NEW CUSTOMS ACTS PROGRAMME

Registration, Licensing and Accreditation (RLA) – Webinar

10 November 2020

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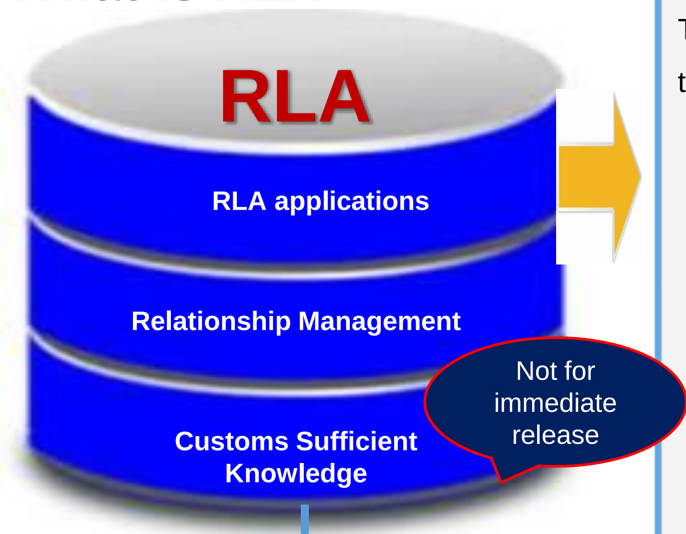
Introduction to RLA

What is RLA



The new Registration, Licensing and Accreditation (RLA) capability aims to deliver the following:

- A **single**, **centralised electronic and manual application processing capability** for a person required to apply for registration, licensing, approval or accreditation in terms of the Customs and Excise Act, no 91 of 1964; the Customs Control Act No 31 of 2014, Customs Duty Act No 30 of 2014 and the Excise Duty Act No 91 of 1964. (This system can also be utilised for purposes of the new legislation once it is implemented.)
- A system that is able to **identify an entity** based on any existing information maintained internally by SARS. This prevents the need for an entity to re-submit all known entity information per application made;
- **Client profile management** to ensure single, centralised client information with clean, validated and vetted data;
- An electronic and manual **Case Management and Workflow processing** system to support the single, centralised electronic and manual application processing system.

RLA

- Allows clients with issued Customs codes to **disclose relationships for transactional processing;**
- Bi-directional initiation;
- Minimal SARS intervention

RMM

Electronic assessment for Customs Sufficient Knowledge. Interface with RLA to keep client related data valid.

CSK

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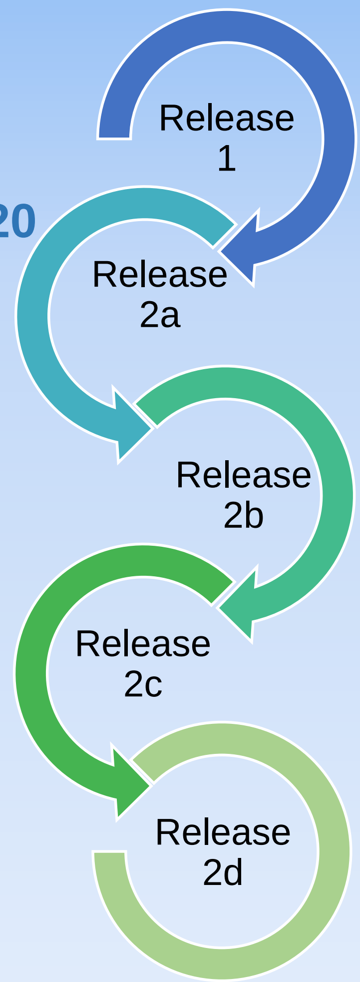
Introduction to RLA

Roadmap



Implemented April 2020

- eFiling / BFE channel
- Workflow and Case Management
- 45 client types

Implemented Sep 2020

- Align to SARS Bank Account Management Process
- 3rd Party Validations

Implemented Sep 2020

- RLA System enhancements ito RCG client codes
- Technical enhancements ito Client Type Linkages between RAS (old registration system) and RLA

Planned 2021

- Add additional 35 client types to RLA

tbd

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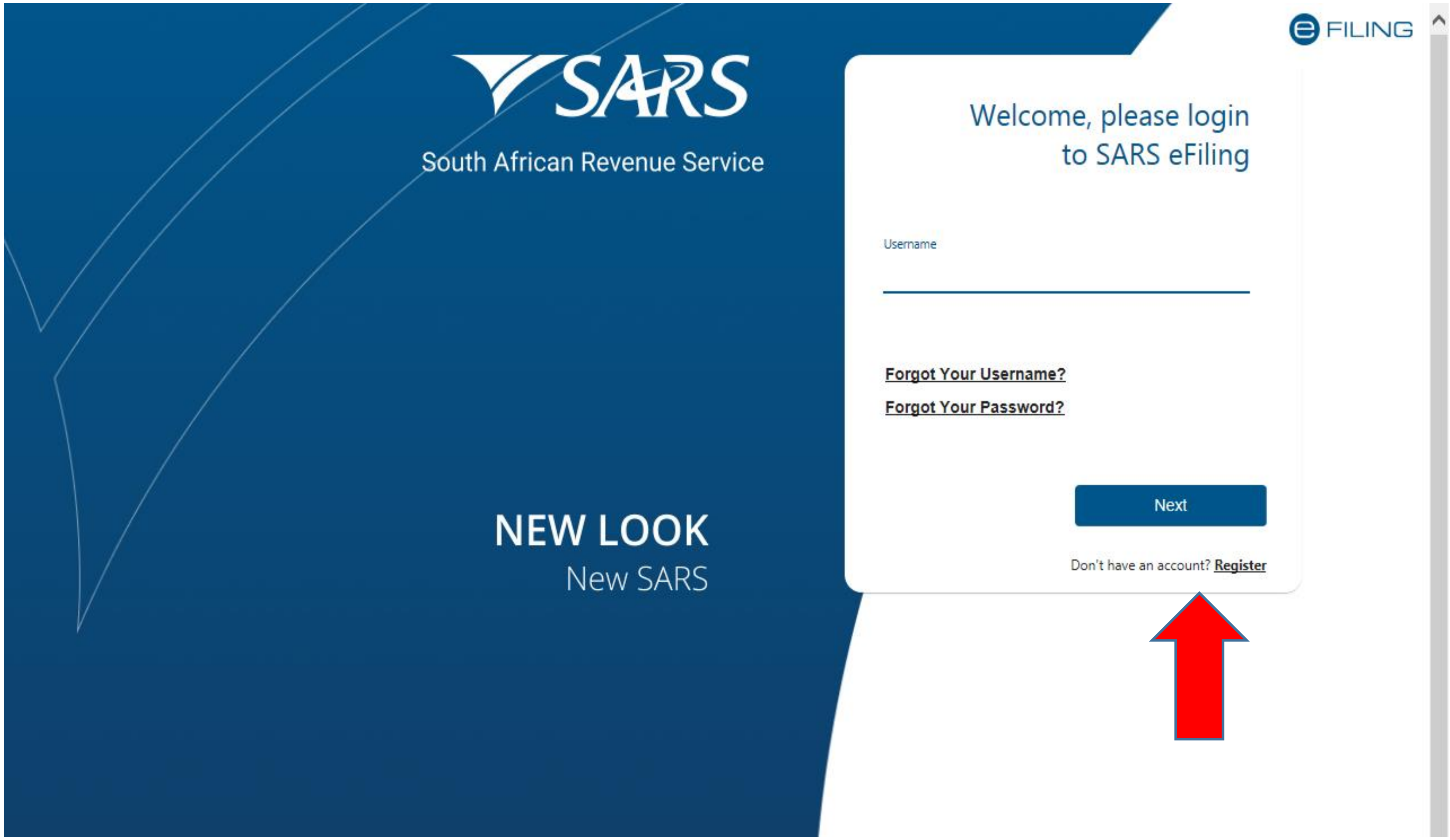
RLA Registration via eFiling

Registration, Licensing and Accreditation (RLA)

How to register for eFiling

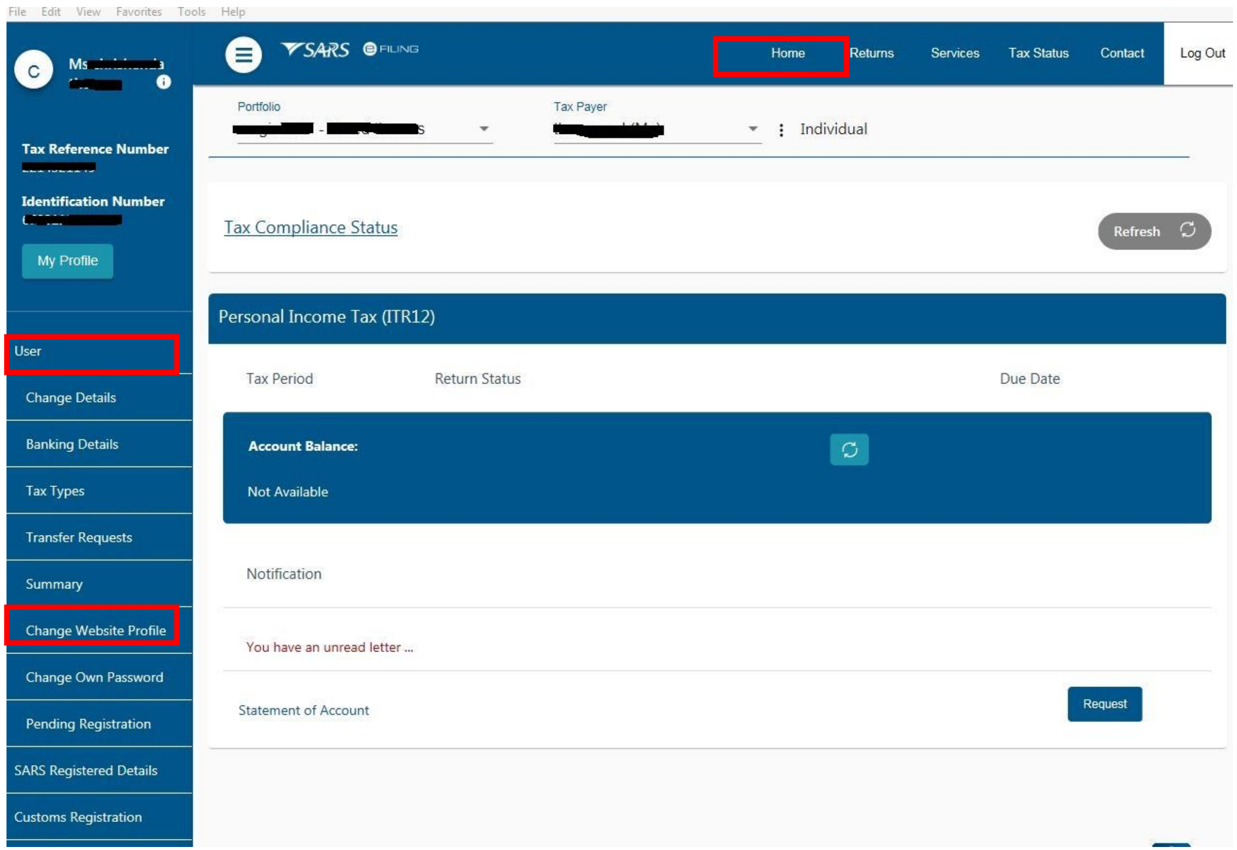
Once the client has been registered with SARS, the client can then register for eFiling if not already an eFiler. This can be done by logging onto the SARS website



Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

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



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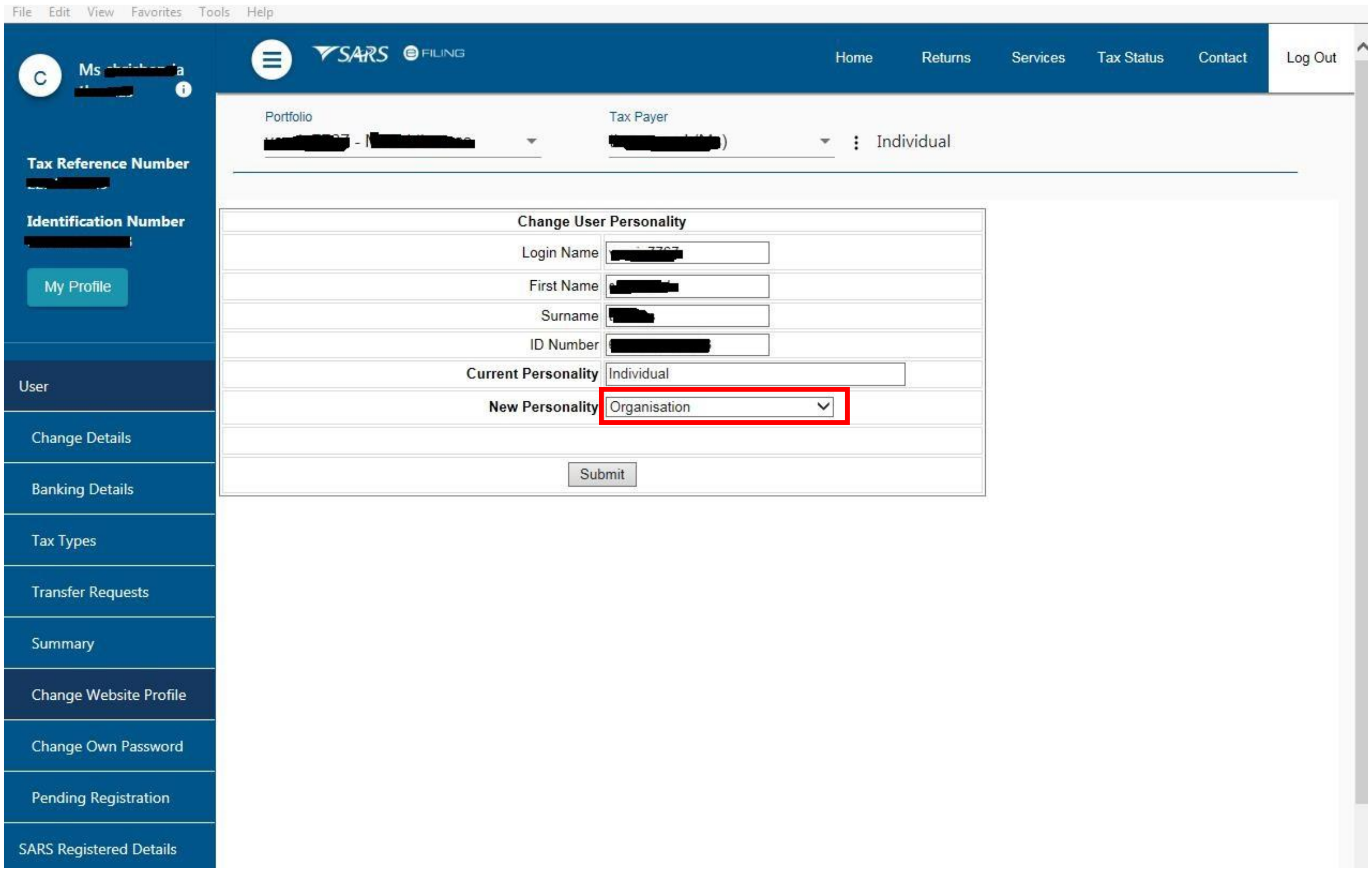
Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation



