



# THE JAMAICA CUSTOMS AGENCY

Mobile Application

Version 1.0

Information Services Division

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## Mobile Application

The Jamaica Customs Agency has developed a mobile application to enhance stakeholder interactions and efficiencies. In accordance with the agency's customer focused core value, there is a continuous drive to improve processes and procedures through innovation, to ultimately enhance customer experience. The introduction of the mobile application is necessary to the Agency's effectiveness and efficiency in facilitating trade. The Jamaica Customs Mobile Application will aid with stakeholder efficiencies by:

- 
- Personalizing interaction with the Agency with enhanced profile management
- Facilitating quicker searches Tariffs and Declarations.
- Estimating duties.
- Transparencies with declarations via Track and Trace feature.
- Providing access to frequently asked questions.
- Reduced time in making payments using secure payment mechanism.

The following are the steps in using The Jamaica Customs Agency Mobile application.

### Downloading the Mobile App

1. Download the "Jamaica Customs Agency Mobile application" on *Google Play Store* or *App Store*.

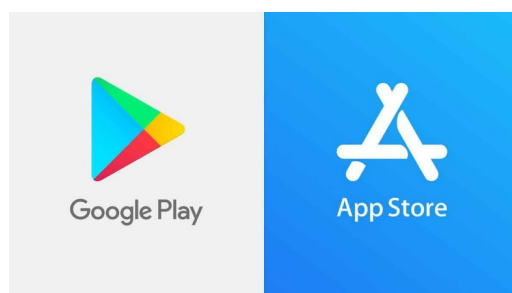


Figure 1.0 Downloading Application

## Continue as a Guest

2. The downloaded application will appear for the user to “sign up” or “continue as a guest.”
  - If the user continues as a guest, they will not be able to carry out the following functions:
    - i. Declaration payments
    - ii. Payment history and recent transactions
    - iii. Adding credit card information / Manage Digital Wallet
    - iv. Manage Security Configuration
    - v. managing profiles.
    - vi. Declaration Search
  - Continuing as a guest, will allow the user to perform the following functions:
    - i. Estimate Duty
    - ii. Search Tariff
    - iii. Track and trace declarations
    - iv. Access frequently asked questions
    - v. Our Locations

### Continue As a Guest

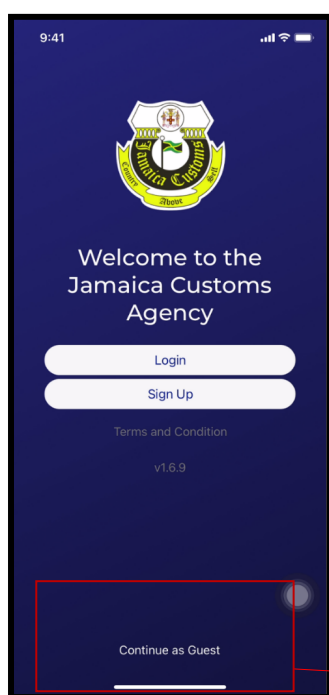


Figure 2.0 Login

Select “Continue as Guest”

The user will select “Continue as a Guest”, they will be able to use some of the features mentioned in section 2 above.

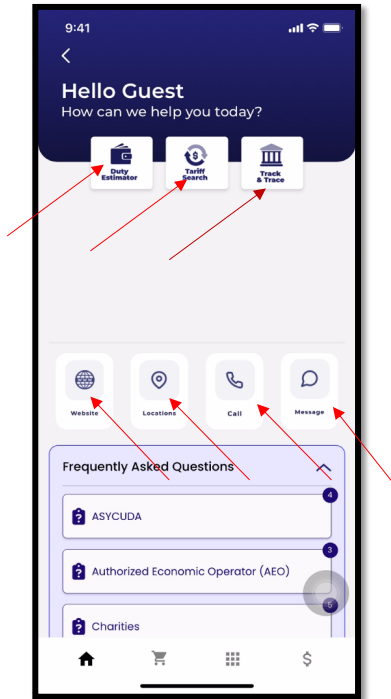


Figure 3.0 Guest Dashboard

### The Duty Estimator



The Duty Estimator provides a faster way to ascertain an estimation of the payable duties and taxes following the supply of the Currency, Item Cost, Shipping, and package for selected commodities/items. This feature allows the user to search by using a part or all the 10 Digits Tariff Code or the description of a given commodity (figure 3.1).

- Select the Currency from the dropdown menu or enter the desired currency using the search option from the dropdown menu.
- Input the necessary data such as the Shipping Cost, Insurance and Transport Mode.
- Tap/Select “new item” the first commodity entered if there are multiple items. (Tariff code/description, total item cost, number of items and package types.) If there is another item, then select “Add item”. See figure 3.2.
- If the shipment is deemed commercial, select the check box “**This is a commercial item**”.

