

Thank you for your submission.

Please take note of the following:

- Below is exact prescribed example of your submissions should follow.
- You will note that it is expected that you merely **add information** as the chain of communication goes, but **never to remove** attachments or information.
- **Turn Around Time** is estimated at three(3) to five(5) working days
- **Escalations** to be sent to Cecil Kordom and Dikeledi Mabona as specified towards the bottom of this communication.
- All direct mails/submissions to individual members will be “ignored”/Rejected
- Low Value Responses work on submissions between **08:00 and 15:00 on weekdays only**
- Low Value Responses is **not operational on Weekends and Public Holidays**

When submitting for new HAWB#:

The required Supporting Documents **clearly marked** are:

- Master Waybill Number / House Waybill Number
- Commercial Invoice
- Order Form
- Packing List
- Proof of Payment (*in the event if no payment was made, please include an open market price list or indent/order confirmation for the bigger order with specific reference to samples of no commercial value*)
- Freight Statement

{“Pro-Forma Invoice” **not** accepted}

Your submission should look like this:

- First the applicable HAWB#/Tracking# and then the words “New Case”
- Attachments should be – PDF format of DA306, and legible copies of the documents listed above
- Example below

Send	To...	<u>Low Value Responses;</u>
	Cc...	
	Bcc...	
	Subject:	<u>"HAWB#" + "New Case"</u>
	Attached:	<u>"PDF copy of DA306"; "Commercial Invoice"; "Order Form"; "Packing List"; & "Proof of Payment";</u>
<u>Short detailed description of the reason of import</u> <u>Reason why one or more of the required documents cannot be provided</u>		

When submitting “further/supporting documents” for HAWB#:

The required supporting documents clearly marked are either/or:

- Bank Statement
- Purchase/Sales Agreement
- Warranty Agreement
- Freight Invoice
- Any other documents required by Finalisation Officer

Your submission should look like this:

- First the applicable HAWB#/Tracking# and then the words “Further/Supporting Documents”
- Attachments should be – the documents requested by the Finalisation Officer
- Example below

Send	To...	Low Value Responses;
	Cc...	
	Bcc...	
Subject:		Fw: "HAWB#" + "Further/Supporting Documents"
Attached:		"PDF copy of DA306"; "Commercial Invoice"; "Order Form"; "Packing List"; & "Proof of Payment"; "further/supporting documents"

Further/Supporting Documents

- Always “forward” never “reply” mail, keep any and all previous attachments and add further/supporting documents

First/Original Submission:

- Short detailed description of the reason of import
- Reason why one or more of the required documents cannot be provided

When submitting “Physical Inspection Report” for HAWB#:

The required documents are either/or:

- Correct MCC Case Number
- Physical Inspection Report that was completed

Your submission should look like this:

- First the applicable HAWB#/Tracking# and then the words “Physical Inspection Report”
- Attachments should be – Physical Inspection Report that was completed and signed by Customs Inspector
- Example below

Send	To...	Low Value Responses;
	Cc...	
	Bcc...	
	Subject:	Fw: "HAWB#" + "Physical Inspection Report"
Attached:		"PDF copy of DA306"; "Commercial Invoice"; "Order Form"; "Packing List"; & "Proof of Payment"; "further/supporting documents"; "Physical Inspection Report"

Physical Inspection Report

- Always “forward” **{never “reply”}** mail, keep any and all previous attachments and add Physical Inspection Report that was completed and signed by Customs Inspector

Further/Supporting Documents

- Always “forward” **{never “reply”}** mail, keep any and all previous attachments and add further/supporting documents

First/Original Submission:

- Short detailed description of the reason of import
- Reason why one or more of the required documents cannot be provided

When submitting “Formal Clearance and/or Possible Penalty” for HAWB#:

The required supporting documents clearly marked are either/or:

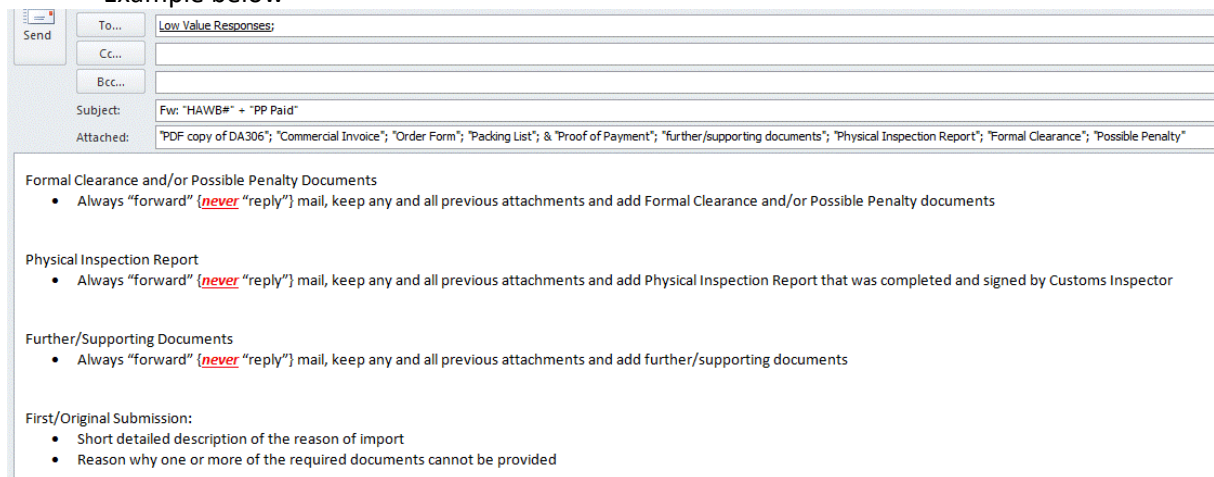
- EDI Final Notification
- SAD500
- Customs Worksheet
- DA70
- CEB01
- Proof of Payment of DA70

{Please scan EDI Final Notification, SAD500 & Customs Worksheet as one PDF File/Document in that order}

{Please scan DA70, CEB01 & Proof of DA70 Payment as one PDF File/Document in that order}

Your submission should look like this:

- First the applicable HAWB#/Tracking# and then the words “PP Paid”
- Attachments should be –documents listed above
- Example below



The screenshot shows an email client interface with the following fields:

- To...**: Low Value Responses;
- Cc...**: (empty)
- Bcc...**: (empty)
- Subject**: Fw: "HAWB#" + "PP Paid"
- Attached**: "PDF copy of DA306"; "Commercial Invoice"; "Order Form"; "Packing List"; & "Proof of Payment"; "further/supporting documents"; "Physical Inspection Report"; "Formal Clearance"; "Possible Penalty"

Below the email fields, there are instructions for document submission:

Formal Clearance and/or Possible Penalty Documents

- Always “forward” (never “reply”) mail, keep any and all previous attachments and add Formal Clearance and/or Possible Penalty documents

Physical Inspection Report

- Always “forward” (never “reply”) mail, keep any and all previous attachments and add Physical Inspection Report that was completed and signed by Customs Inspector

Further/Supporting Documents

- Always “forward” (never “reply”) mail, keep any and all previous attachments and add further/supporting documents

First/Original Submission:

- Short detailed description of the reason of import
- Reason why one or more of the required documents cannot be provided

When requesting “Conditional Release” for HAWB#:

You need to forward the mail with the Customs Instruction for Formal Clearance and Possible Penalty **and** comply with the below (**as per External Policy: Clearance Declaration, Paragraph 3.23–SC-CF-55**)

3.23 Conditional Release

a) Imported goods remain under Customs control until the declarant has complied with the provisions of the Act or until any other applicable legislation ceases to apply to the goods.

b) The declarant applies in writing for conditional release of the goods cleared for home use pending fulfilment of predetermined criteria, which may include a provisional payment. The application must be submitted as a supporting document attached to the inspection case.

i) Manual inspection (MCC) case reference number.

ii) Local Reference Number (LRN) and Movement Reference Number (MRN).

iii) Applicant's name and Customs client number.

iv) Importer's name and Customs client number, if not the applicant.

v). Clearing Agent's name and Customs client number.

vii). Insert the reason for the conditional release application.

viii). Indicate what supporting documents are attached to the case to substantiate the conditional release request.

A. Insert the declaration as below: I <insert full names>, for and on behalf of <insert company's or declarant's name> in my capacity as <insert capacity> being duly authorised to sign this declaration, hereby undertake to comply with the requirements of the Customs and Excise Act, 1964, and the rules in respect of the goods or circumstances to which this payment relates within the period determined by the Commissioner.