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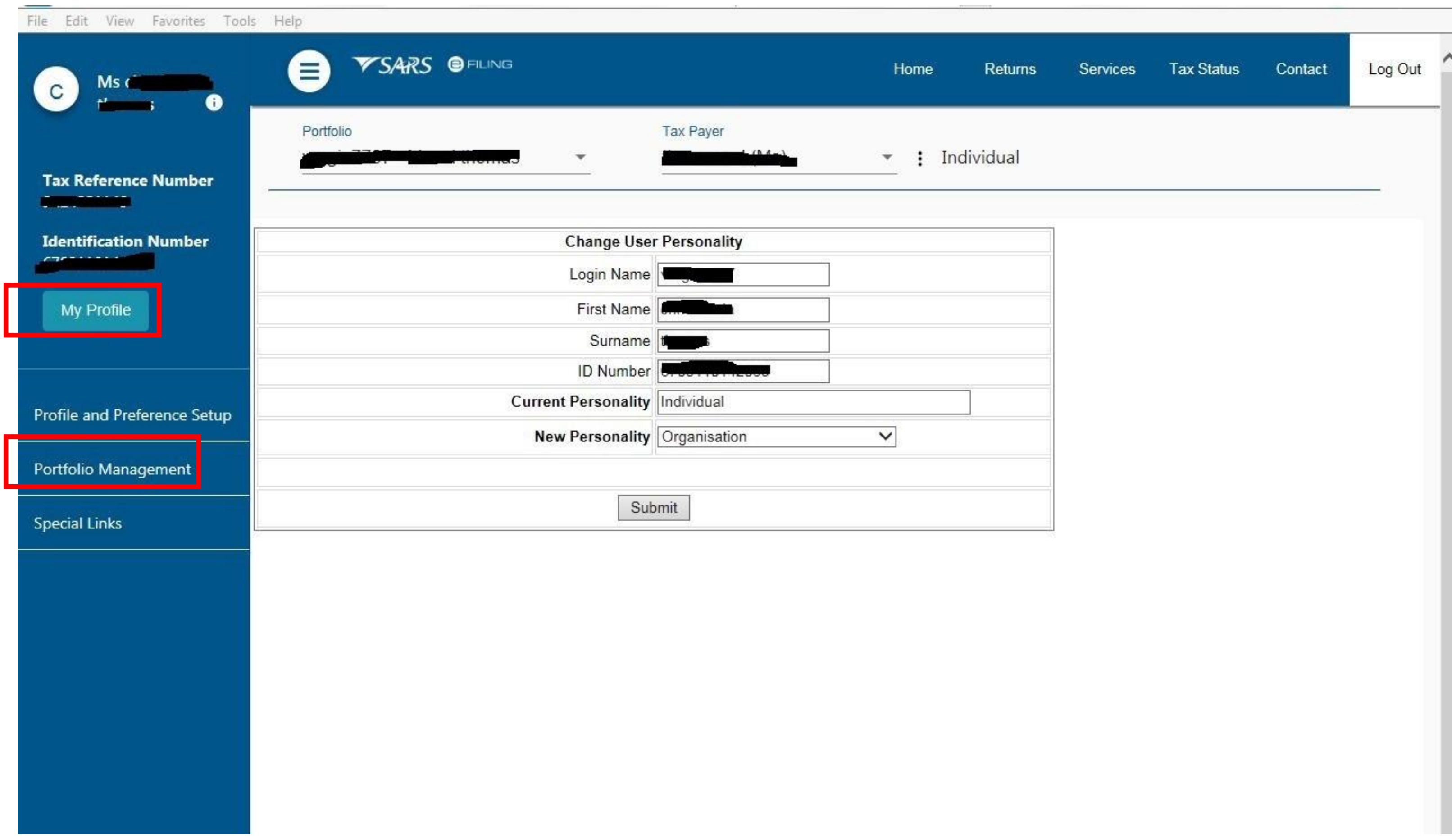
Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

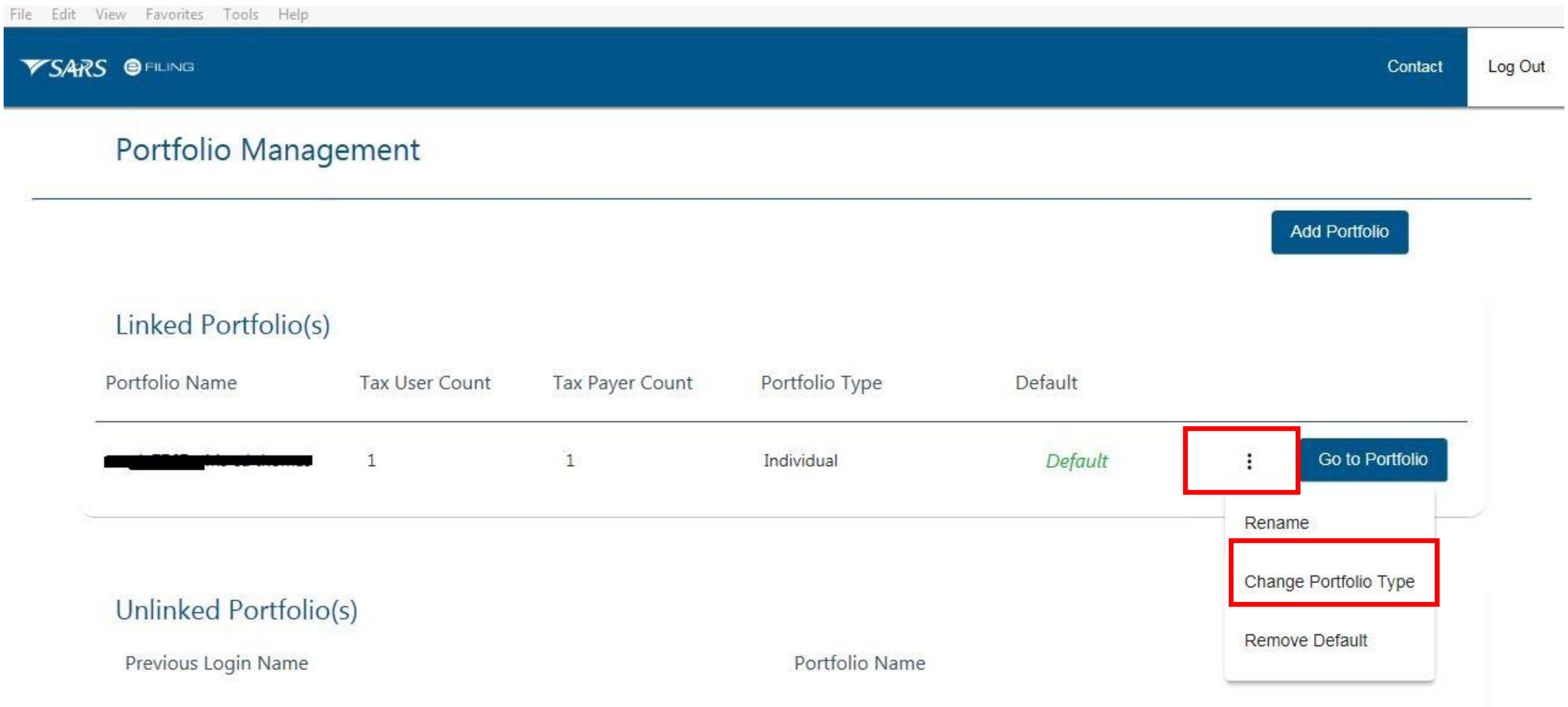
Click “My Profile”, then “Portfolio Management”



Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

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



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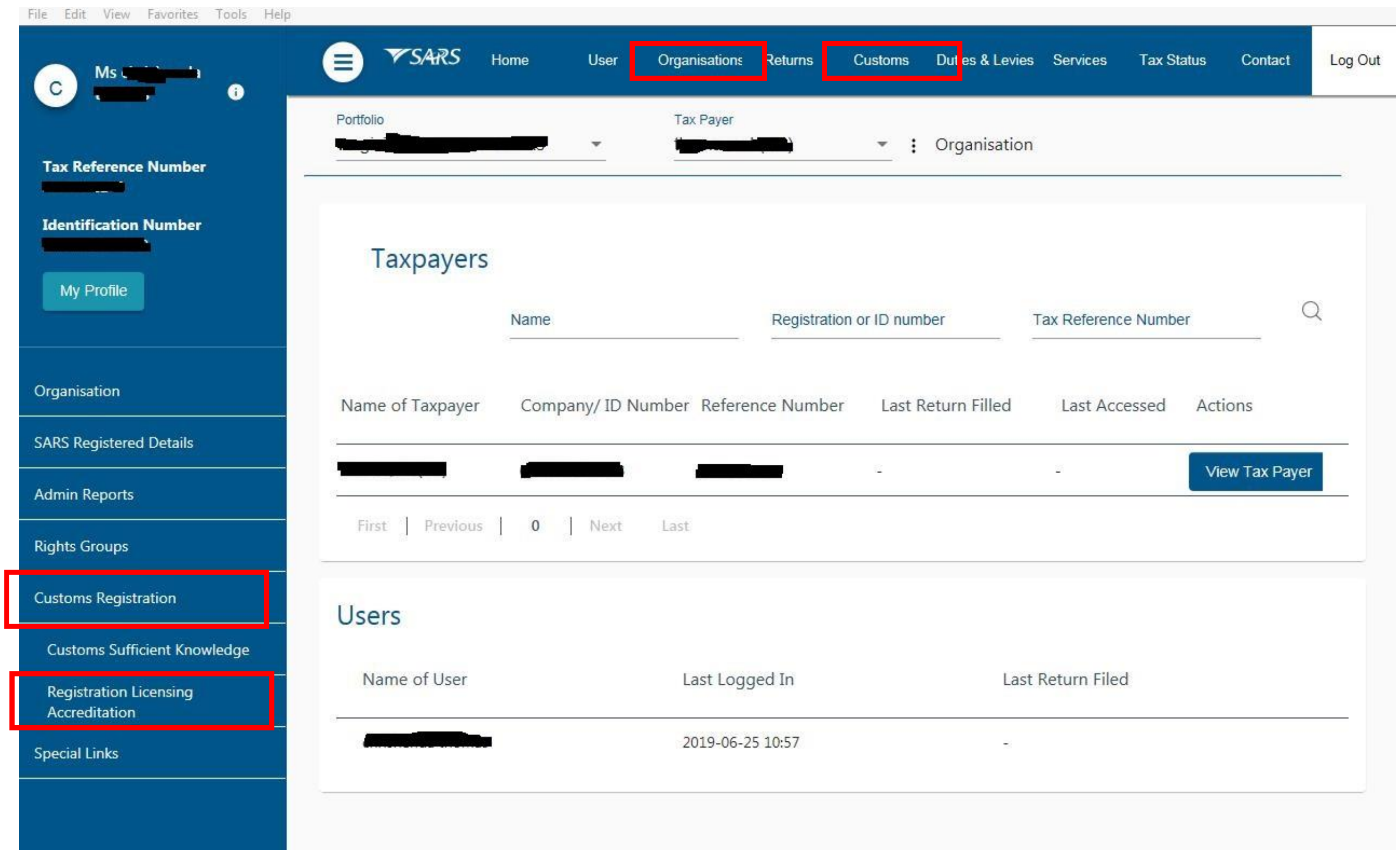
Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

“Organisation” and “Customs” is now available in the top menu. Click “Customs Registration” on the left menu bar, then “Registration Licensing Accreditation” to launch RLA



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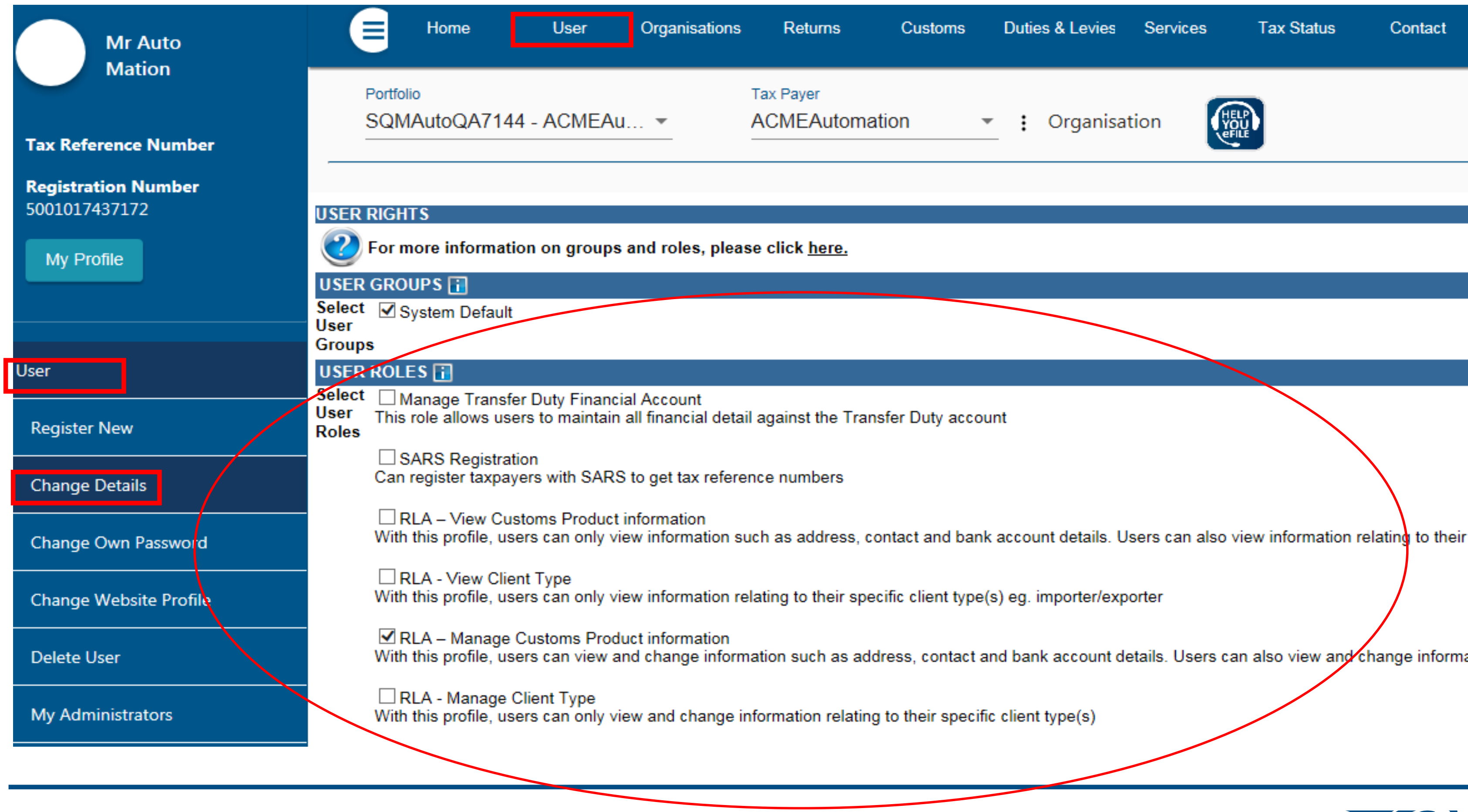
Registration, Licensing and Accreditation (RLA)

Role allocation on eFiling

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



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Registration, Licensing and Accreditation (RLA)

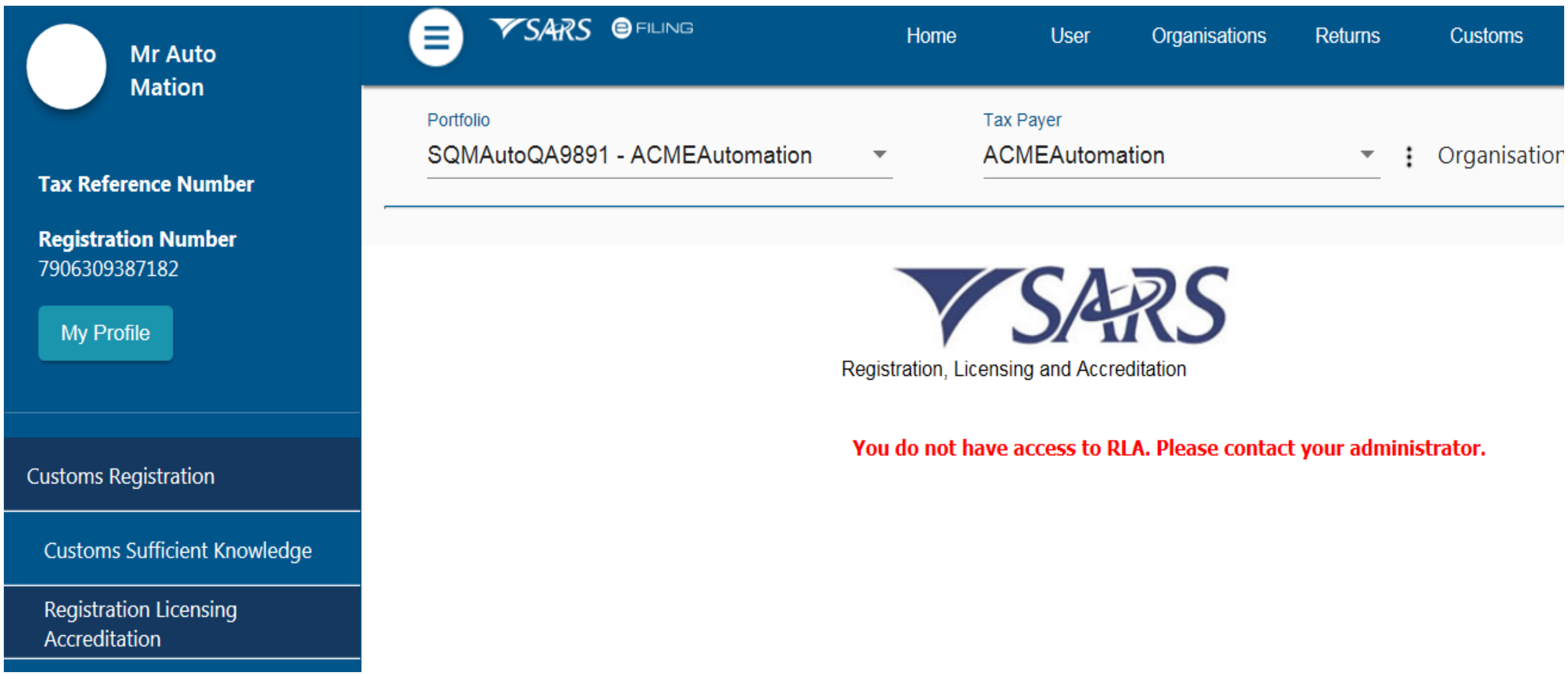
Role allocation on eFiling

- Once registered on eFiling, the user will need to ensure that roles were allocated correctly, in order to apply via RLA. This can be done via your internal eFiling administrator.
- The user will be allowed to select only ONE of the following user roles:
  - RLA View Customs Product
  - RLA View Client Type
  - RLA Manage Customs Product (This role allows full submission rights)
  - RLA Manage Client Type
- Please note the description of each of the roles, as not all roles allow submission of applications on RLA:
  - RLA View role – only view access and no submission capabilities;
  - RLA Manage role – allows submission capabilities.