9:41

Duty Estimator

Currency  
Select

Shipping Cost \$1000 Insurance Amount \$1000

Transport Mode:  
Select

**New Item**

Tariff Code / Description  
Enter description or code

Total Item Cost \$10000 Number of Items 10

Package Type  
Select

This is a commercial item

**+ Add Item** **Estimate My Duty**

New item: First commodity, if their needs be to add another commodity, select "add item" button.

Check this box only if the commodity is commercial. "This is a commercial item".

Select "Add Item", to add another commodity.

Figure 3.1 Duty Estimator

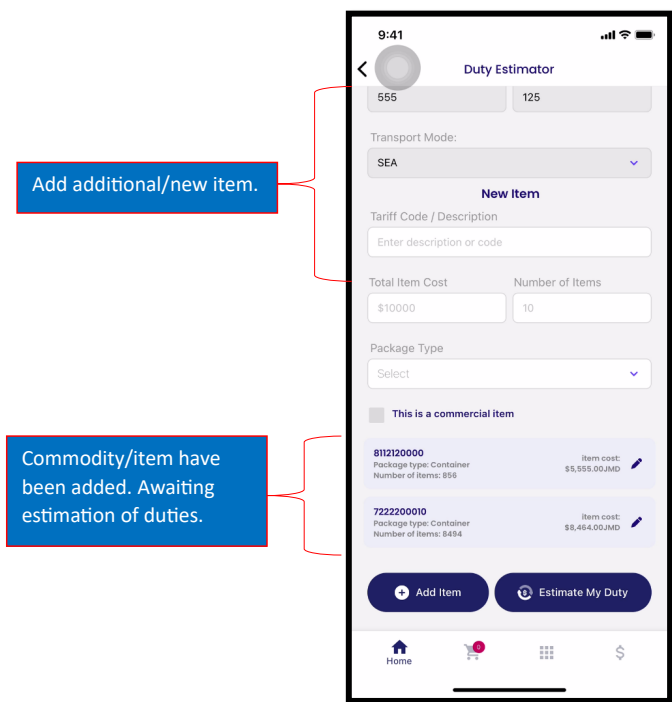


Figure 3.2 Duty Estimator

The user can click **Estimate My Duty** (figure 3.4) once all mandatory fields are populated. The system will calculate all duties and taxes (figure 3.4). If the user wants, they can add another item (figure 3.2), then select “Estimate my Duty” and all the duties will be calculated and displayed separately.

