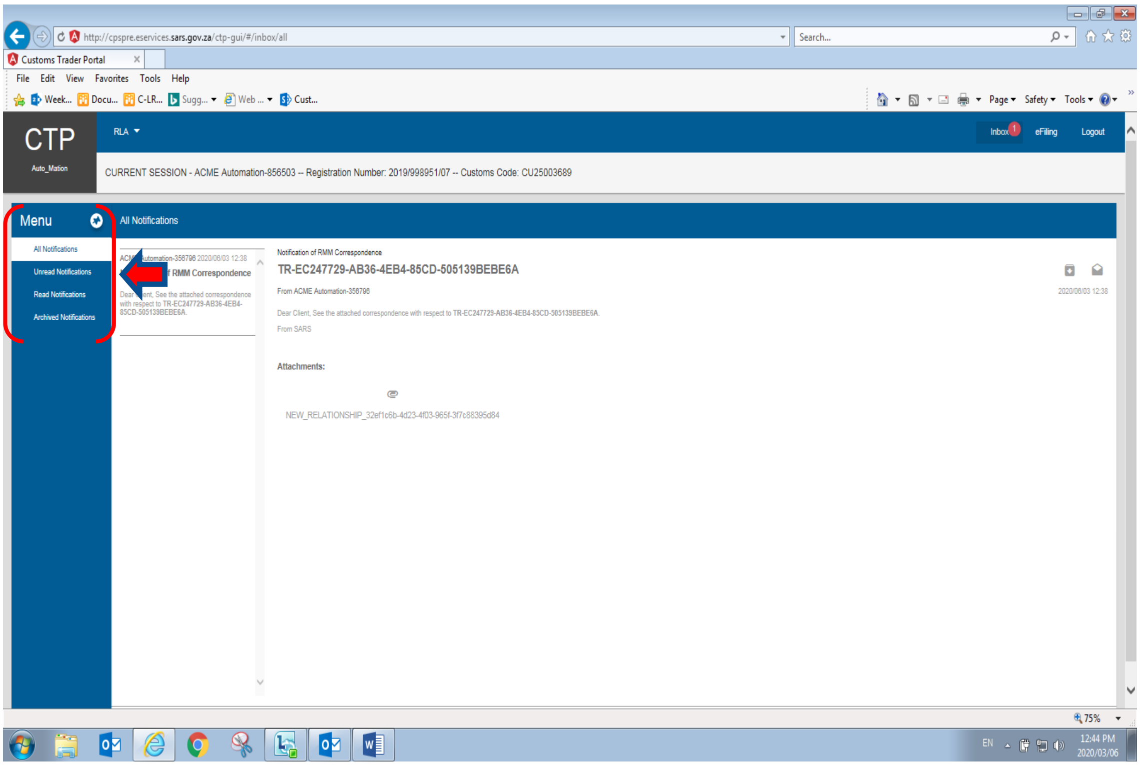
e) Once the effected RLA client clicks on the RLA Inbox, the system displays the RLA Inbox menu. The RLA Inbox menu consists of the following:

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;