Registration, Licensing and Accreditation (RLA)

Accessing RLA

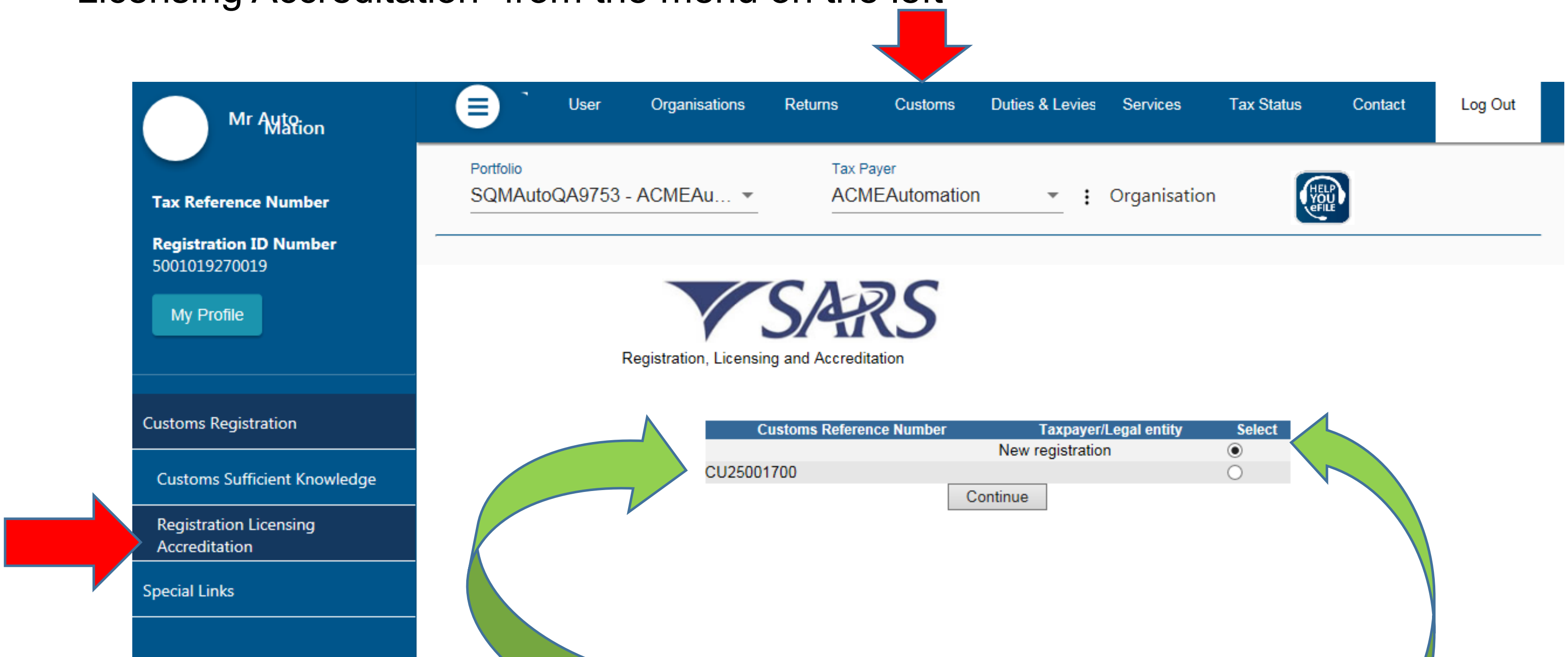
If you receive this message: *"You do not have access to RLA…"* , this implies that your user roles have not been set up correctly. You will need to contact your **internal eFiling system administrator** to grant you the necessary RLA user role.



Registration, Licensing and Accreditation (RLA)

Accessing RLA

Once the role allocation has been finalised, the user can then click through to submit an application via RLA by selecting the “Customs” tab and thereafter selecting “Registration Licensing Accreditation” from the menu on the left



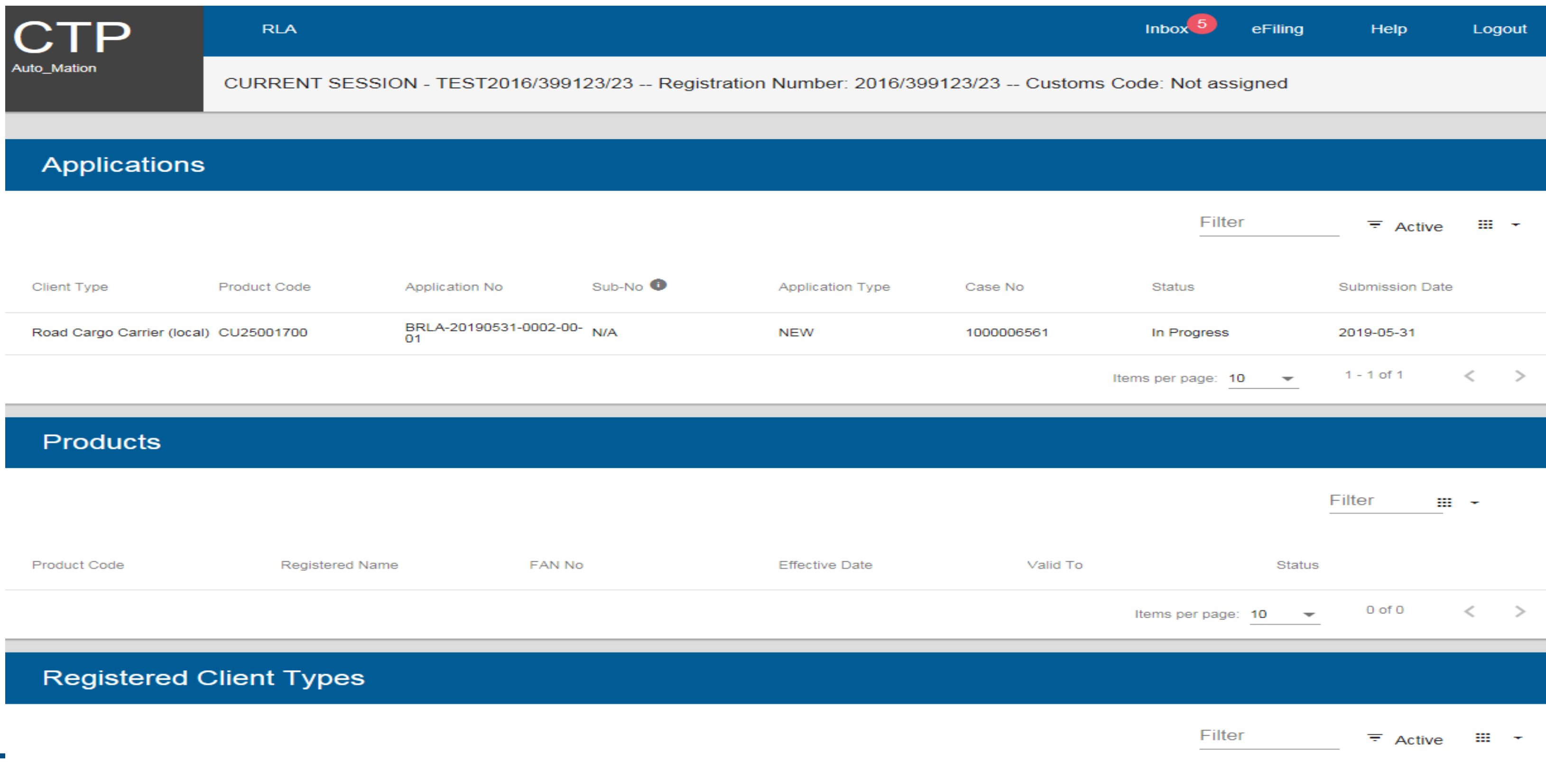
Once on this screen:

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

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

Once the client has selected “Registration, Licensing and Accreditation” from the eFiling menu, the client will be presented with the Customs Trader Portal (CTP) dashboard, which on first access will be blank.



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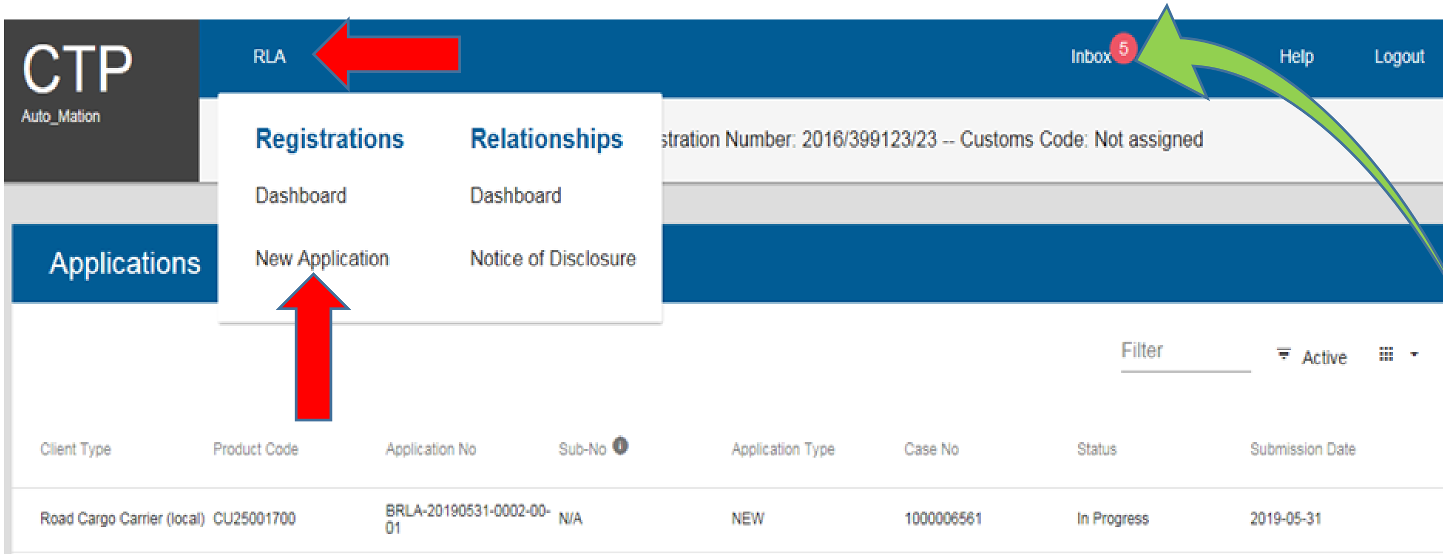
Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

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



Once the first application is submitted, the client will be unable to make any additional applications until the first submitted application has been finalised. The outcome of the application can be viewed from the Dashboard “Inbox”

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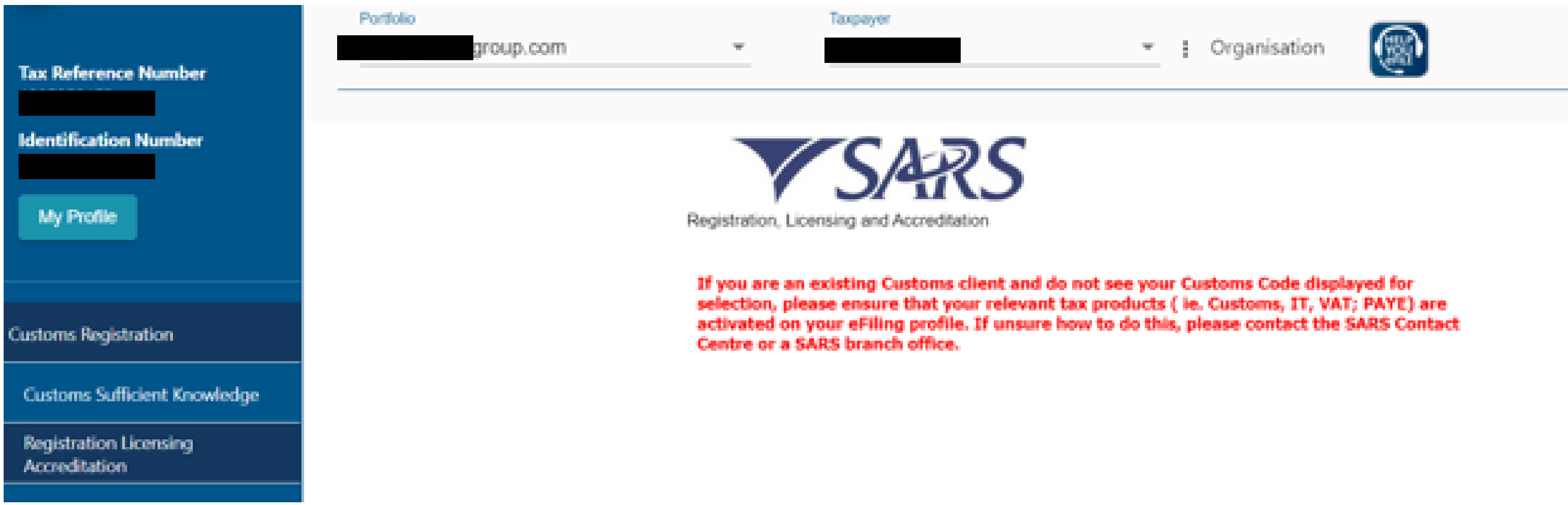
Profile challenges preventing the client from submitting an RLA application