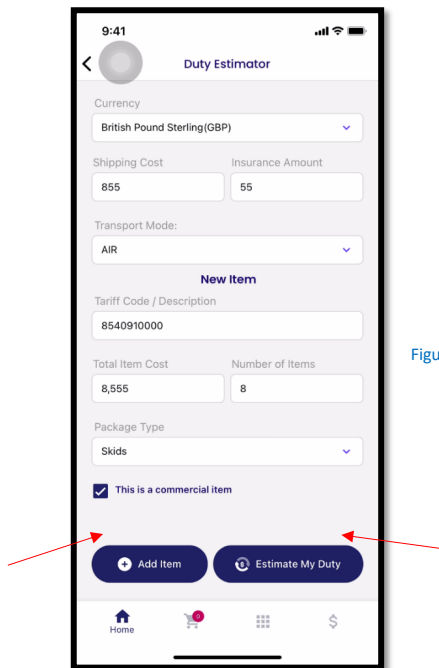


Figure 3.3 Duty Estimator

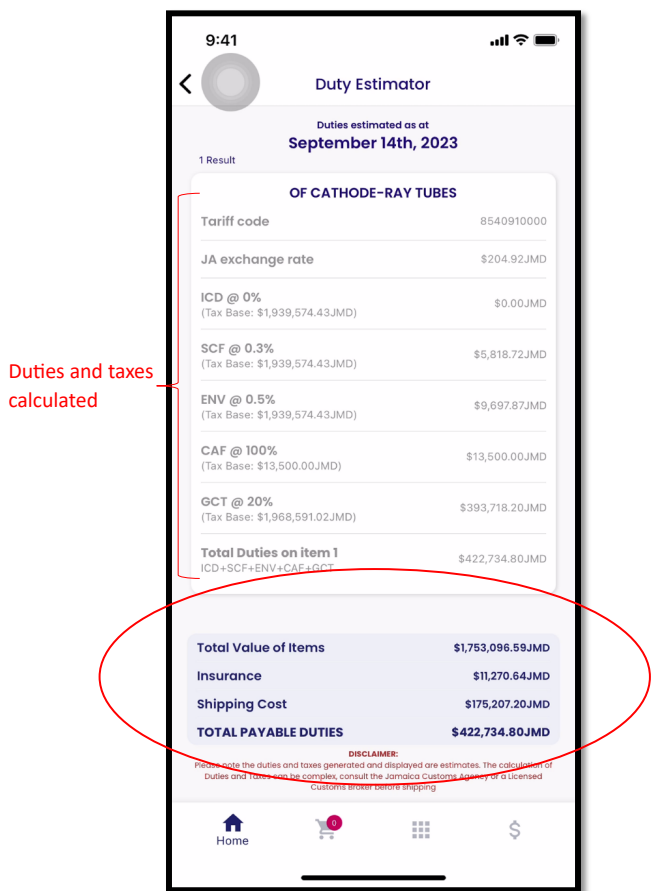


Figure 3.4 – Duties estimated.

**N.B.**


To view the duties estimated for multiple items, the users will have scroll down to view the next estimated values for the item.

**The Tariff Search**



The Tariff Search feature allows the user to carry out multiple search options for commodities in the Integrated Tariff. Users can search for tariffs using general description, partial or 10 digits Tariff Code. The search results will present specific Tariff Chapters, Heading, and HS-Codes.



- Click on the “Tariff Search” icon.
- In the search field input words for example “food” then select enter/click on the search icon  the tariff description would be displayed below. (See figure 3.5 Tariff Search and 3.5.1)
- In the search field input the code for example “2106909990” then select enter/click on the search icon to display the tariff description. (see figure 3.5 and 3.5.2 Tariff Search).
- To know the tariff code in the case of figure 3.5.1 or tariff description in the case of figure 3.5.2, select the search icon and the result will be displayed see figure 3.6

