



**SAVINO DEL BENE**<sup>®</sup>

Global Logistics and Forwarding Company

**SOUTH AFRICA - JOHANNESBURG**  
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22 November 2024

**Our reference:** RLA - NOIS  
**Your reference:** N/A  
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**SARS RLA: Notices of Intent to Suspend – Deadline 31 December 2024**

Dear Client

- a) It came to our attention that the SARS has issued Notices of Intent to Suspend traders who have failed to onboard their Customs products for which they are registered or licensed.
- b) The below guidance should assist with the process to follow, as well as guiding documentation to consult to assist with the onboarding process.
- c) The first requirement before any applications for a Customs product can be made is to ensure the taxpayer's e-filing profile is merged with a Customs profile on e-filing. A taxpayer can do this themselves or they may choose to use a third party in which case sharing rights need to be set, if not yet done as in most cases where a tax practitioner handles efile matters.
- d) The below links to SARS Customs publications will guide you through all the steps required on efile to set up and manage a Customs profile as well as to apply on behalf of another entity and to manage relationships:
  - i) [SC-CF-19 – Registration Licensing and Designation - External Policy](#)
  - ii) [GEN-ELEC-15-G01 - Guide to the Entity Merge Functionality on eFiling – External Guide](#)
  - iii) [GEN-ELEC-18-G01 – How to register for e-filing and manage your user profile](#)
  - iv) [SC-CF-42 – RLA Customs Trader Portal – External Guide](#)
  - v) [SC-CF-43 – Managed Shared Access – External Guide](#)
  - vi) [SC-CF-50-Relationship-Management-External-Guide](#)
- e) You may also view the SARS YouTube tutorial for further assistance listed below -
  - i) [tutorial video](#)



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- f) Should you experience technical problems or receive errors from the system it is advised to contact the SARS Contact Centre on 0800 00 7277, please ensure that you obtain a case reference number, alternatively follow the below Representation process.
- g) In the instance where a **Notice of Intention to Suspend** is received from SARS it is advised that:
- i) Representation must be made and emailed to the email address reflected in the notice (RLARegistrations@sars.gov.za);
  - ii) If RLA onboarding was successfully made in the time period it must be included in the Representation;
  - iii) The Representation should address the reason why the Customs code should not be suspended, for example, that the trader is still in business and therefore requires the Customs code to continue operating; and
  - iv) It is also advisable to provide reasoning as to why the RLA onboarding has not been effected to date. Should any evidence be available of previous attempts to contact SARS in this regard it should be referenced and attached to the Representation.

Trust this will be of assistance.

Regards

**Essie Steenkamp**  
Customs Compliance Manager