Messages on eFiling

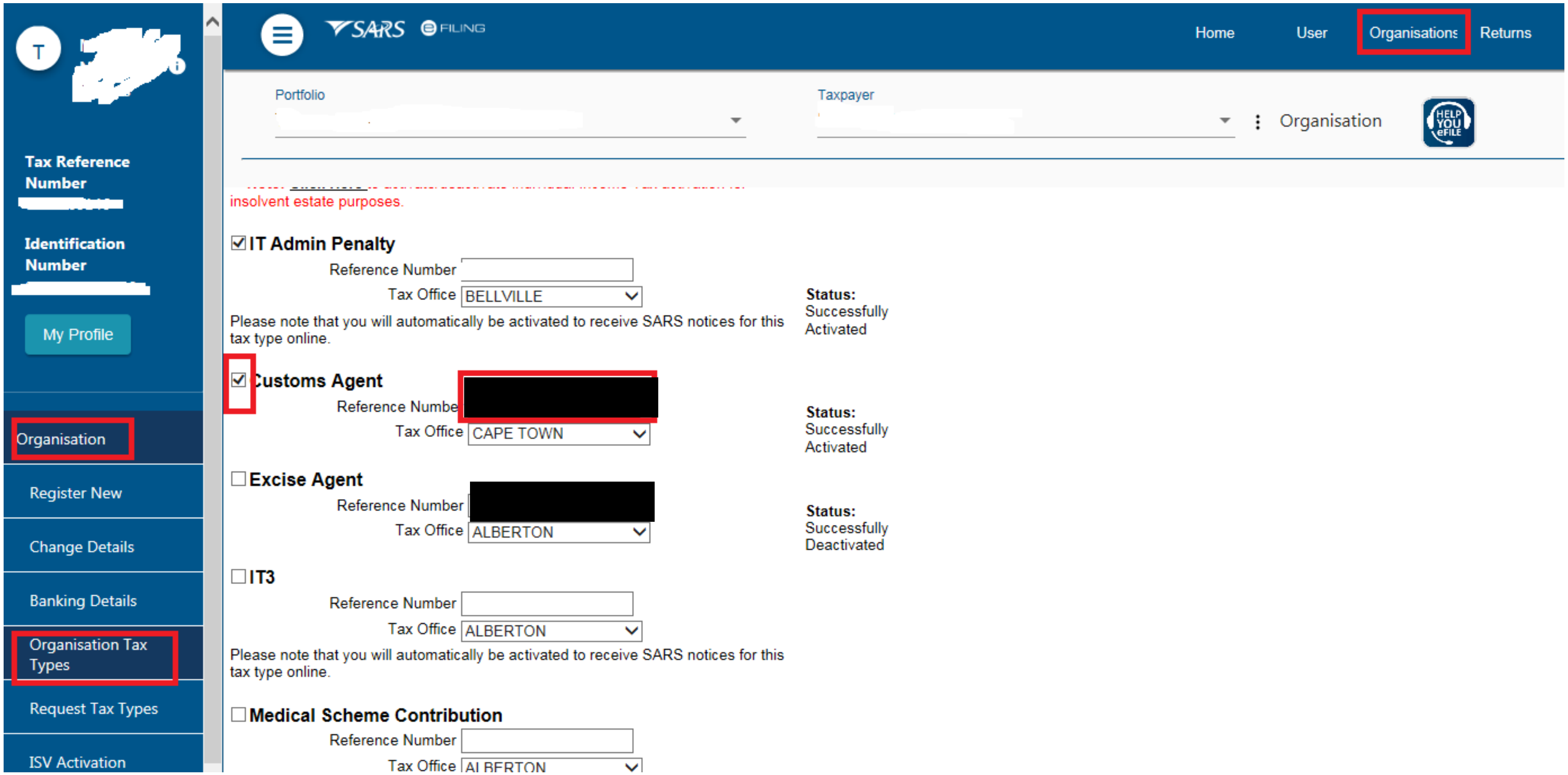
Customs Number not activated



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

Messages on eFiling

How to activate the Customs Number



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

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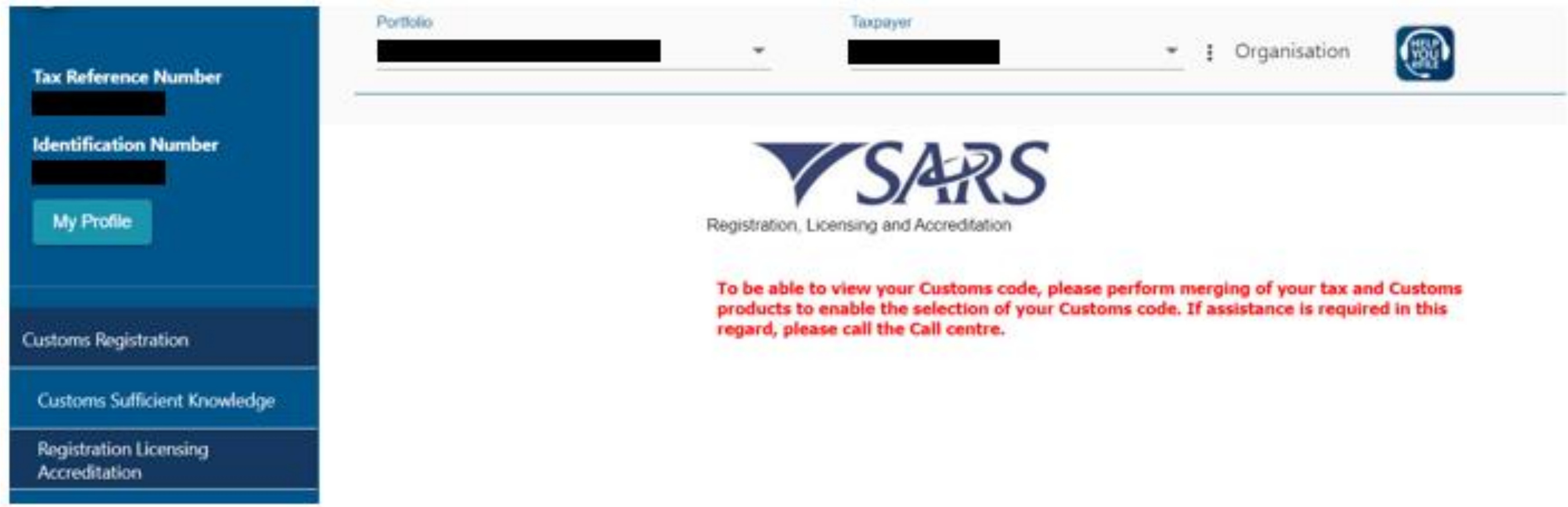
Error Messages on eFiling

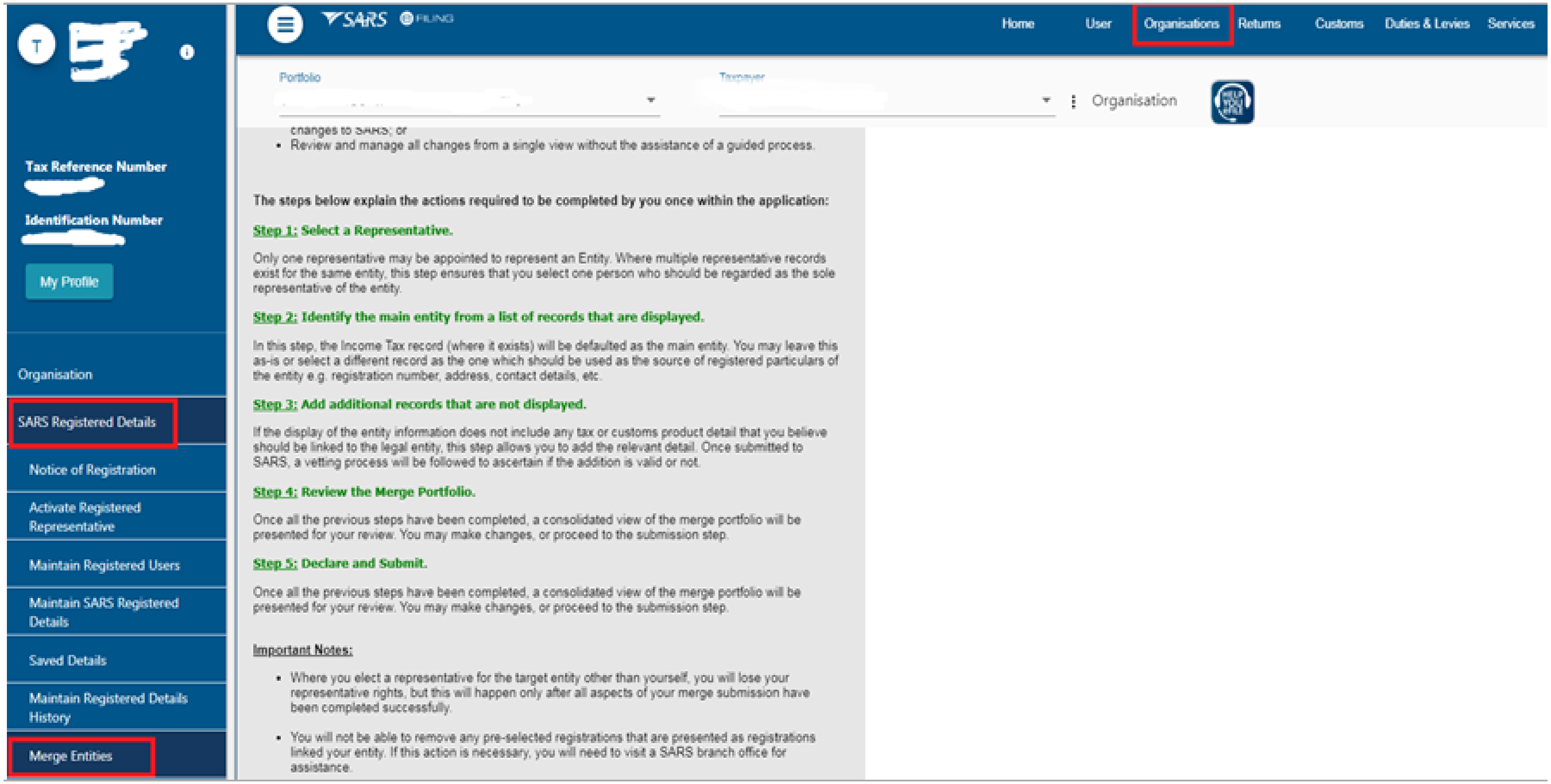
Message to perform a merge



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

Error Messages on eFiling

How to perform a merge on eFiling



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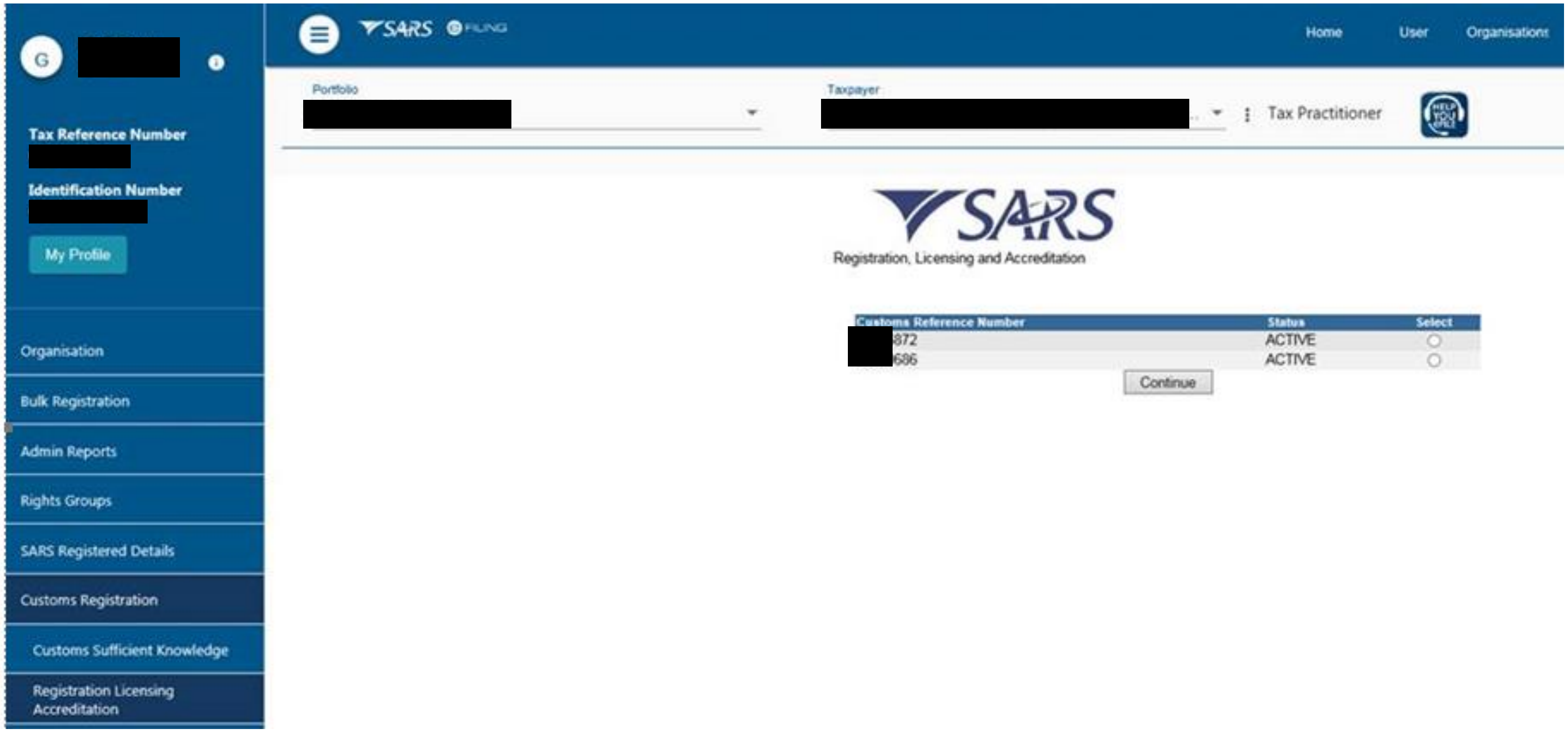
Utilisation of your existing Customs code

Utilisation of your Existing Customs Code

Submission via eFiling



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

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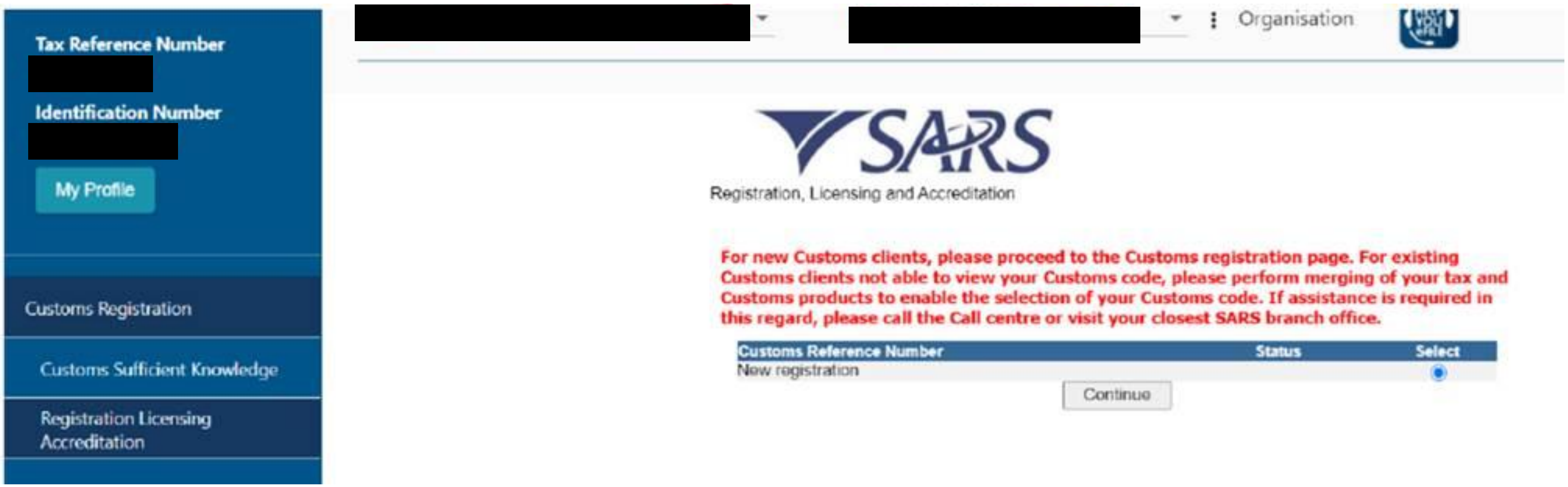
Utilisation of your Existing Customs Code

Submission via eFiling



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

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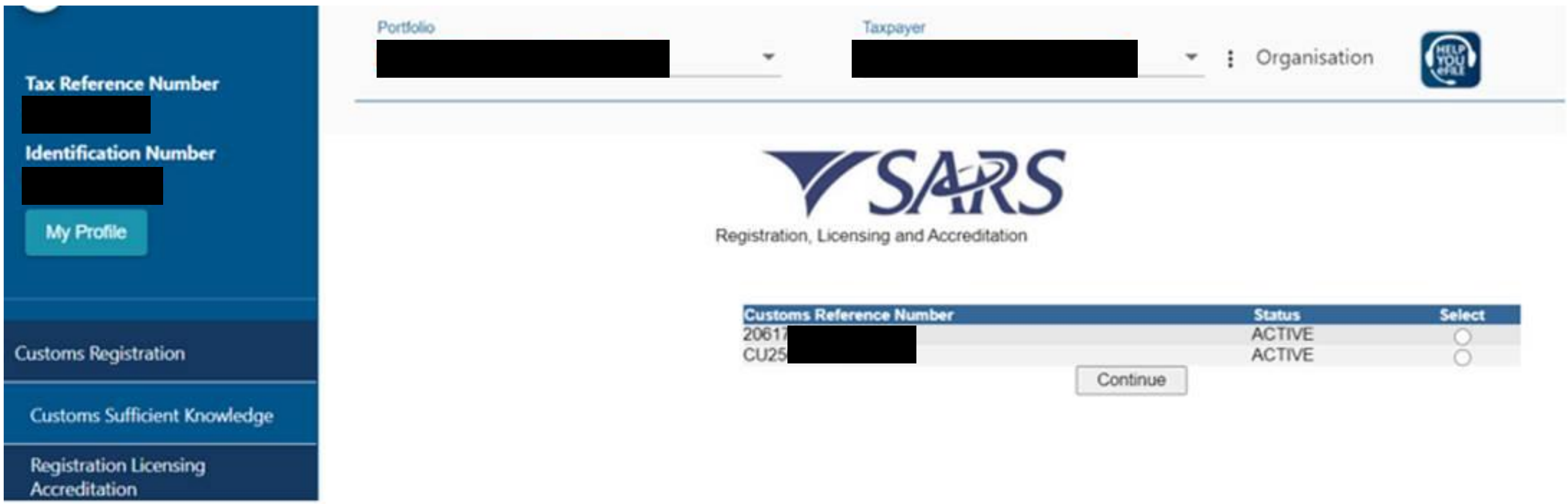
Utilisation of your Existing Customs Code

Submission via eFiling



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

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Utilisation of your Existing Customs Code

Submission via a Customs Branch

Registration No: 1991/029133/23

Trading Name:

Clear

Search Results

Party ID	Entity Name	Trade Name	Reg No	Legal Status
5987763	[redacted]	[redacted]	1991/029133/23	ACTIVE
15789861	[redacted]		199102913323	ACTIVE

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

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

The role of a Representative or a Tax Practitioner

Online applications on RLA

Applications on behalf of a client

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

- Organisation profile
- Tax practitioner profile

Please take note!