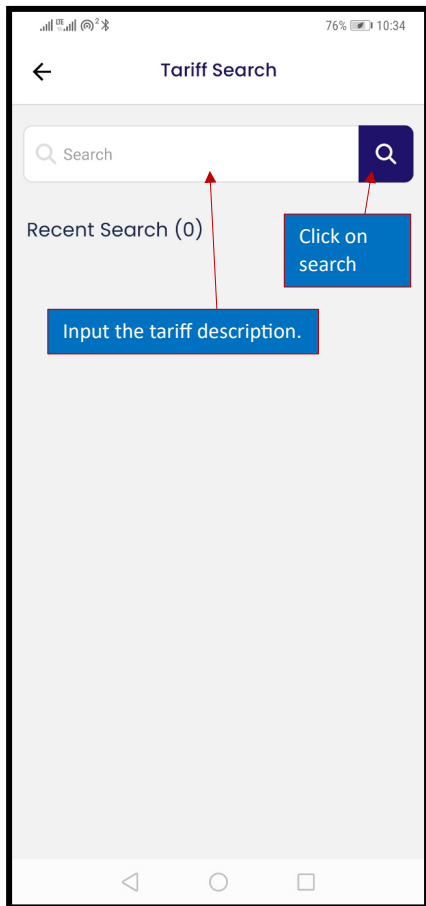


Figure 3.5 Tariff Search

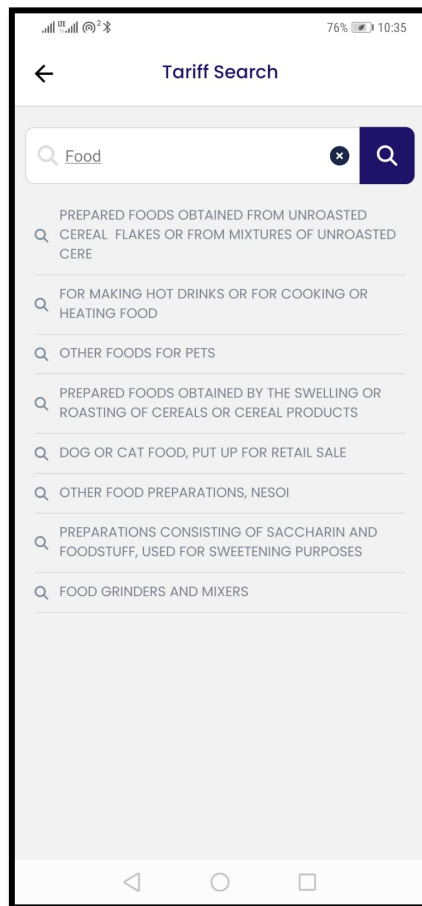


Figure 3.5.1 Tariff Search

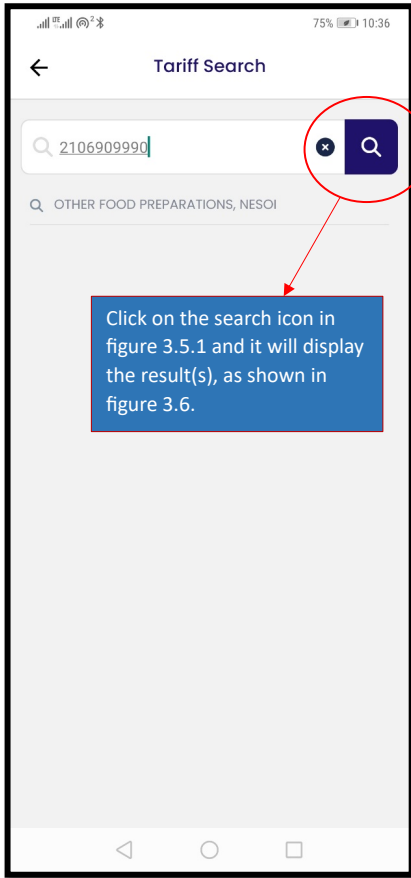


Figure 3.5.2 Tariff Search

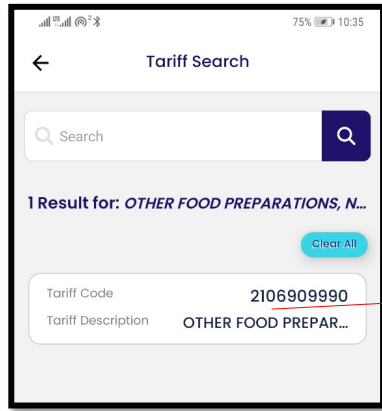


Figure 3.6 Tariff Search Result

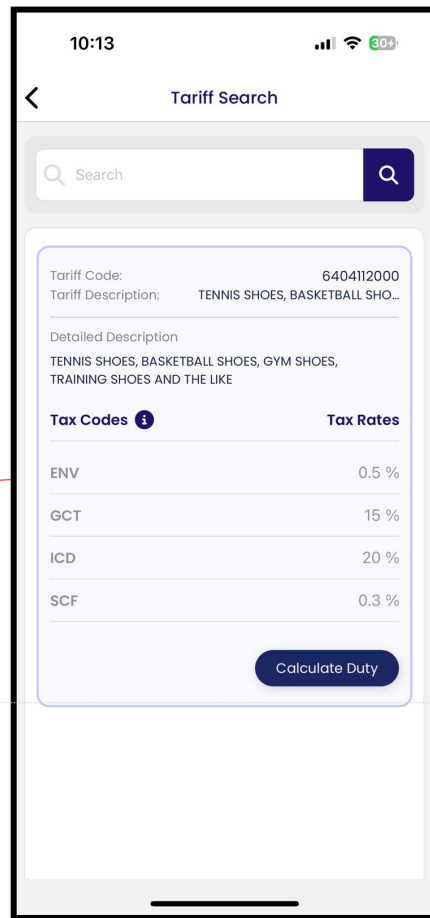


Figure 3.6 Tariff calculation

Commented [SR1]: We should also mention that selecting the tariff will detail all associated taxes...

## Track and Trace

The Track and Trace feature allows the user to track the status of a paid declaration, displaying the lane assigned, Customs Processing Unit and Other Government Agency declaration assessments. The user searches using the Customs Office, Registration Year, Commercial Reference, and Declarant/Importer TRN.

- Click on the Track and Trace icon.
- In the document search fields, enter the declaration information (commercial reference, Tax Registration number, office, and the year)
- Then check the box either a **Declarant** or **Importer** to indicate the designation of the TRN supplied.
- And select search. See figure 4.0.