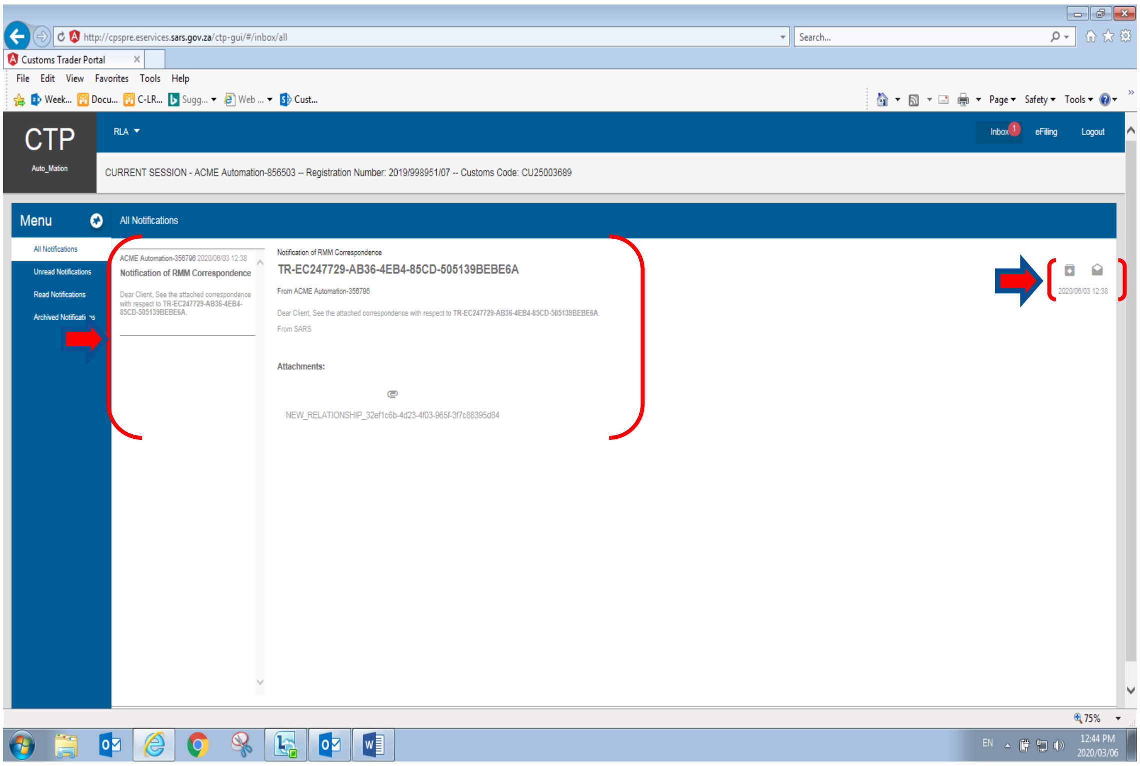
iii) **"Read Notification"** – This option lists all the notifications that has been read by the RLA client; and

iv) **"Archived Notification"** – This option lists all the notifications that have been archived by the RLA client.