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

Online applications on RLA

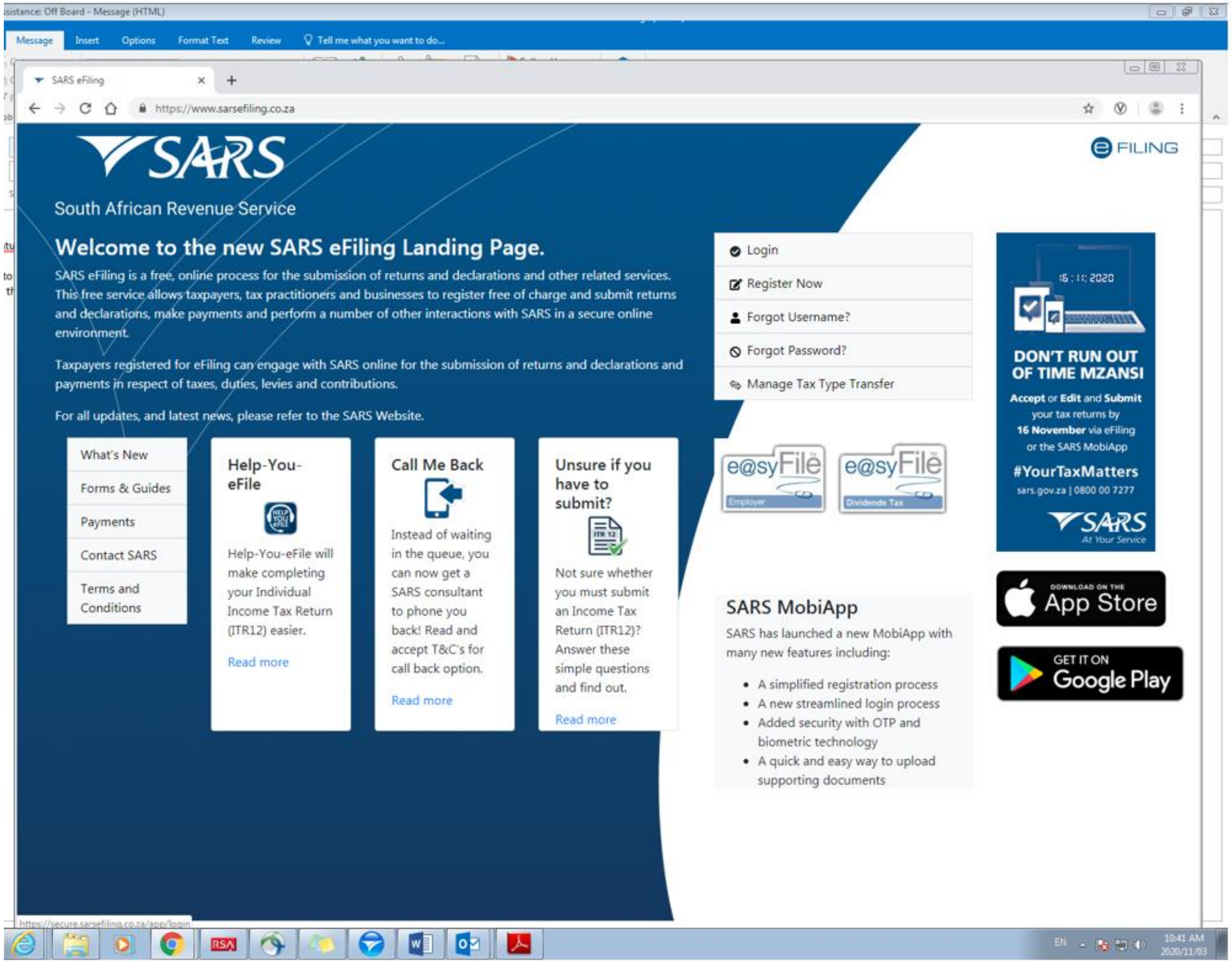
Is this the final Representative / Practitioner model? No

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

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

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

Log into eFiling:



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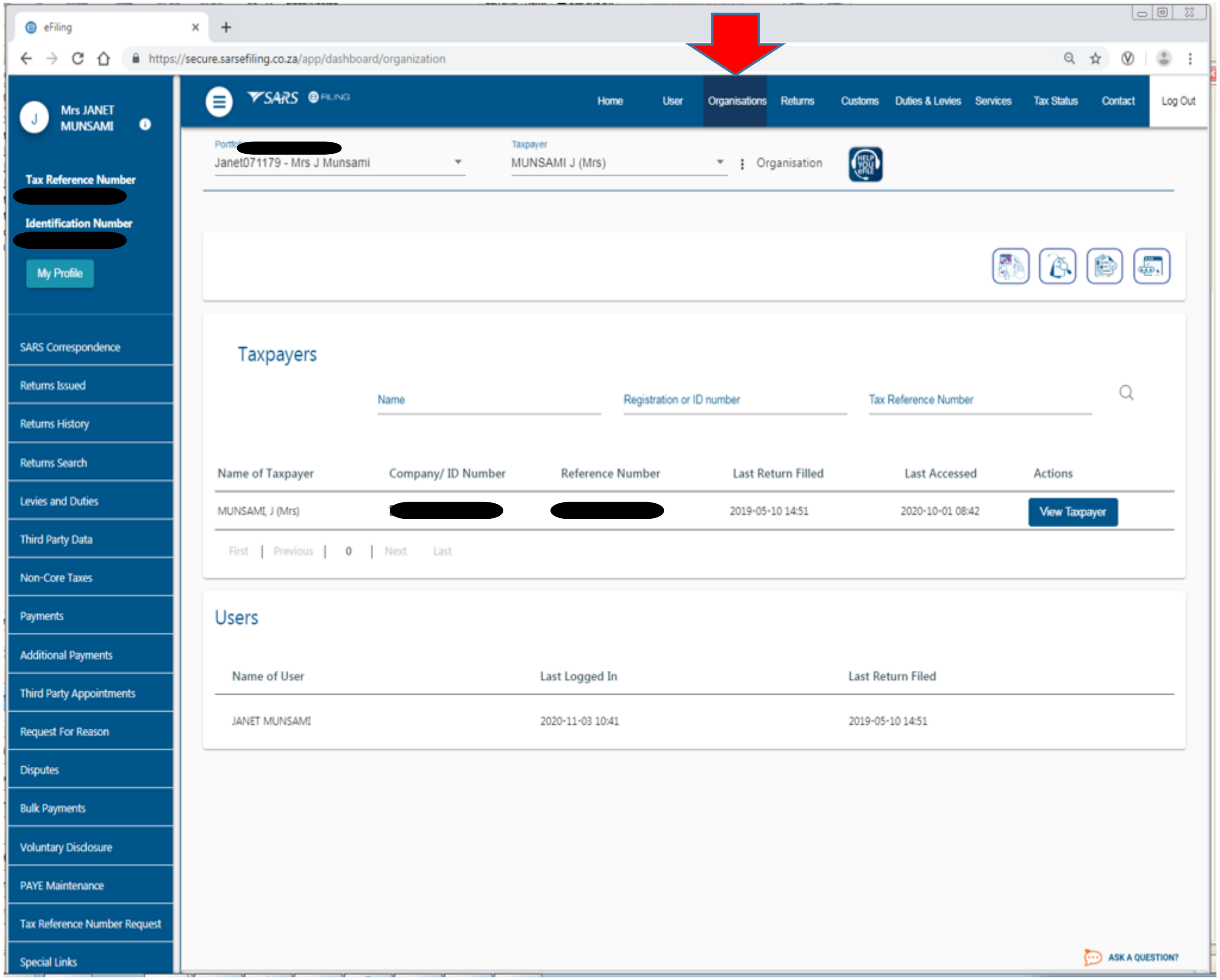
Preparing to submit on behalf of a client

Select Organisation in the Top Menu:



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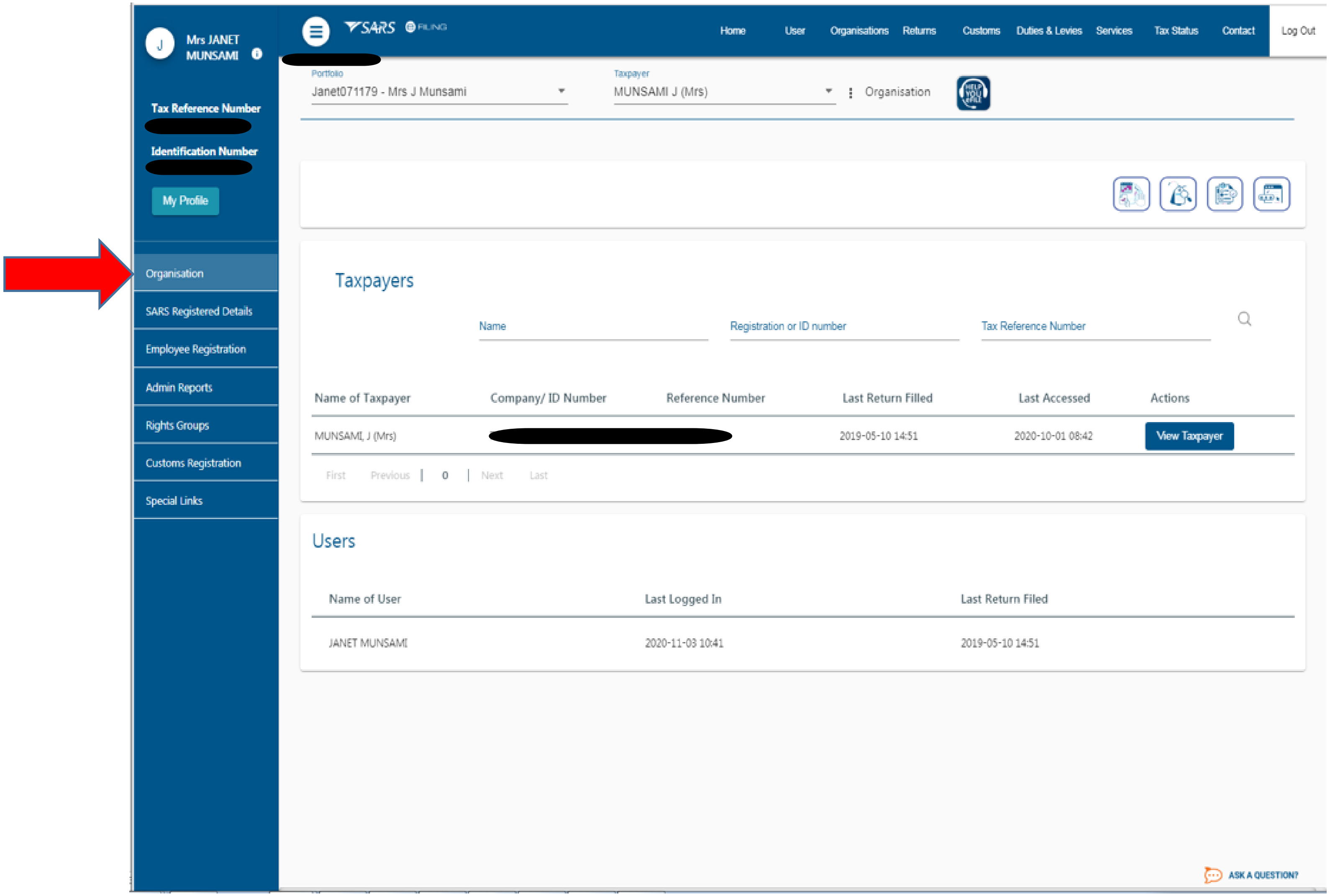
Preparing to submit on behalf of a client

Click Organisation on the left



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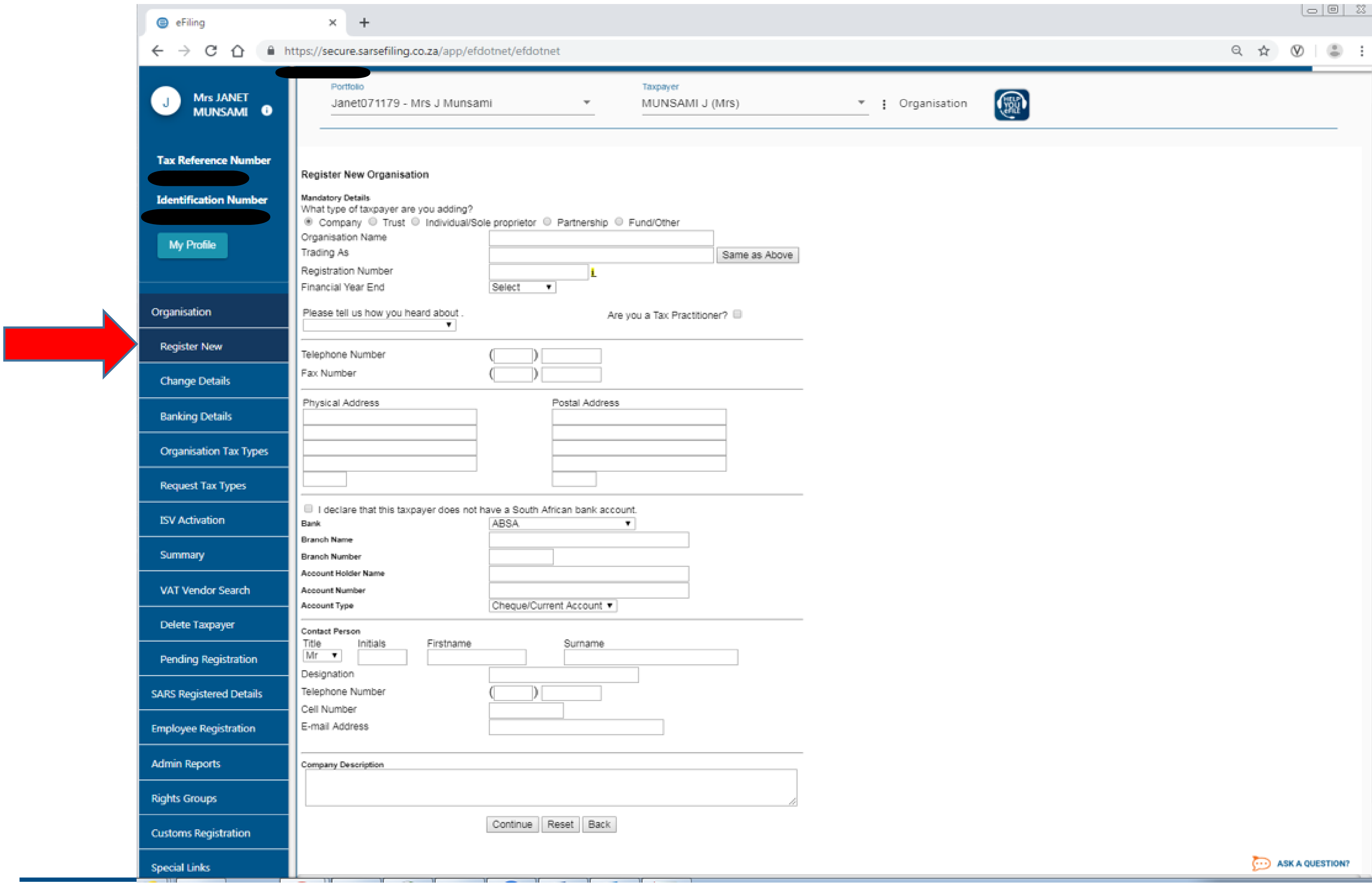
Preparing to submit on behalf of a client

