

Customs

Enquiries
Dikeledi Mabona

Telephone
(011) 971 8931

Reference
Update Operational Matters
Covid-19

Date
1st of April 2020



South African Revenue Service

Dear Trader/Agent

National Lockdown due to COVID-19

Our communications dated 26 March 2020 that requested trade to forward all documents electronically to the below ORTIA group emails refers.

Low Manifest –	lowvaluemanifest@sars.gov.za
Low Value Responses –	lowvalueresponses@sars.gov.za
De-grouping/RIB -	ortia-rib@sars.gov.za
General Enquiries (Reprints of CN1)	ortiaenquiries@sars.gov.za
Acquittals	ortiaacquital@sars.gov.za
Provisional Payments	Ortiapp@sars.gov.za
Licensing and Registration	OrtiaLER@sars.gov.za
Rules of Origin (Appointments)	Ortiaroo@sars.gov.za

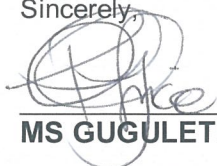
In addition to the above submission of files in respect of Export Clearance Declaration for Certification of Rules of Origin (ROO), Licensing, and Registration for new applications of essential goods/products will be strictly by prior arrangements and appointments only. The appointments will strictly be between the hours of 08:00am and 11:00am and all request for appointments should be forwarded to relevant group e-mails. Appointments to be scheduled the day prior.

We have revised our operational hours to be as follows:

Monday to Friday – 08:00am to 12:00pm
Saturday & Sunday – 08:00am to 12:00pm
Public Holidays - 08:00am to 12:00pm

The above arrangements is with effective from 2 April 2020 and will be reviewed on a regular basis and updates will be provided to trade.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ms Gugulethu Africa', written over a horizontal line.

MS GUGULETHU AFRICA
EXECUTIVE CUSTOMS BRANCH