



South African Revenue Service

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EXTERNAL STAKEHOLDER

Dear Customs Client

On-boarding of existing Customs clients to the new Registration, Licensing and Accreditation (RLA) system.

The implementation of the new RLA system was initially designed to cater only to clients submitting new applications. Clients who were already registered on the old system, i.e. via a DA185 application were not required to re-register on the new RLA system. The system was designed on a first-in-first-out principle and clients that required re-registering on the new RLA system would severely impact the turnaround times (TAT) of new applications due to operational capacity constraints.

The RLA system is now relatively stable with inventory at a manageable level. SARS is ready to proceed with the on boarding of existing clients to the RLA system in a phased approach and in line with available capacity to process the applications. As the on-boarding process unfolds, SARS will issue communication to identified clients.

Clearing Agents will be the first category of existing clients to migrate to the new updated RLA system. This will allow clearing agents to register relationships with their clients under the Relationship Management component on the new RLA system. These clients will then be invited to re-register on RLA, as well as migrate all other client types to enjoy full benefits of the new RLA system. Migration will then be extended to other categories of clients.

Traders using the RLA system can benefit in the following ways:

- SARS eFiling users are granted easier access to the channel to submit applications online.
- SARS eFiling clients can manage their own registration profiles on the dashboard.
- Re-use of existing client data and documentation.
- Automated electronic notifications such as Application Outcome letters being available electronically.
- Improved management capability of the application process.
- Online relationship management for eFilers to register relationships with clients.
- Client relationship management on RLA will improve SARS' ability to combat any misuse and fraudulent usage of customs codes and protect clients' customs profiles.
- Renewal applications for client types on RLA can be submitted electronically through SARS eFiling channel instead of visits to a SARS branch office.

More information pertaining the new updated RLA system is available on the Customs & Excise Registration, Licensing and Accreditation webpage on the SARS website: [RLA | South African Revenue Service \(sars.gov.za\)](#). Kindly refer to the document [NCAP RLA Webinar Presentation to Trade](#) published on 16 April 2021.

Sincerely,
SARS CUSTOMS