Then Click on Register New



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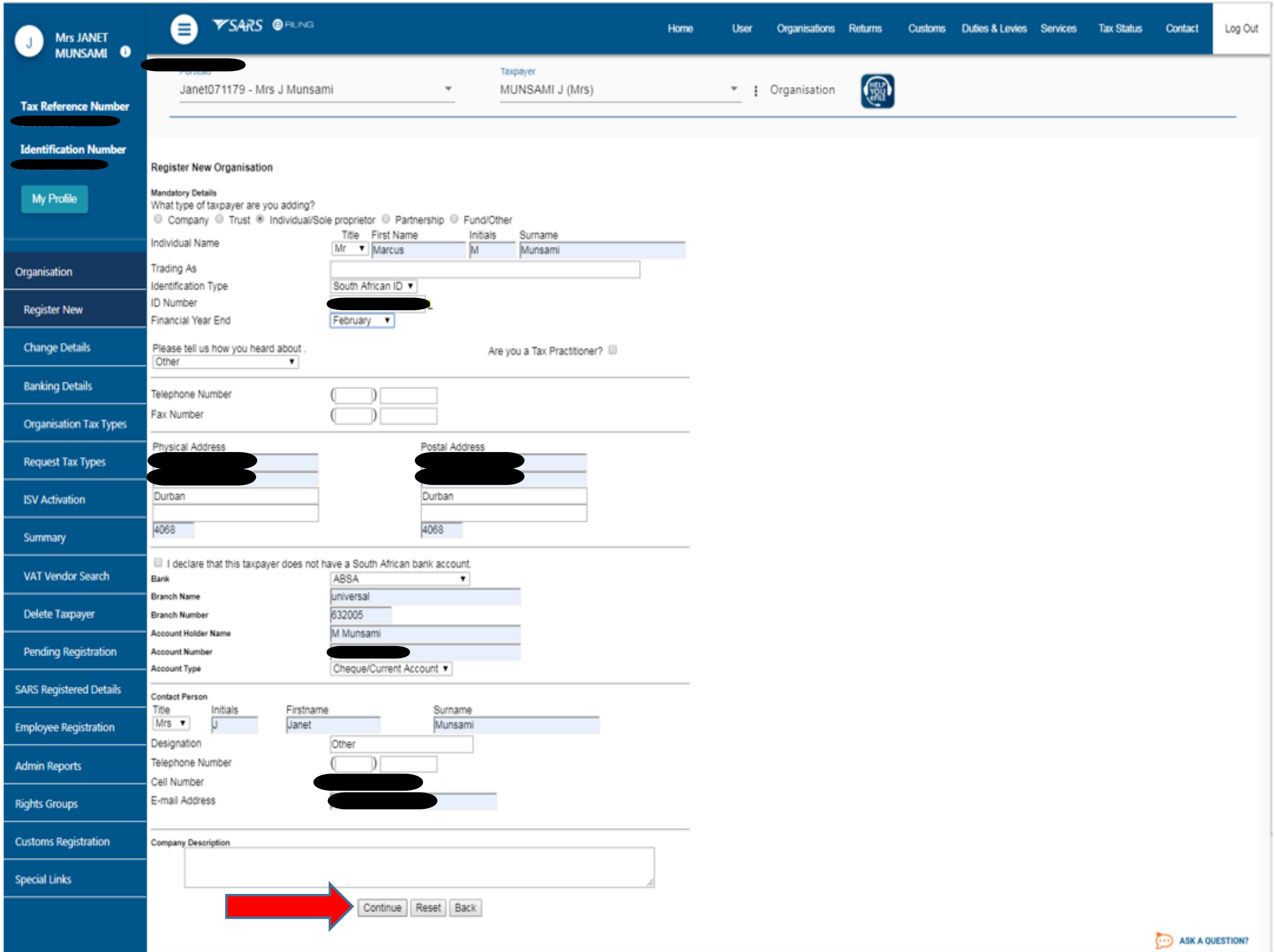
Preparing to submit on behalf of a client

Complete all Fields and click on Continue



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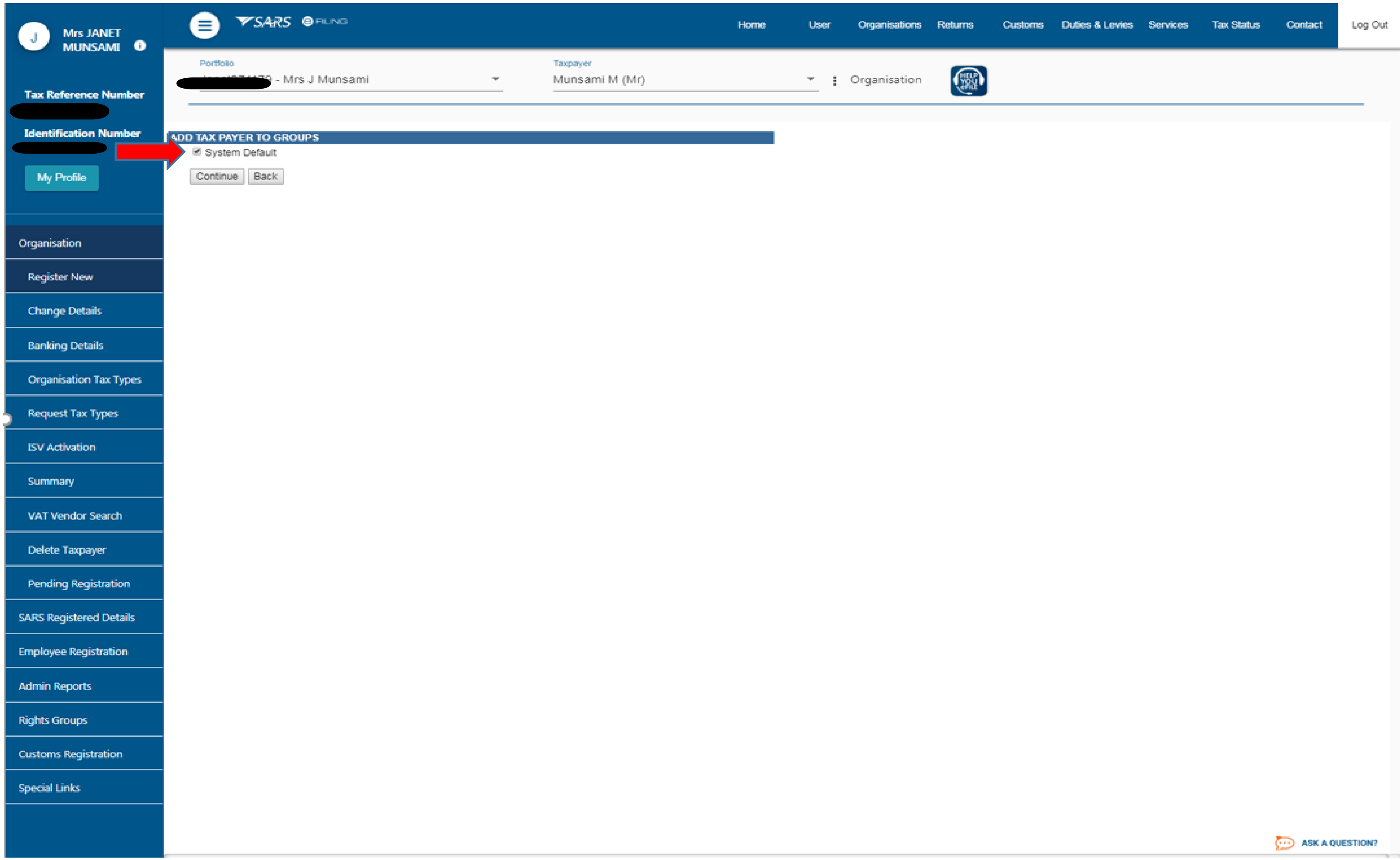
Preparing to submit on behalf of a client

Put a tick in System default and click on Continue



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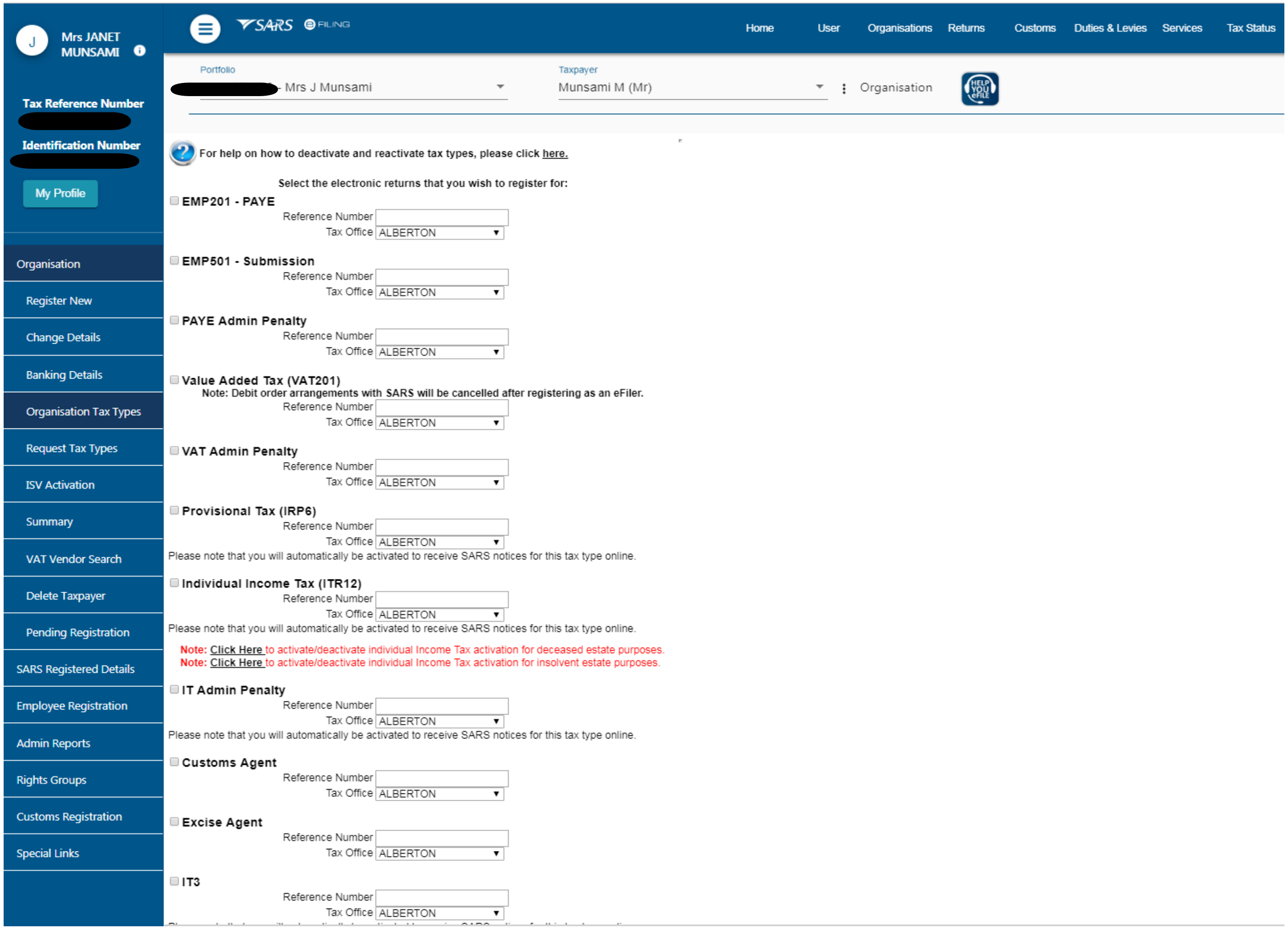
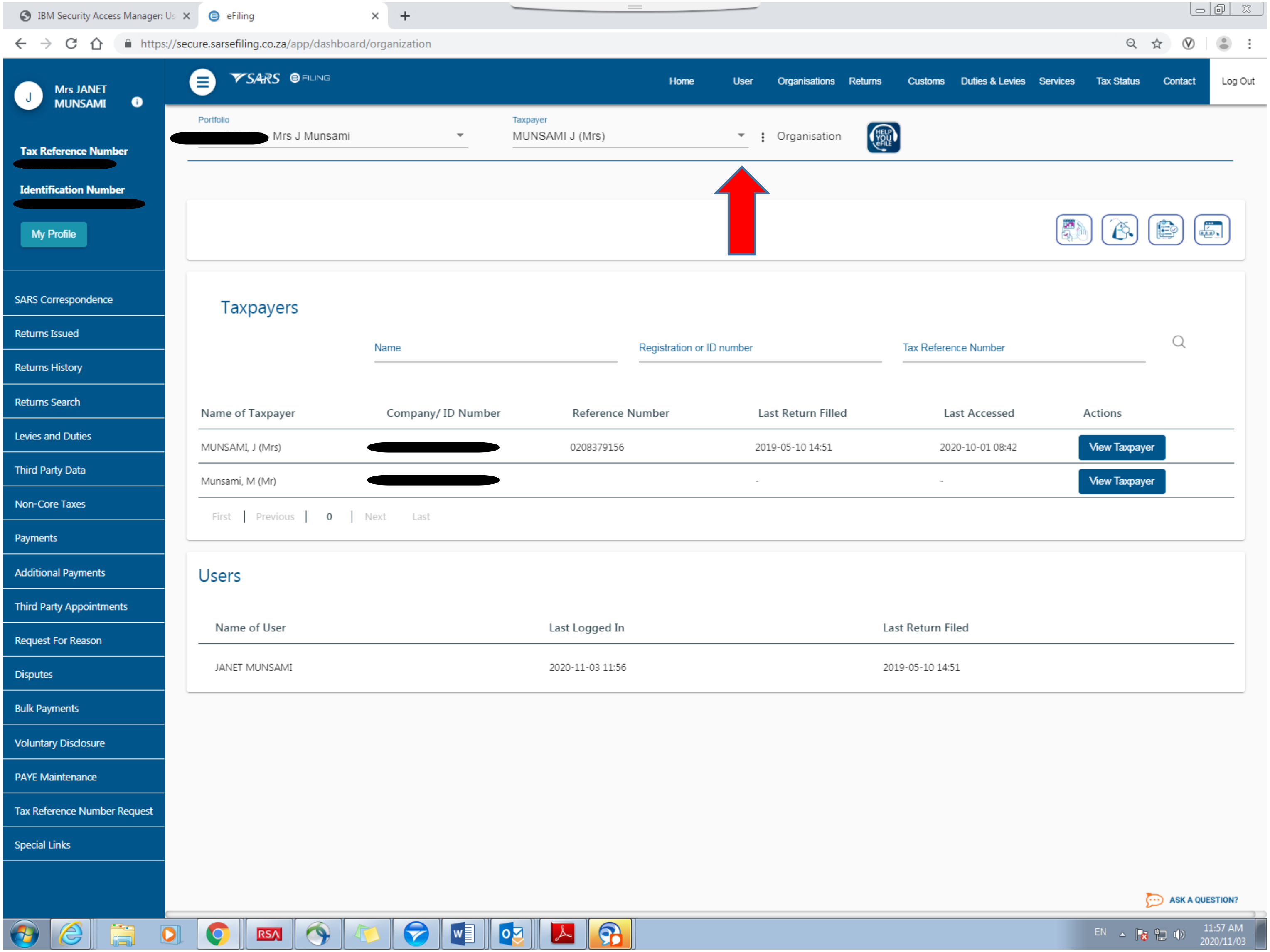
Preparing to submit on behalf of a client

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

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



Navigating to and selection of a taxpayer



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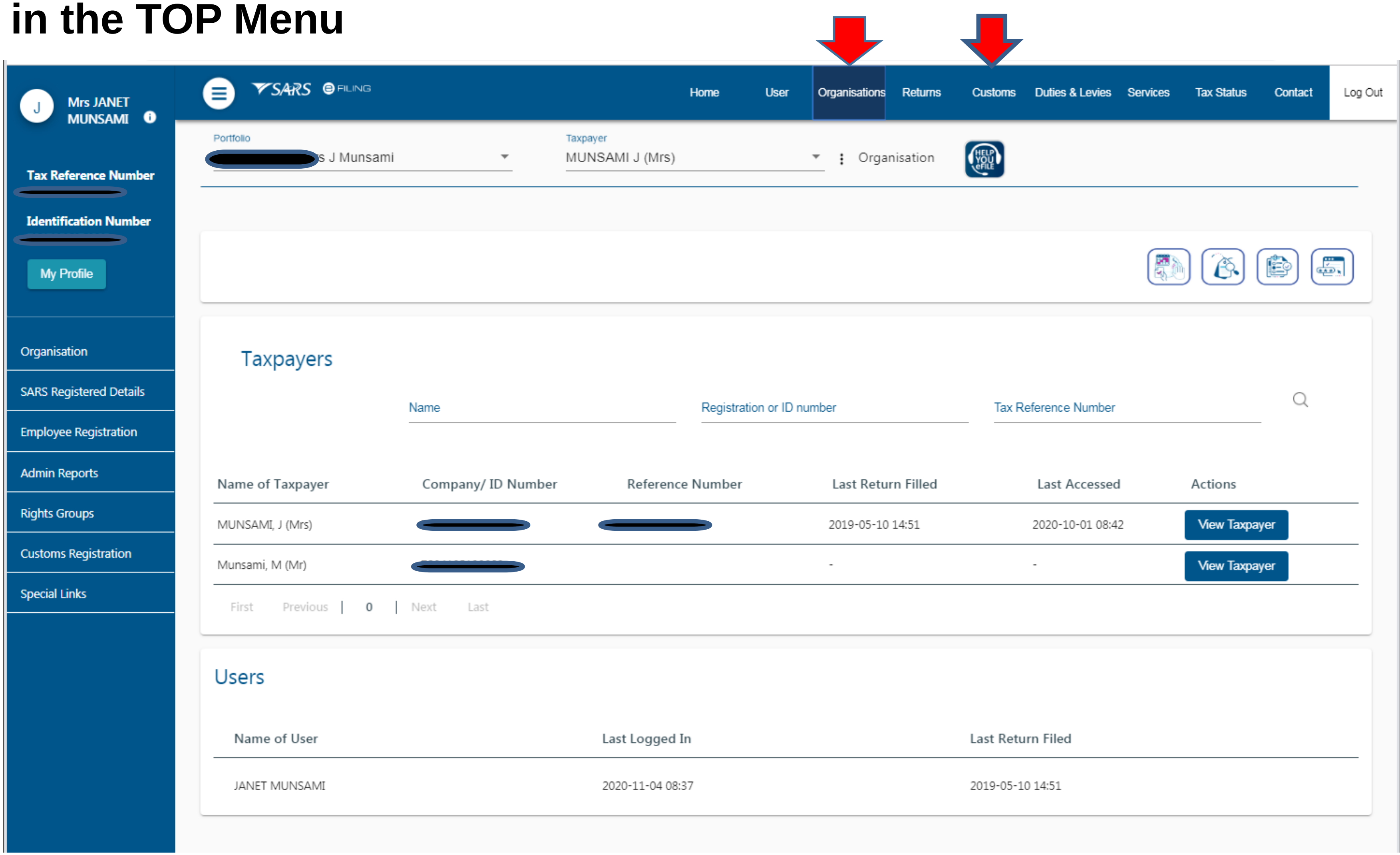
After selecting taxpayer, navigate to RLA

