Authorised Economic Operator
Registration & Licensing

Office
Pretoria

Enquiries
Norah Lethuka:
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Date
2022/07/18

EXTERNAL STAKEHOLDERS

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Dear Customs client

Onboarding of traders to Registration Licensing and Accreditation (RLA) system

As previously communicated, SARS' Registration, Licensing and Accreditation (RLA) team have embarked on an on-boarding process to re-register and re-licence existing clients into a new Registration, Licensing and Accreditation (RLA) System. To migrate your existing client types into the new updated RLA system, SARS requires your participation in the on-boarding process.

You may proceed to submit your application on the new RLA System. Upon the approval of the application, you may proceed to submit other client type applications. Please note that applications may be submitted in parallel, and you do not need to wait for one application to be approved before submitting another.

SARS recently hosted a webinar on the RLA system. Please click on the link provided below to view the session, which provided more insight into registering for and utilising the RLA platform.

Follow this link to view the webinar: **Registration, Licensing and Accreditation (RLA) - YouTube**

Procedure to submit applications for RLA:

1. Login to SARS eFiling or visit a SARS Customs branch. SARS recommends the use of SARS eFiling as it is the preferred option for all application submissions and outcomes.

2. Employees that perform Customs registration related activities must ensure that the appropriate eFiling user rights and RLA profiles are obtained from their organisation's eFiling administrator. This will enable the necessary access to the new RLA system on eFiling.

3. EFilers with an Individual profile must change their profiles to "Organisation".

4. Navigate to RLA on eFiling.

5. Ensure that your existing customs code is available for selection.

a. If you do not see your Customs code for selection, follow the "Merge process". More information about merging is available on following link: [Merging tax profiles | South African Revenue Service (sars.gov.za)]

b. Some existing Customs clients may have more than one customs code displayed on the customs code selection screen. Clients are advised to select the code that is preferred and register all client types on RLA using this code. Subsequently, any customs codes not in use must be cancelled by submitting a manual cancellation application at a customs office.

6. On the RLA Dashboard, select "New Application".

7. Navigate the client type wizard to "Licensing" and select the "Clearing Agent" client type application or the relevant client type you are applying for.

8. Complete the required information and upload any required supporting documents.

9. Attach this letter as an "Additional Document" for SARS to identify that you are submitting this application as part of the on-boarding process.

10. Upon successful submission, you will receive a reference number.

11. Once the application is processed by SARS, you will receive an email or SMS notification.

12. Access RLA on eFiling or at a Customs branch to view your outcome letter which will be available in the RLA inbox.

13. Once your first application is approved, a system profile will be created for you on RLA.

14. Once your RLA profile is created, you may now proceed to submit all your other existing client types on RLA without having to wait for each one to be finalised. (Repeat steps 1 to 12 above).

For more information about Registration, Licensing and Accreditation please click on this link: https://www.sars.gov.za/customs-and-excise/registration-licensing-and-accreditation/

Sincerely,

SARS Authorised Economic Operator

Accreditation & Licensing

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EXTERNAL STAKEHOLDER

Dear Customs Client

UPDATING OF REGISTRATION OR LICENSING DETAILS OF EXISTING CUSTOMS CLIENTS ON RLA SYSTEM

It is a legislative requirement that all Customs and Excise registrants and licencees update their company or individual details, whichever the case may be, captured on the South African Revenue Service's (SARS) Customs and Excise register. As you may be aware, SARS launched a new self-service automated system in 2020 to make it easier for stakeholders and intermediaries to register or license for Customs and Excise purposes. The Registration, Licensing and Accreditation (RLA) system has undergone various enhancements since its launch and SARS is now able to migrate all clients, previously registered or licensed on through the manual process, to the RLA system. This will ensure that the Customs and Excise register is electronic and that these client types have access to a fully automated self-service facility

In terms of Rules 59A.01A*(c)*(i) and 60.10(1)*(a)* of the Customs and Excise Act, all Customs and Excise registrants, or class of registrants, and any licensee or class of licensees, are therefore required to update or confirm current registration information by completing and submitting in accordance with Rules 59A.01A*(b)*(i) and 60.01A*(b)*(i) the electronic application and to furnish any additional information required, if applicable.

To clarify the procedure to update registration and/or license information and migrate to the new system, the steps are clarified hereunder:

1. Login to SARS eFiling or visit a customs and excise office indicated on the SARS website as a branch which provides "branch front end" electronic capturing by an officer of information provided by the client on the internal SARS electronic system used for purposes of RLA. SARS recommends the use of eFiling as clients can avoid any queue waiting time.
2. Employees that perform customs registration or licensing related activities must ensure that the appropriate eFiling user rights and RLA profiles are obtained from their organisation's eFiling Administrator. This will enable the necessary access to the new RLA system on eFiling. Kindly refer to the RLA – RLA | South African Revenue Service (sars.gov.za) for more information on RLA in eFiling. All guides and presentations are available on the link provided above.
3. eFilers with an individual profile must change their profiles to "Organisation".
4. Navigate to RLA on eFiling.
5. Ensure that your existing customs code is available for selection.
    a. If you do not see your customs code for selection, follow the "Merge process". More information about merging is available on the following link: https://www.sars.gov.za/about/sas-tax-and-customs-system/efiling-system/merging-tax-profiles/
    b. Some existing customs clients may have more than one customs code displayed on the customs code selection screen. Clients are advised to select the code that is preferred and register all client types on RLA using this code.
    c. If any customs codes are displayed that are not in use anymore, such codes must be cancelled by submitting a manual cancellation application at any customs and excise office indicated on the SARS website for that purpose.
6. On the RLA Dashboard, select "New Application" (being the process for updating information).

7. Navigate the client type wizard to “Licensing/Registration” and select the relevant client type in respect of which you are updating information.
8. Complete the required information and upload any required supporting documents.
9. Attach this letter as an “Additional Document” for SARS to identify that you are updating existing client information in order to migrate onto the RLA system.
10. Upon successful submission, you will receive a reference /case number.
11. Once the application is processed by SARS, an e-mail or SMS notification will be sent to you.
12. Access RLA on eFiling or visit a customs and excise office which provides “branch front end” electronic capturing to view your outcome letter which will be available in the RLA inbox.
13. After approval of your first update of information a system profile will be created for you on RLA.
14. Once your RLA profile has been created, you can proceed to update all your existing registrations or licences for other client types on RLA without having to wait for each one to be finalised. (Repeat steps 1 to 12 above).

It is a legislative requirement that clients who have registered or licensed, or migrated through updating, on the new RLA system, must disclose any “customs and excise relationship” i.e. a business relationship which involves an activity regulated by the Act with another person that is a registered person or licensee in terms of the Act. This must be done under the Relationship Management Component on the RLA system. Please note that this disclosure process is only available if both clients are registered or licensed on, or migrated onto, the electronic system.

Failure to update registration or licensing information may have serious consequences, including the cancelation or suspension of a registration or license. Rules 59A.01A*(c)*(ii), 59A(2)*(b),* 60.10(1)*(b), and 60(2)(b)* of the Act refer in this regard.

You are required to update your existing registration or licensing information as set out in this letter by **31 March 2023**. For any queries relating to this request, please contact Norah Lethuka, Samuel Mosala, and Katlego Setlhalogile via email address RLARegistrations@sars.gov.za.

Sincerely,

Sydwell Phokane
Executive: Licensing