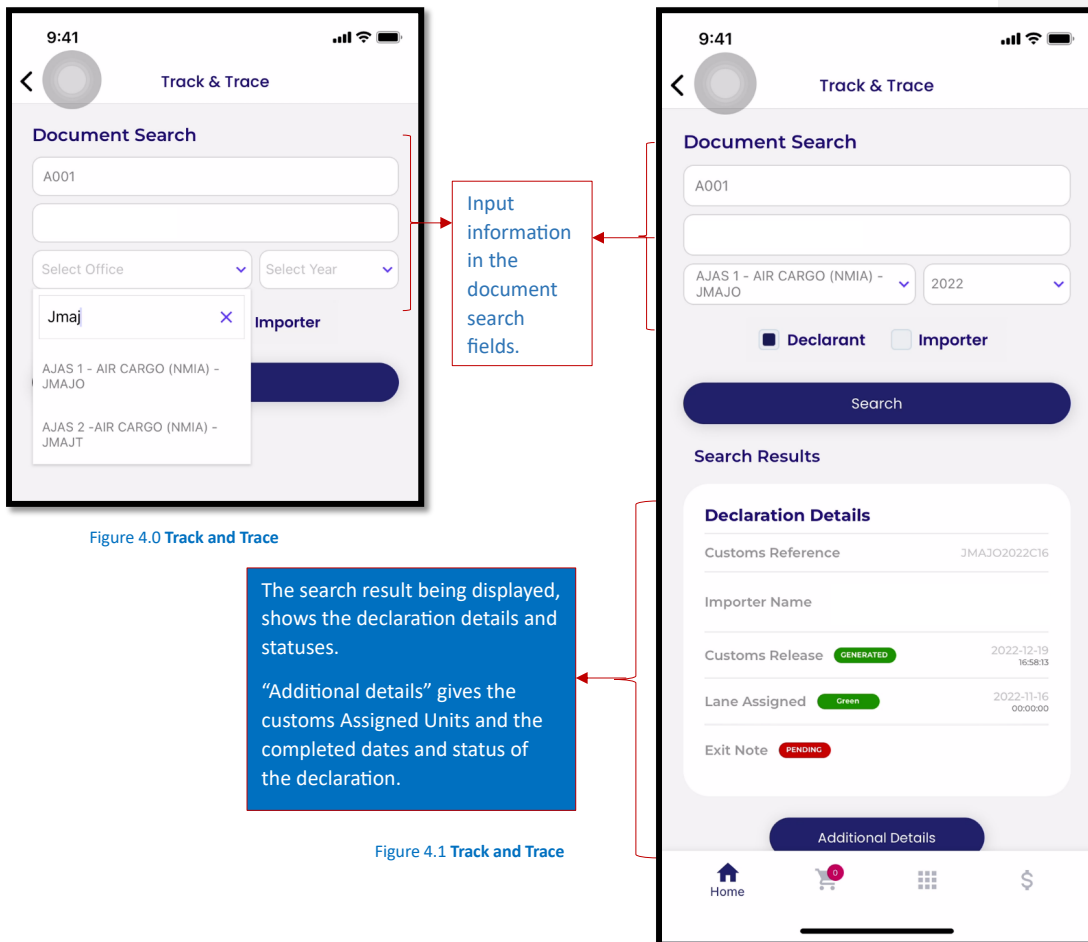
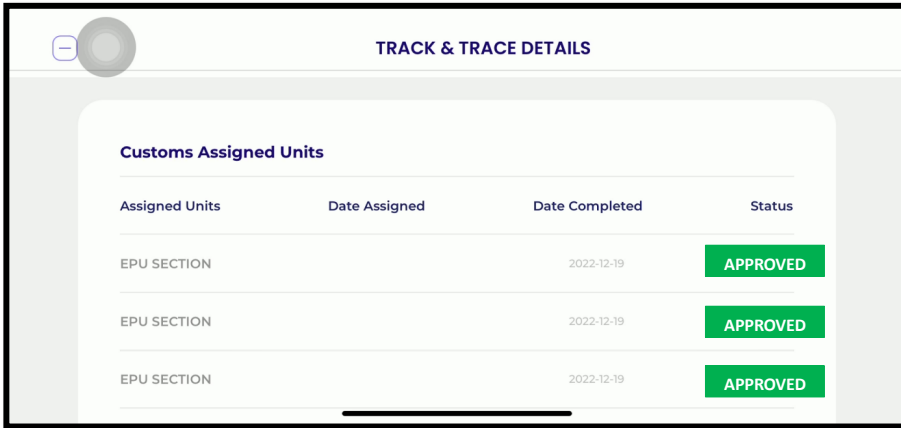


Figure 4.0 Track and Trace

Figure 4.1 Track and Trace



The screenshot shows a mobile application interface titled "TRACK & TRACE DETAILS". It features a table with the heading "Customs Assigned Units". The table has four columns: "Assigned Units", "Date Assigned", "Date Completed", and "Status". There are three rows of data, each with "EPU SECTION" in the first column, "2022-12-19" in the second and third columns, and a green "APPROVED" button in the fourth column.

Assigned Units	Date Assigned	Date Completed	Status
EPU SECTION		2022-12-19	APPROVED
EPU SECTION		2022-12-19	APPROVED
EPU SECTION		2022-12-19	APPROVED

Figure 4.2 Track and Trace

This Additional Details provide the user with the Customs Assigned Unit Additional Details provide the user with the Customs Assigned Units, the date when it was assigned, the date completed and the statuses.