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



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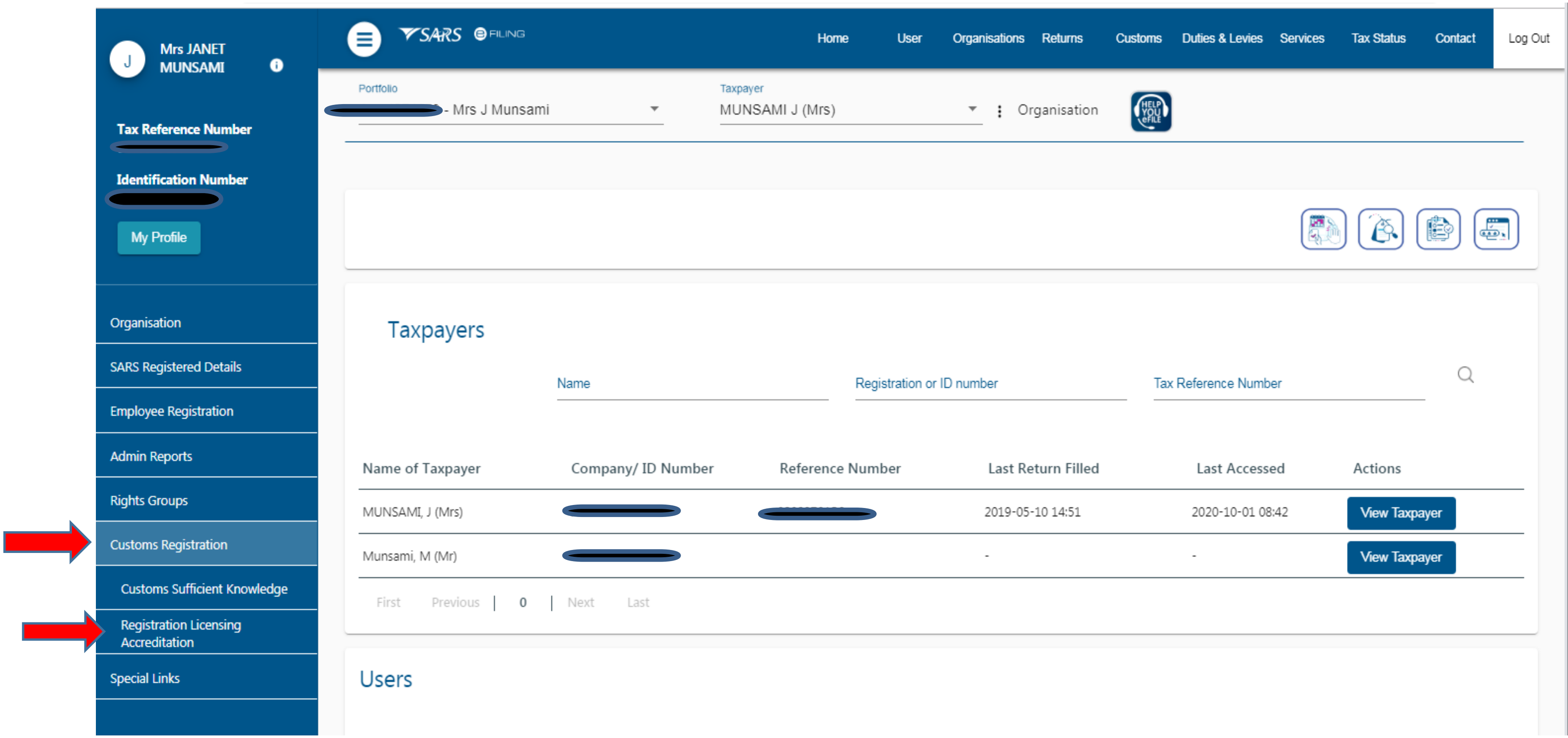
After selecting taxpayer, navigate to RLA

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

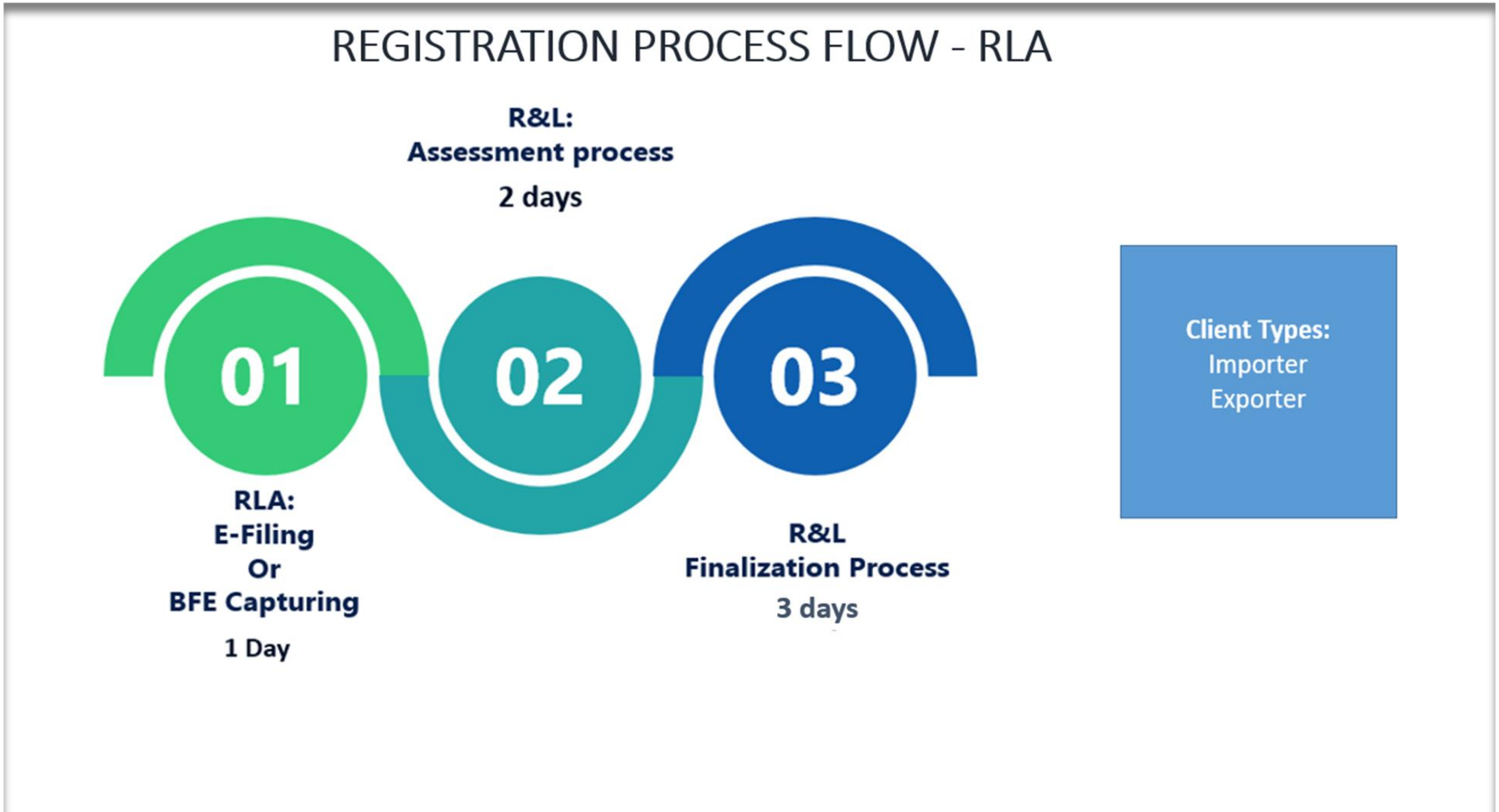


The selection should lead one to the Customs Trader Portal

How to follow up on your application

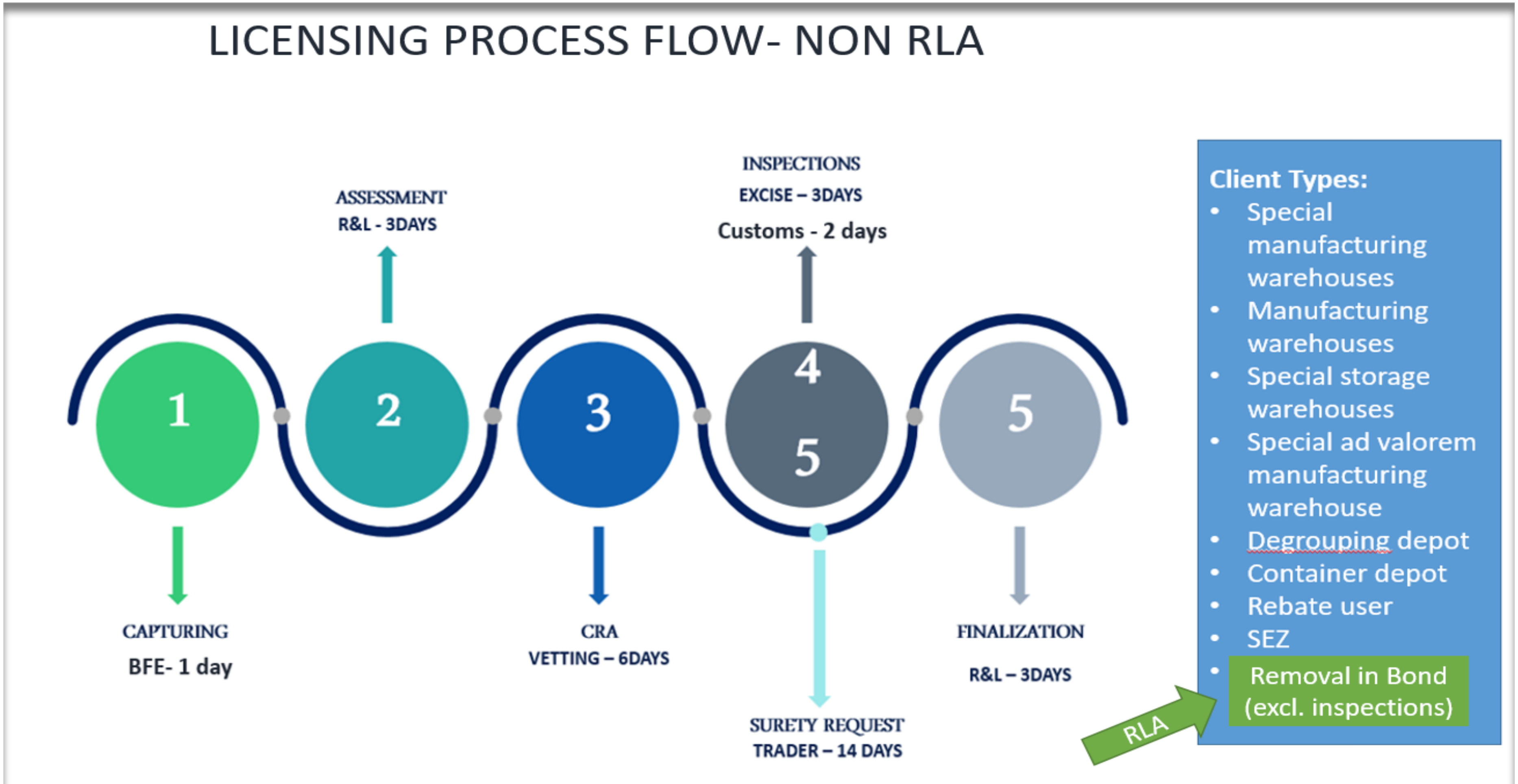
How to follow up on your application

Service Charter



How to follow up on your application

Service Charter



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How to follow up on your application

Query Management – dedicated mailboxes

RLA queries should be sent to the following email addresses:

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

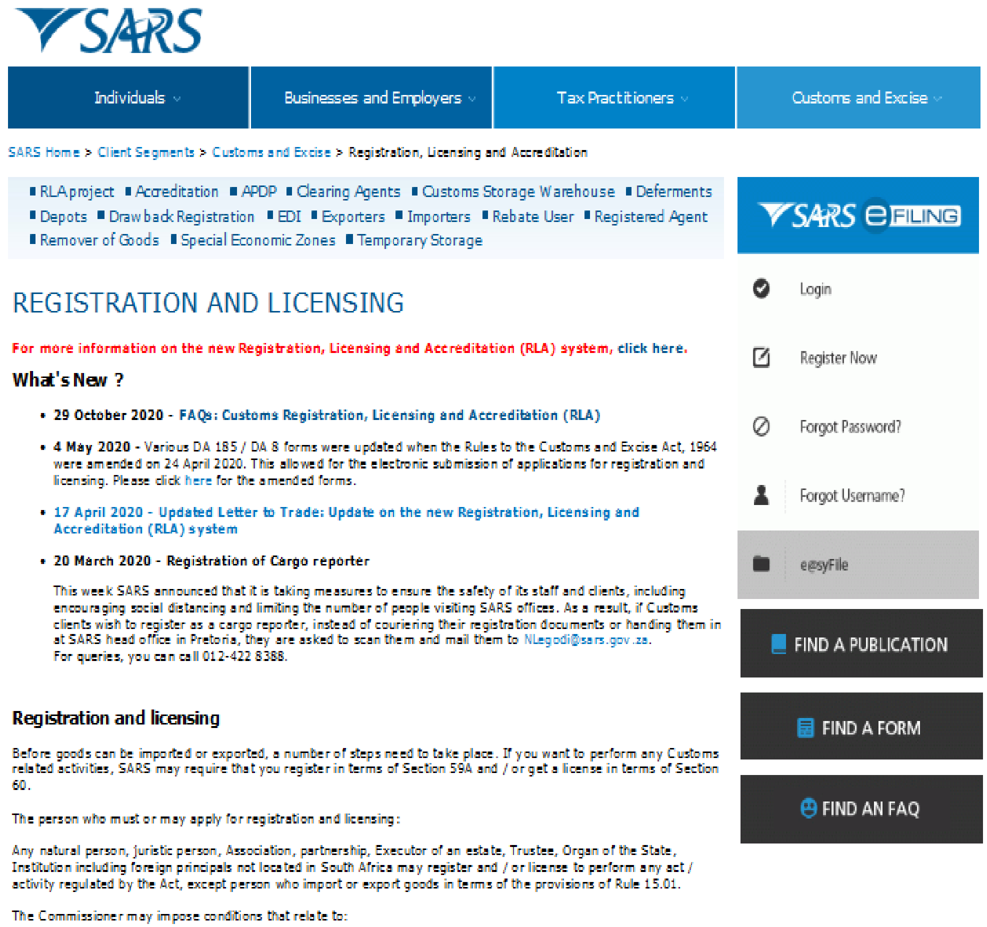
How will SARS communicate the approval of applications for RLA?

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

More information

RLA webpage

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



Questions


SARS eFiling for quick and easy
Customs registrations
Go to www.sars.gov.za > Customs and Excise > New
Customs Legislation Update > RLA for more info
eFILING

Questions received prior to the webinar

Q & A:

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

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

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

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

Questions received prior to the webinar

Q & A:

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

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

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

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

Questions received prior to the webinar

Q & A:

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

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

Questions received prior to the webinar

Q & A:

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

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

a) Covid-19 challenges in terms of remote operations;

b) A new system resulting in a steep learning curve from internal SARS staff and Trade;

c) High volumes of applications.