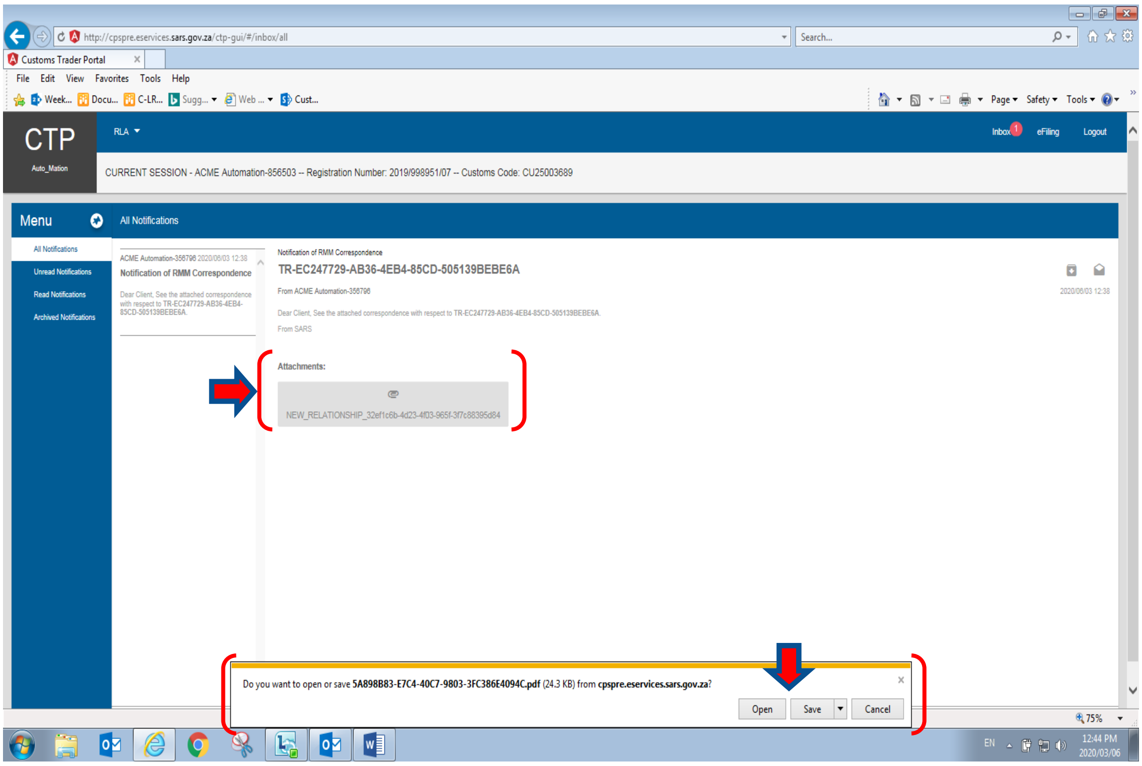


f) The system displays all the notifications sent to applicable RLA client under **"All Notifications"**, the user clicks on the notifications, the system displays the following icons:

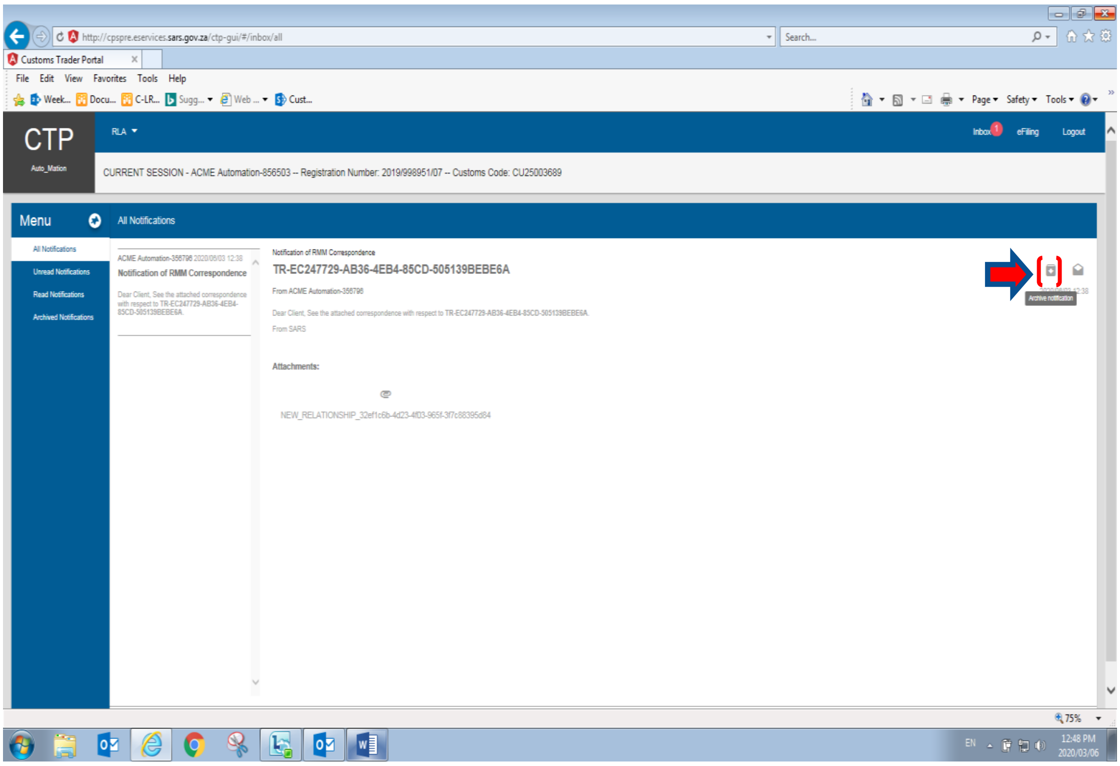
i) **"Archive Notification"**; or
ii) **"Read Notification".**