B. The letter containing the declaration must be signed and dated before the conditional release application will be considered.

c). The application is submitted as supporting documents attached to the inspection case.

d). Applications that do not contain the minimum required information will be rejected

LOW VALUE TURNAROUND TIMES AND ESCALATION PROCESS

1). Manifest Submission

* Turnaround time for manifest processing is four (4) business hours, provided all relevant fields are completed in full. If all fields not completed in full the manifest will be rejected.

* Processing times from Monday to Friday from 08:00am until 15:00 and weekends from 08:00am until 12pm.

* If no response received within four (4) business hours, you may escalate immediately after four (4) business hours has lapsed to the Operations Manager: cdgkordom@sars.gov.za

* If no assistance from the Operations Manager after five (5) business hours, you may escalate immediately after the five (5) business hours has lapsed to the Compliance Manager: Dikeledi Mabona dmabona@sars.gov.za

2). Case Finalisation

*Turnaround time for case finalisation within two (2) business days, provided all relevant supporting documents are submitted

* Processing times from Monday to Friday from 08:00am until 15:00 and weekends we are not operational

*If no response received after two (2) business days, you may escalate on the third day to the Operations Manager: cdgkordom@sars.gov.za

*If no assistance from the Operations Manager after three (3) business days, you may escalate on the fourth business day to the Customs Manager: Dikeledi Mabona dmabona@sars.gov.za

3. Daily Escalation List

* Daily escalation list of outstanding cases for three (3) or more business days to be e-mailed to Operations Manager: cdgkordom@sars.gov.za and in copy lowvalueresponses@sars.gov.za with Escalation List in the subject.

DAILY OUTSTANDING LIST

The below is an example of outstanding list. This list should reach us no later than 09:30am daily Monday to Friday, no e-mails with attachments send to Operations Manager will be entertained. Please e-mail to cdgkordom@sars.gov.za and copy the lowvalueresponses@sars.gov.za with subject line “*Outstanding List*”

Number	Date Stopped	Date submitted to Customs	Waybill number	Update	Resolved	Days Outstanding
01	04/11/2017	06/11/2017	123456789	PP PAID – AWAITING RELEASE	No	16
02	02/11/2017	09/11/2017	101122425	INSPECTION REQUESTED	No	13
03	03/11/2017	14/11/2017	178910250	INSPECTION CONDUCTED AWAITING INSPECTION REPORT	No	8
04	03/11/2017	15/11/2017	475898702	DA306 , INVOICE AND PROOF OF PAYMENT SUBMITTED	No	7
05	13/11/2017	16/11/2017	111152354	DA306 , INVOICE AND PROOF OF PAYMENT SUBMITTED	No	6
06	28/10/2017	17/11/2017	789456123	DA306 , INVOICE AND POP SUBMITTED – AWAITING REPORT	No	5
07	04/11/2017	20/11/2017	456123789	PP PAID – AWAITING RELEASE	No	2

LOW VALUE MANIFEST SUBMISSIONS

In the interest of trade facilitation and increase Customs compliance please take note of the e-mail below

Below is a list of commodities that your manifest team may have to look out for and possibly remove from the low value manifest and Customs Clearance Declaration (CCD) be processed. Please be reminded that the list is not exhaustive.

- Business 2 Business(B2B) Consignments- Registered Customs Clients/Importers
- Split Consignments (from same shipper to same consignee)
- Hair Pieces
- Wigs
- Samples in general
- Golf equipment
- Cellular Phone and parts thereof
- Medical supplies and/or equipment
- Plastic
- Footwear
- All clothing items
- Sunglasses
- Machine parts
- Fabric/Textile Samples – Fabrics must not exceed a maximum of 1,829 mm in length to qualify as a sample.
- Wrist Watches
- Cricket Bats
- Toys
- Chemicals
- Foodstuffs
- Photographic cameras
- Tools for working in the hand
- Goods supplied Free of Charge
- Inter-company transfers/Related Parties
- Alcohol
- Cigarettes
- Goods that require an import permit (Precious Metals, Stones and Currency)
- Laptops
- Goods that left the country through the passenger terminal
- Cosmetics

Schedule 4 rebated items:

- Goods for head of state, diplomatic and other foreign representatives (Rebate item 406.00)
- Re-imported goods (Rebate item 409.00) (Whether Temporarily Export or Outright Export)
- Repair and return (Rebate item 470.00, 480.00 etc.)
- Goods supplied free of charge to replace defective goods covered by warranty (Rebate item 412.26)
- Gifts R1400 or less (Rebate item 412.10)