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

Questions received prior to the webinar

Q & A:

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

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

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

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

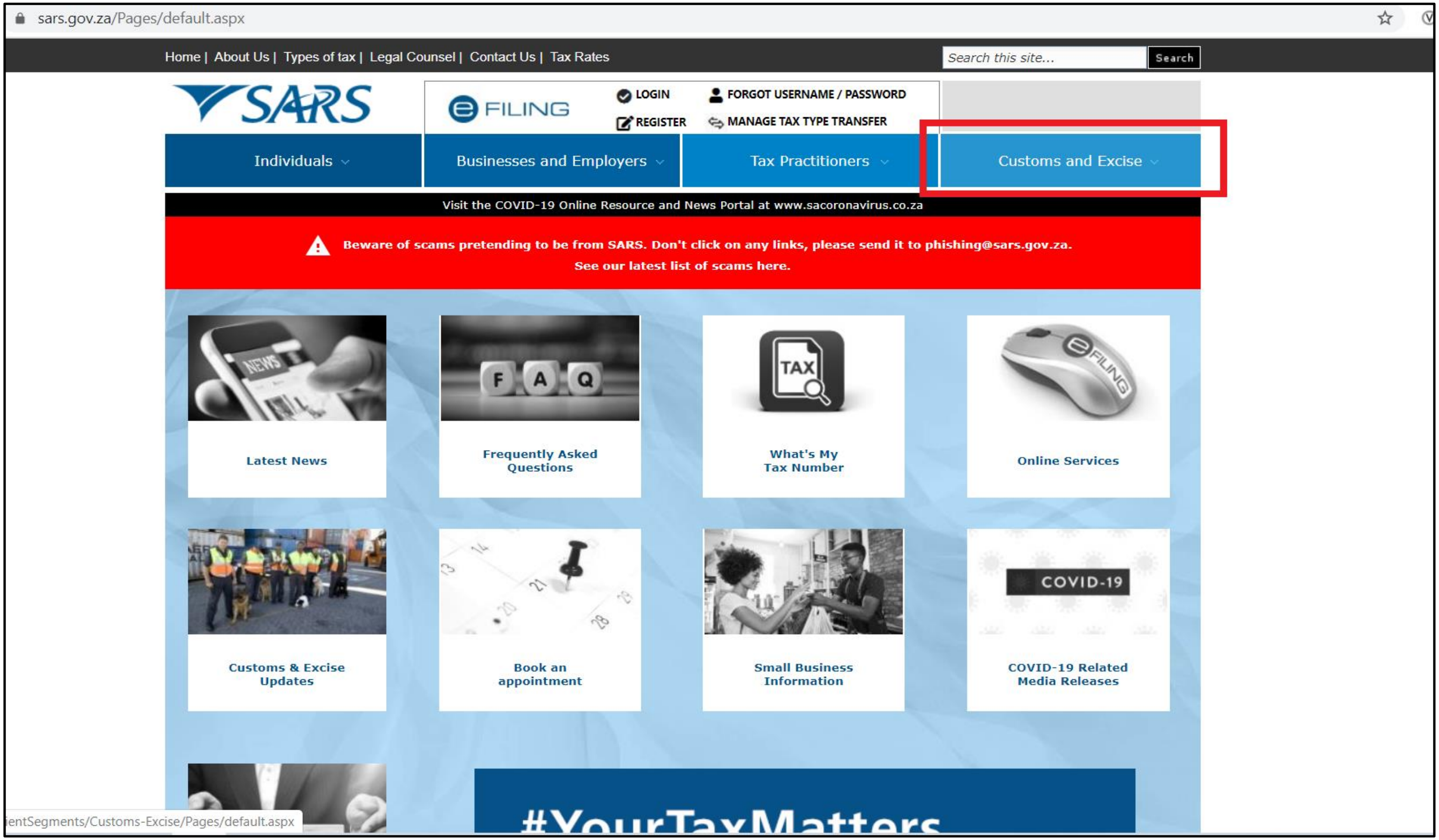
Closure


SARS eFiling for quick and easy Customs registrations
Go to www.sars.gov.za > Customs and Excise > New Customs Legislation Update > RLA for more info
eFILING

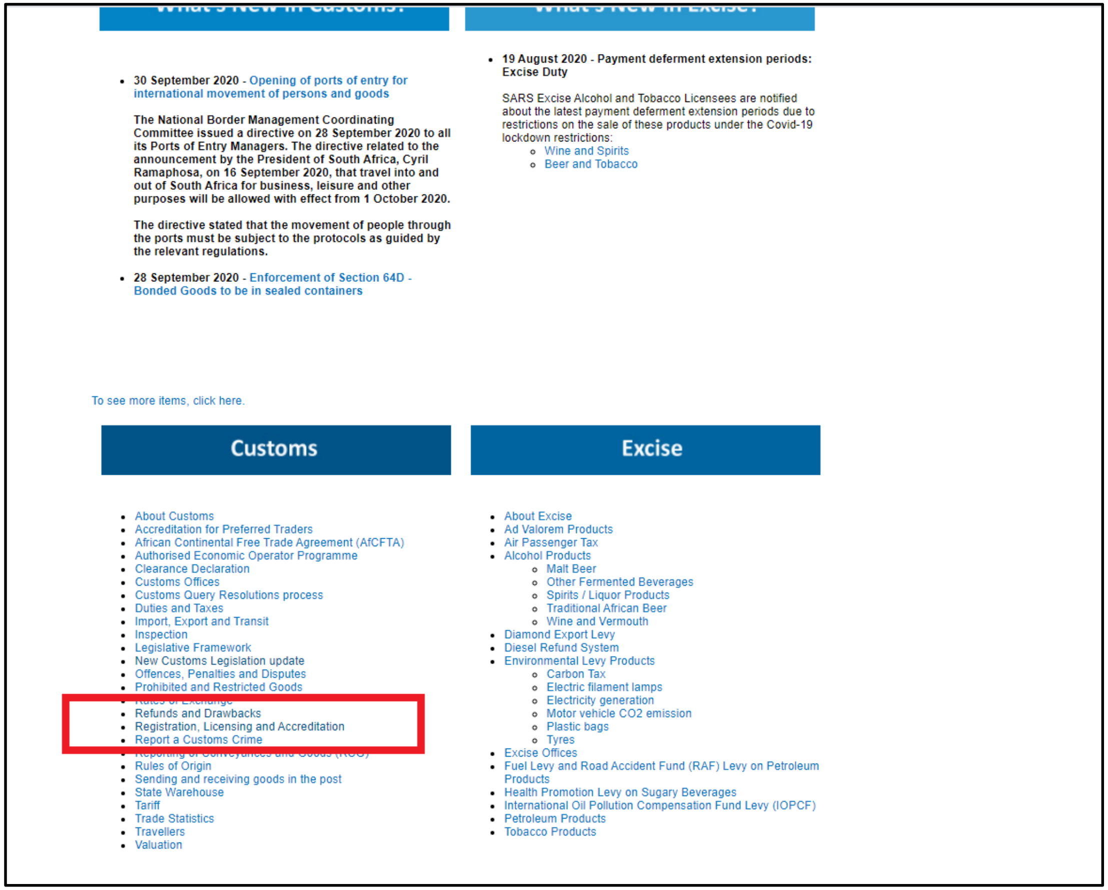
Additional Information

Navigating to the RLA Webpage

Navigating to the RLA Webpage



Navigating to the RLA Webpage



- 30 September 2020 - Opening of ports of entry for international movement of persons and goods

  The National Border Management Coordinating Committee issued a directive on 28 September 2020 to all its Ports of Entry Managers. The directive related to the announcement by the President of South Africa, Cyril Ramaphosa, on 16 September 2020, that travel into and out of South Africa for business, leisure and other purposes will be allowed with effect from 1 October 2020.

  The directive stated that the movement of people through the ports must be subject to the protocols as guided by the relevant regulations.

- 28 September 2020 - Enforcement of Section 64D - Bonded Goods to be in sealed containers

To see more items, click here.

- 19 August 2020 - Payment deferment extension periods: Excise Duty

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

Customs

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

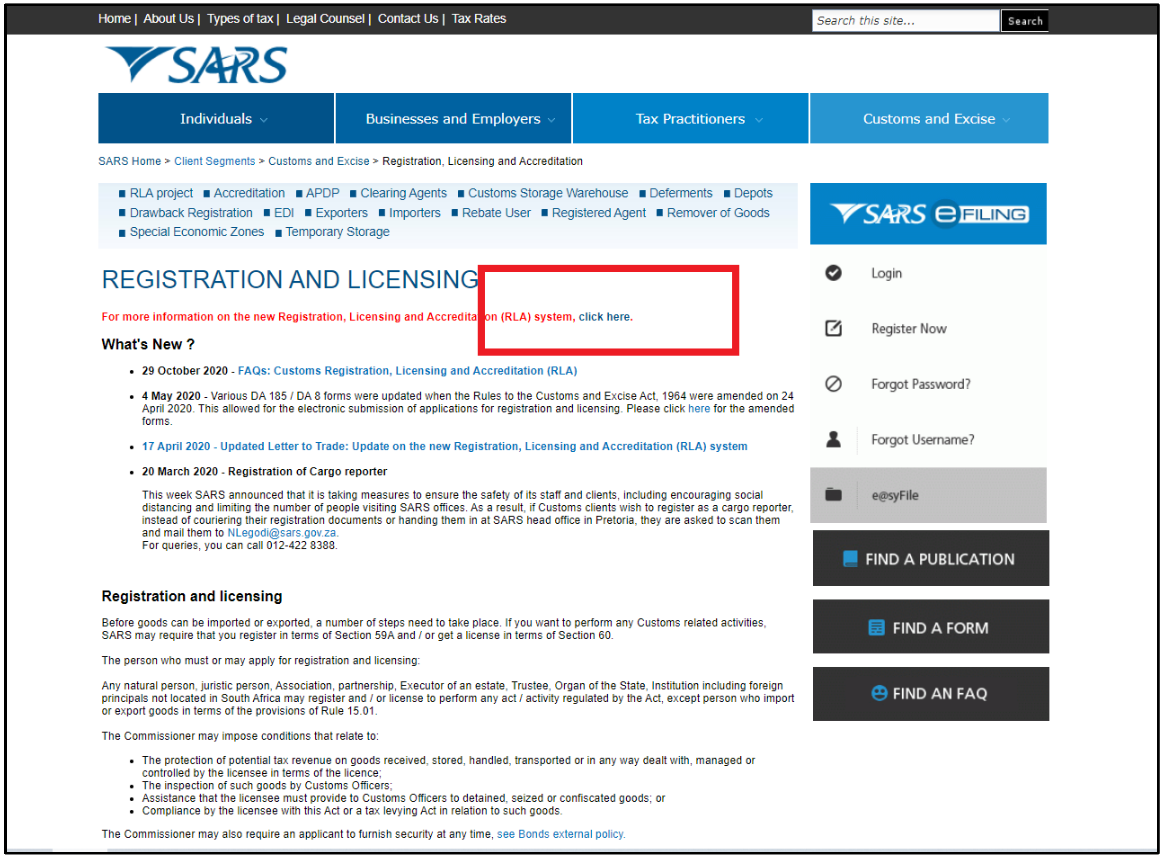
Excise

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

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

SARS South African Revenue Service

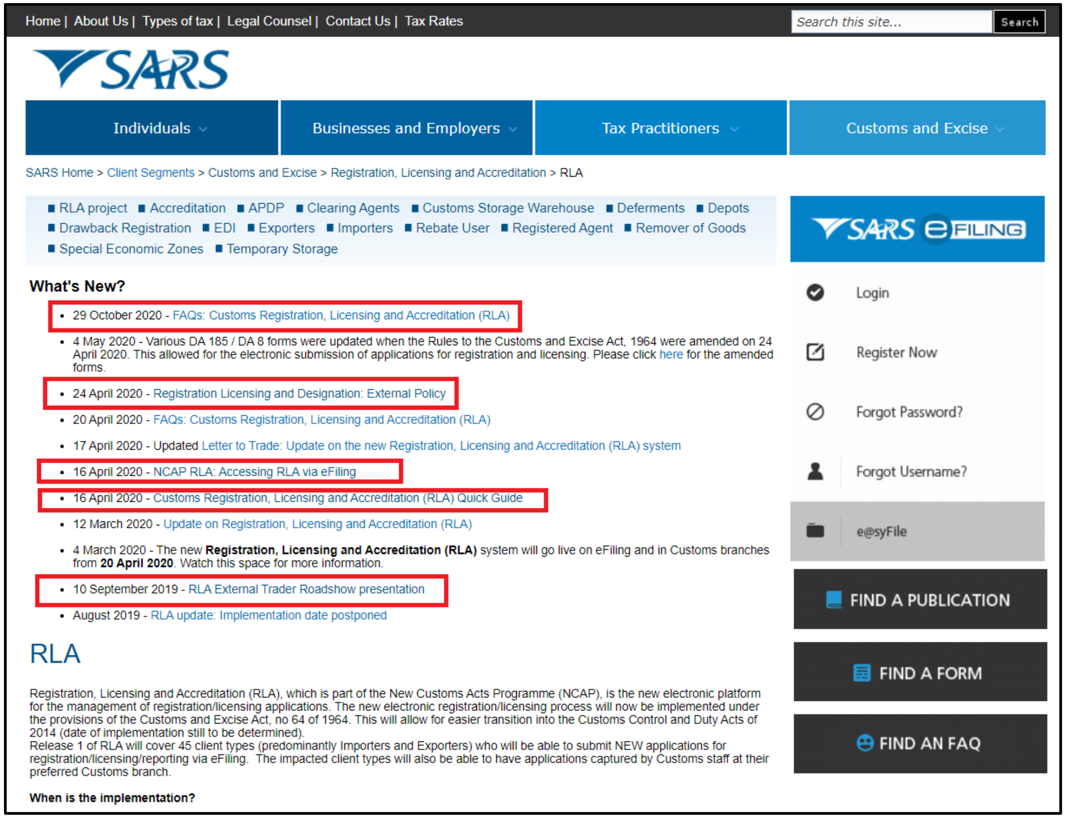
Navigating to the RLA Webpage



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

The RLA Webpage

What is New?

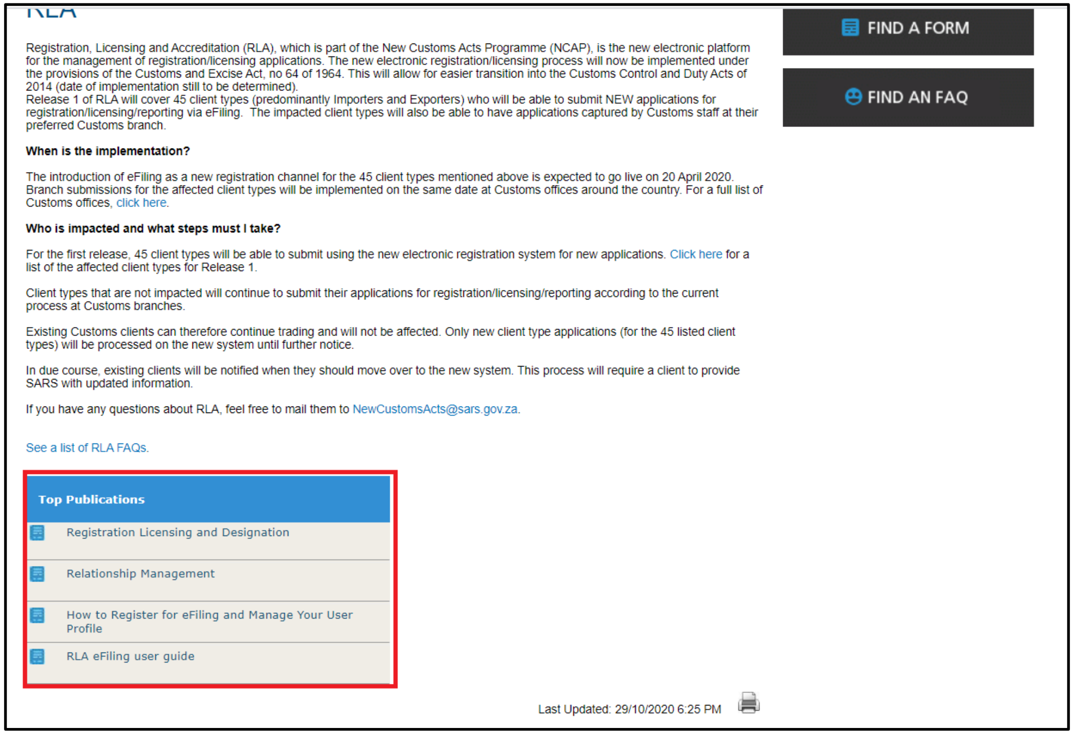


The new RLA webpage contains the following important documents:

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

The RLA Webpage

Important documents


RLA

FIND A FORM

FIND AN FAQ

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

When is the implementation?

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

Who is impacted and what steps must I take?

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

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

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

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

If you have any questions about RLA, feel free to mail them to NewCustomsActs@sars.gov.za.

See a list of RLA FAQs.

Top Publications

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

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

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

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

Thank you

Re a leboha

Re a leboga

Ndza Khensa

Dankie

Ndi a livhuwa

Ngiyabonga

Enkosi

Ngiyathokoza

SARS

South African Revenue Service