

Standard Operating Procedure (SOP) for LRN Escalation

About this SOP

This *Standard Operating Procedure (SOP)* acts as a guideline for Business on the escalation procedures that SARS has put in place during the lockdown period of 27 March 2020 until 16 April 2020, focusing primarily on facilitating trade in essential goods.

The following extract is copied directly from documentation published and distributed by SARS dated 26 March 2020:

<https://www.sars.gov.za/AllDocs/Documents/customsandexcise/Arrangements%20for%20Customs%20services%20during%20lockdown.pdf>

and

<https://www.sars.gov.za/AllDocs/Documents/customsandexcise/Customs%20branch%20managers%2026%20March%202020.pdf>

A.Procedure

In cases where visits to SARS offices are unavoidable and essential, a procedure has been introduced to ensure that SARS comply with all regulations and guidelines relating to the combating of COVID-19. These include the following:

1. All visits to SARS offices will be by appointment only and no walk-ins will be allowed.
2. All service requests should be directed to the Customs Branch email address.
3. To enable speedy resolution, please provide sufficient information (including name, ID number, etc.), relevant supporting documents, case numbers, LRN numbers etc. in all your correspondence.
4. The request will be assessed and only if it cannot be resolved without a visit to the office by the client, SARS will respond by granting approval for such a visit. Please ensure that you provide your full names and ID number, as the appointment letter/email will have to reflect these details to aid your passage through checkpoints during the lockdown period. Your own organisation should also provide authorisation for you to travel under the lockdown regulations under the Disaster Management Act.
5. A scheduled appointment time will be indicated in the email and clients are urged to keep to those times as there will be limited staff. We also need to ensure social distancing appointments will be staggered so that only one client is served at a time. All appointments that are not honoured within 15 minutes from the scheduled time will be cancelled and new arrangements will have to be made.
6. A copy of the approval letter/email and your ID (or a certified copy) will be required in order to gain access to SARS premises. Please refrain from bringing any other documentation during the visit and rather email them before your appointment as indicated above.
7. All visitors should adhere to hygiene and social distancing requirements as per Department of Health guidelines.

In urgent cases where your issue has not been resolved via the branches, you can mail the Customs Command Centre at osc@sars.gov.za or call 012-4228463. Please include as much detail as possible, including attachments of your prior correspondence with the relevant branch.

B. Branch Office Contact Detail

REGION	OFFICE NAME	E-MAIL	Name	Cellphone
NORTHERN CAPE	Nakon Border Post	NCmanagement@sars.gov.za	Vanessa Cloete	(072) 330 2359
	Vioolsdrift Border Post	NCmanagement@sars.gov.za	Sipho Magugwana	(082) 554 4098
	Upington Rail & Airport	NCmanagement@sars.gov.za	Sipho Magugwana	(082) 554 4098
MPUMALANGA	Lebombo	AcquittalsLebombo@sars.gov.za	Ruwaine Vermeulen	(082) 417 8045
			Piet van der Westhuisen	(082) 417 8030
			Memory Ndou	(071) 883 3457
	KMIA	AcquittalsLebombo@sars.gov.za	Ruwaine Vermeulen	(082) 417 8045
	Jeppes Reef	AcquittalsLebombo@sars.gov.za	Zandile Sithole	(082) 828 0991
	Mahamba	AcquittalsLebombo@sars.gov.za	Themba Mndebele	
	Managa	AcquittalsLebombo@sars.gov.za	Zandile Sithole	(082) 828 0991
	Maseru Bridge	AcquittalsLebombo@sars.gov.za	Ncumisa Ndodana	(071) 863 0641
	Oshoek	AcquittalsLebombo@sars.gov.za	Koot Malebe	(071) 302 1418
Golela	AcquittalsLebombo@sars.gov.za	Obert Sibiya	(083) 452 6625	
FREESTATE	Caledonspoort	POECaledonsPoort@sars.gov.za		
	Van Roovenshek	tpaul@sars.gov.za	Teboho Paul	(083) 555 3486
	Qacha's Nek	POEQachasNek@sars.gov.za	Vivienne Augustus	(060) 9912787
	Ficksburg	Ltau@sars.gov.za	Lebohlang Tau	(083) 4437712
KZN	Durban Harbour	apillay@sars.gov.za	Ashika Pillay	(082) 4624177
	Richards Bay and Pietermaritzburg	LLabuschagne3@sars.gov.za	Liza Labuschagne	(079) 5068860
	King Shaka	Nmhlongho2@sars.gov.za	Nomonde Mhlongo	(083) 5574108
Gauteng	Ortia	Ortiaenquiries@sars.gov.za	Gugu Afrika	(082) 3711442
	Alberton	Albbranch@sars.gov.za	Brita Groenewald	(082) 460 7204
CAPE TOWN	Cape town Customs Branch	ClientInterface@sars.gov.za	Uiga Marumo	(071) 481 0039
	CTN-Harbour	CTN-Correspondence@sars.gov.za	Henson Msongweni	(083) 5553356
	Cape town (Airport)	Ctiabbranch@sars.gov.za	Henson Msongweni	(083) 5553357
LIMPOPO	Beitbridge	InspectionqueriesBBR@sars.gov.za	Cassius Sinthumule	(082) 464 8983
	Groblersbridge	dmabolabola@sars.gov.za	Daniel Mabolabola	(071) 604 2157
NORTH WEST	Ramatlabama	RamatlabamaCustomsRAM@sars.gov.za	Yvonne Makhate	(083) 555 3429
	Skilpadhek	SKHCustoms@sars.gov.za	Mthethoo Bele	(083) 294 2999
	Kopfontein	KopfonteinCustoms@sars.gov.za	Alex Masia	(082) 498 0707
EASTERN CAPE	East London	nsimani@sars.gov.za	Nosipho Simani	(082) 4593784
	Port Elizabeth	zmiza@sars.gov.za	Zanemvula Miza	(083) 3915419

C. Technical and System Processing

Where a particular LRN is of a technical or systems processing nature, both the relevant Service Providers as well as SARS technical team (via the *Remedy call logging* interface) remain available and are fully operational during this time.