**Track and Trace Details**



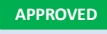
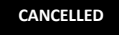





Status	Definition	Image
<b>Generated</b>	The declaration has been submitted and the proper officer has completed their examinations, and the items are ready to be released.	
<b>Pending</b>	The declaration is not yet resolved, but waits for approval, results, or decision.	
<b>Approve</b>	The declaration changed status to satisfactory or in agreement.	
<b>Cancelled</b>	The declaration has been revoked.	
<b>Colour Lanes</b>	Red – Physical and Documentary Inspection	
	Yellow – Documentary Review	
	Green – Release	
	Blue- Post Clearance Review	
<b>Query Lane</b>	Declaration is routed to query if the proper officer has any discrepancies related to the eSAD.	
<b>Response Lane</b>	The declarant had accessed and resubmitted the Query Declaration to the customs system.	<b>Response</b>

Figure 4.3 Track and Trace Details

## User Registration/Sign Up

### 3. Sign Up

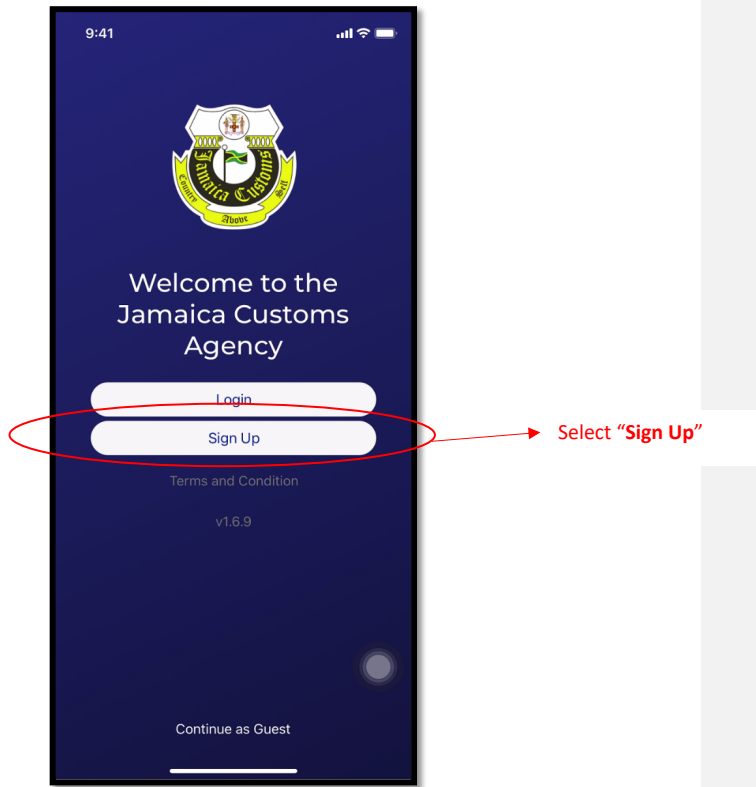


Figure 5.0 Sign Up

## User Registration

The user Sign Up option allows the registration of users as individuals. Once registered the individual can perform the following tasks:

1. Manage Profiles
2. Manage Security Configuration
3. Manage Digital Wallet
4. Access the Duty Estimator
5. Access the Tariff Search
6. Access the Declaration Trace and Trace
7. Access the Declaration Search
8. Pay for associated Detail Declarations
9. Update their profile to any of the following:

- Broker
- Broker Clerk
- Freight Forwarder
- Courier
- Exporter
- JCA Staff
- Exporter
- Company

The following data will be captured for Individual user account:

- TRN
- DOB
- Email Address
- Country
- Phone Number

## User Registration Process

- Select Sign Up on the Mobile Application Screen (See Figure 2.0).



Figure 6.0 Sign Up

Once the user selects “Sign Up” the following screen will appear. Proceed to fill out the text boxes: First name, Last name, Email, Password, Confirm Password and click on Sign Up.

### Individual User Account

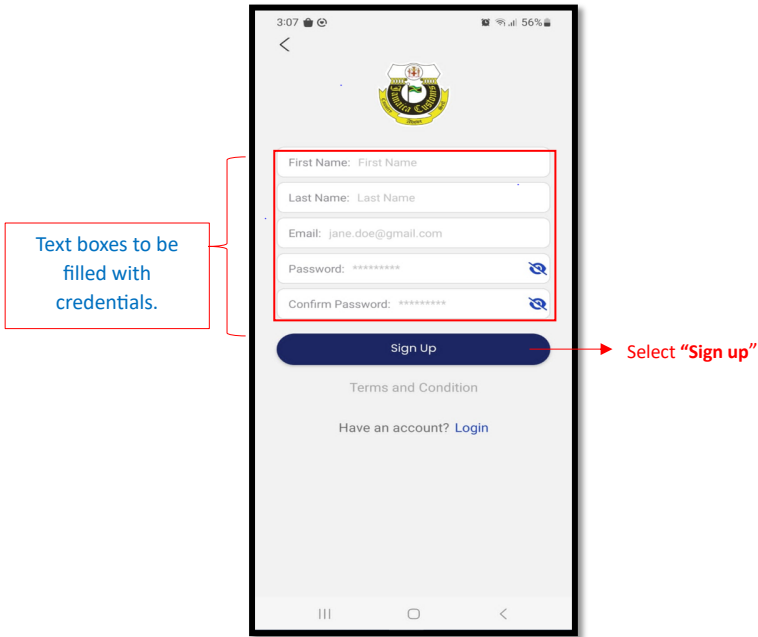


Figure 7.0 Individual User

After The user select sign up, they will receive a 6 digits verification code via the entered email.

