

# **SMS**

# e-mails

# PLEASE COMPLETE THE INFORMATION BELOW

PERSONAL DETAILS	
Surname:	
First name:	
Mobile: e-mail:	
COMPANY INFORMATION	
Business Name:	
TIN:	
DECICEDATION (Diamentics)	Available SMS and e-mail Services
REGISTRATION (Please tick)	The electronis Single Window System will send to you the
Registration for SMS Services	following real time information about Customs declaration processing:
Registration for e-mails	(1) Duties and taxes to be paid as per Customs assessment Notice;
DE-REGISTRATION(Please tick)	<ul><li>(2) Notification after the payment has been made;</li><li>(3) Any changes of duties and taxes after modification of</li></ul>
De-registration for SMS Services	the declaration; (4) Notification when the release order is done;
De-registration for SMS Services	(5) When your consignment is exited from Customs.
APPLICANT	
Names: Signature as	nd Stamp
Date:	
RRA APPROVAL	
Names: Signature	
Date:	RRA

#### Scope and Applications

Registration to receive SMS and e-mail from Rwanda electronic Single Window (ReSW) system to facilitate monitoring the clearance of goods in Customs was made available by Rwanda Revenue Authority to any importer who shall request for it. This service shall at all time be governed by the following terms and conditions:

These terms and conditions are made between RRA and Importers who may be represented by authorized clearing agents. In these Terms and Conditions the reference 'we' or 'us' shall mean Rwanda Revenue Authority, the reference to 'you' shall mean the importer and/or his clearing agent and 'ReSW Service' shall mean SMS and email information provided by Rwanda Electronic Single Window system

We will from time to time determine or specify at our discretion the scope and features of SMS and e-mail service and are entitled to modify, expand or reduce the same or any time upon notice to you.

Your use of theReSW SMS and mail service is to be in accordance with these terms and conditions, and it signifies both your acknowledgment and acceptance of them. These terms and conditions are in addition to the existing laws governing Customs clearance, information confidentiality and any other lawful responsibility. The system will dispatch the information at the following stages of customs declaration processing:

- Assessment
- 2. Payment
- 3. Release order
- 4. Modification
- 5 Exit

The information will be sent to your mobile and/or to your e-mail account depending to your choice. We will provide you the following:

#### SMS information

- Summarized information about Duties and taxes to be paid as per Customs assessment Notice;
- Short notice informing you that payment was made to the specific declaration number(s):
- Summarized information of changes of duties and taxes if the declaration has been modified. The change may be as a result of Customs verification or may be requested by you;
- Short notice informing you that we have released your goods;;
   Short notice informing you that your consignment is exited from Customs territory.

# e-mail information

- Detailed information about Duties and taxes to bepaid grouped in such a way to simplify issuance of bank cheques;
- 2. Detailed information about payment done to your declaration(s);
- Detailed information about changes of duties and taxes if the declaration has been modified.t. The change may be as a result of Customs verification or may be requested by you;
- Information that we have finalized verification and release order was issued for you to organize transport from Customs to your premises;
- information that your consignment is exited from Customs for you to prepare offloading to your store accordingly;

The ReSW service may, without prior notice to you be suspended or terminated by us for any reason whatsoever, including, without limitation, invalid data, closure of related TIN, breakdown, maintenance, modification, expansion and/or enhancement work caused or initiated by telecommunications company concerned in relation to their network or by any service provider for any reason.

We will not assume any liability or responsibility for any such suspension or termination. ReSW service may be terminated at any time by notice from you to us via an SMS message, email or in the form of a letter. Any such termination shall be effective within 1 business days of receipt by us.

RRA may at its discretion, withdraw temporarily or terminate the Service, either wholly or in part, at any time without giving prior notice to you. RRA may, without prior notice, suspend the service at any time during which any maintenance work or repair is required to be carried out. RRA shall endeavour to

give reasonable notice for withdrawal or termination. We may terminate this agreement at any time without prior notice to you. The closure of your user accounts will automatically terminate the service.

#### Accessibility on accounts

The ReSW services will only be available to all taxpayers or their representatives (licensed Clearing Agents) who have completed and submitted to Customs the application form.

#### **Access and Security Procedures**

We will only allow you to register one mobile number with us at any time. This will apply to the mentioned TIN. For the companies, one contact should be designeted to receive the information. For keeping your information confidential, you may delete the SMS after you have read them. You must take all reasonable measures to ensure that you safeguard your email password at all time.

If you disclose or suspect that your TIN in any way has been misused by someone else, you must notify this to RRA immediately by calling the Helpdesk (or any other number RRA may advise you from time to time for this purpose). RRA will then suspend use of your TIN and ReSW services thereof, until the matter is sorted out. RRA may update or revise the procedure from time to time. The taxpayer agrees and undertakes to be bound by and comply with all procedures as may be issued by RRA. You shall promptly notify us of any changes to information provided to us related to or for the purpose of the ReSW service including the details of your designated mobile phone number and email address. In addition, you shall promptly inform us of any loss or theft of your mobile phone by calling Help desk at 3005 or visiting us. This will help us not to continue send you the information which may be disclosed to the wrong person.

#### Authorization

You irrevocably and unconditionally authorize us, to access your customs declaration to send to you some selected information. RRA shall make reasonable efforts to ensure that the information is sent to you in timely manner. We however shall not be responsible for delay of information caused by other service providers involved in the transaction. In particular we shall not assume any liability or responsibility for the consequences arising from any cause beyond our reasonable control including, without limitation, failure of your telecommunication equipment to receive for whatever reason, any telecommunication breakdown, mechanical failure, path failure, malfunction, breakdown, interruption or accuracy of equipment or installation

We reserve the right at all times to vary or amend the forgoing Terms and Conditions or to introduce new terms and conditions. Any such variations or amendments shall become effective and binding on you upon notification by us to you. If you are unwilling to accept such variations and amendments you may terminate the ReSW services by filling this form and ticking de-registration boxes.

### Charges

The service to receive information by SMS or/and e-mail will be free of extra charges. All cost involved shall be catered for by computer processing fee paid to every customs declaration processed in customs management system whether registered or not registered to received SMS and/or e-mail.

### Disclaimer

RRA shall not be involved in or any way liable to the importer for any dispute between the him/her and the mail or SMS service provider  $\frac{1}{2} \frac{1}{2} \frac{1}$ 

## Communications

Any complaints in connection with the service should be directed RRA hotline (tel: 3005). Apart from RRA hotline, the taxpayer can also notify us by visiting RRA's offices.

1,
hereby acknowledge receipt of a copy of ReSW services terms and conditions and agree to abide by them therein.
Place
Date Signature