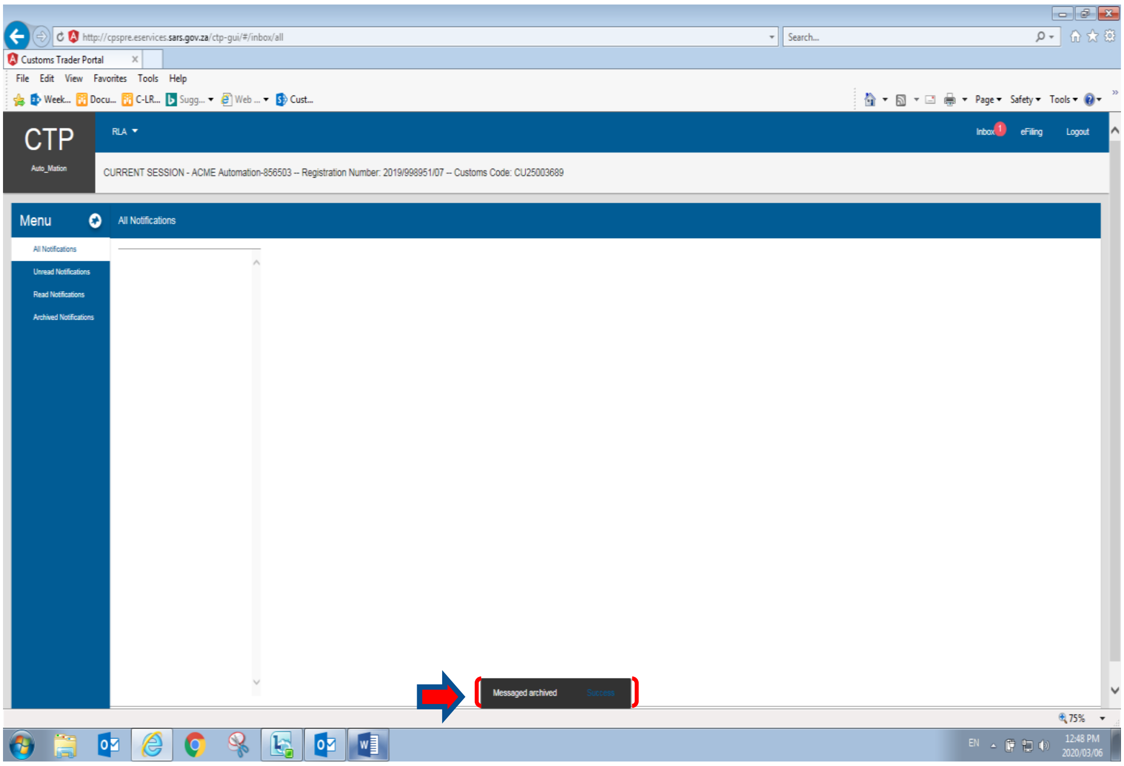
g) If the client wishes to view any attachments to the notifications, the user clicks on the attachment. The system displays a message do you want to **"Open or Save"** the attachment.



h) Once the user has viewed, printed or saved the attachment sent electronically, the user can click on the **“Archive Notification”** icon.



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:	**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) and 120.04 (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 **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

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.
CTP	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 Disclosure	The initiation of the creation of a relationship between a Nominator Client Type and Nominee Client Type.
Other Party (Nominee)	RLA client type that is nominated for a relationship (nominee).
Red arrows / Red brackets	Indicates where the user needs to click, add comments or review information displayed on the screen.
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.

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 previous revision	Initial Release
Template number and revision	GC-TM-17 – Rev 0