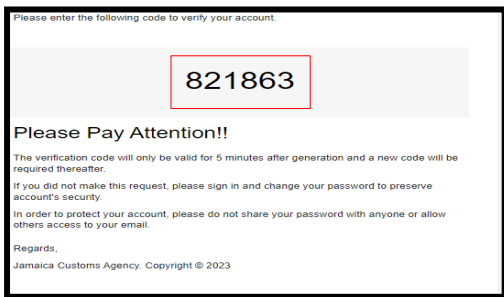


Figure 7.1 Verification code



- Proceed to enter the 6 digits verification code to verify user.

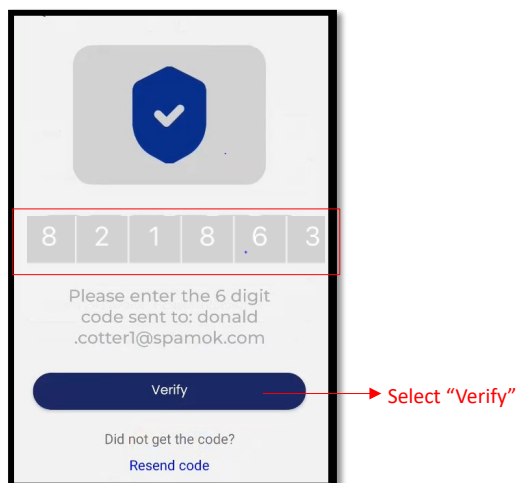


Figure 7.2 Enter Code

The user individual registration screen will appear next, enter the following Text Boxes.

- Enter First Name, Last Name, Tax Registration# and Contact
- Select Date of Birth from the digital calendar
- Select Country from the drop-down menu.

N.B. The TRN, Names and Date of Birth much match what is on the official TRN for registration to be facilitated.

## Individual Registration

11:47

Individual Registration

First Name  
Trecla ✓

Last Name  
Jeffrey ✓

Tax Registration #  
000-000-000 ✓

Date of Birth  
eg. yyyy-mm-dd 📅

Contact  
1 (876) xxx-xxxx

Country  
Jamaica ✓

Continue

Text boxes for inputting the individual registration information.

Select "Continue"

Figure 7.3 Individual Registration

Once Logged in, the Homepage will appear with the following icons:

- Duty Estimator – See Figure 3.1 to 3.4
- Tariff Search – See Figure 3.5 to 3.6
- Trace & Trace – See Figure 4.0 to 4.1
- Declaration Search – See Figure 15.0 to 15.2

## Homepage

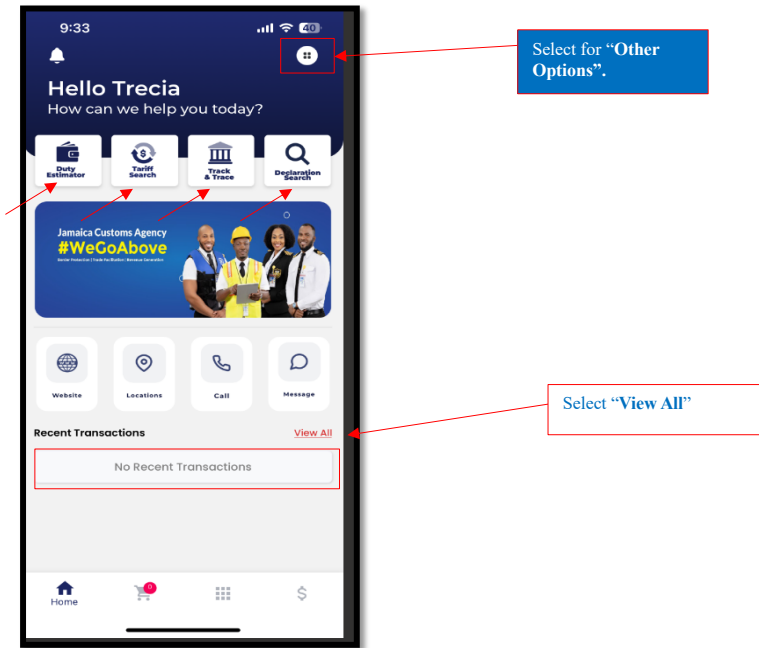


Figure 8.0 Home Page

**N.B.** Recent Transactions will be populated/displayed once the user pays for a Declaration using the Mobile Application. See figure 23.0.

## Other Options

Other Options allows the user to access the following functions:

- Profile Management
- Security Configuration
- FAQs
- Digital Wallet

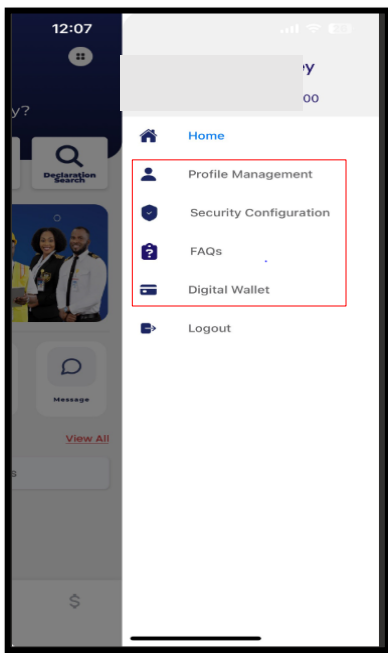


Figure 9.0 Home Page

- Select to open each option.

## Profile Management

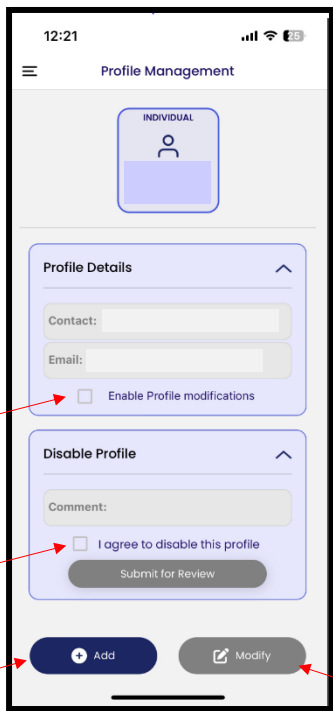
Profile management displays the individual profile and other profiles that are added by the individual. The individual will be able to modify their Profile Details, Add Profile and Disable Profile that they have created.

To modify Profile Details:

- Click the checkbox **“Enable Profile Modification.”**
- Update Contact

To Disable Profile

- Click the checkbox for **“I agree to disable this profile”**.
- Click Submit for Review



To Add Profile

Select “Modify” to save changes.

Figure 9.2 Disable Profile

### To Add Profile

Each Profile will capture different information. To add profiles to the individual account, fill out the required Text Boxes and upload any mandatory document.

- Select Add
- Select the profile Type from the dropdown menu.

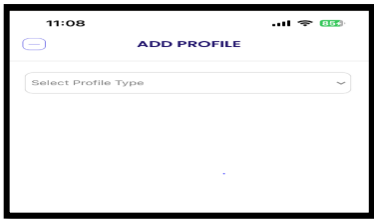


Figure 9.3 Adding Profile.

Profile Types

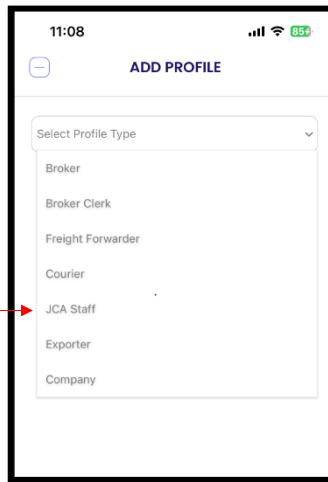


Figure 9.4 Selecting Profile type.

- Select the required Text boxes.
- Click to upload documents in PDF.

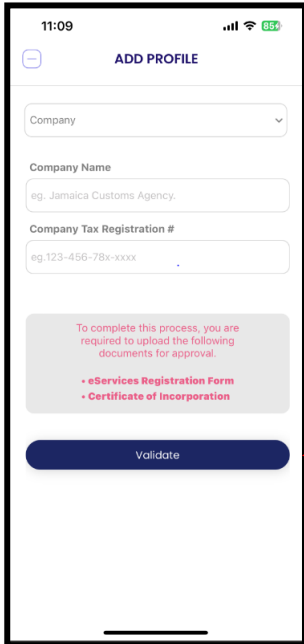


Figure 9.5 Validating Profile.

## Security Configuration

Security Configuration enables the user to update their password, enable or disable biometric and two factor authentication and request for their account to be suspended.

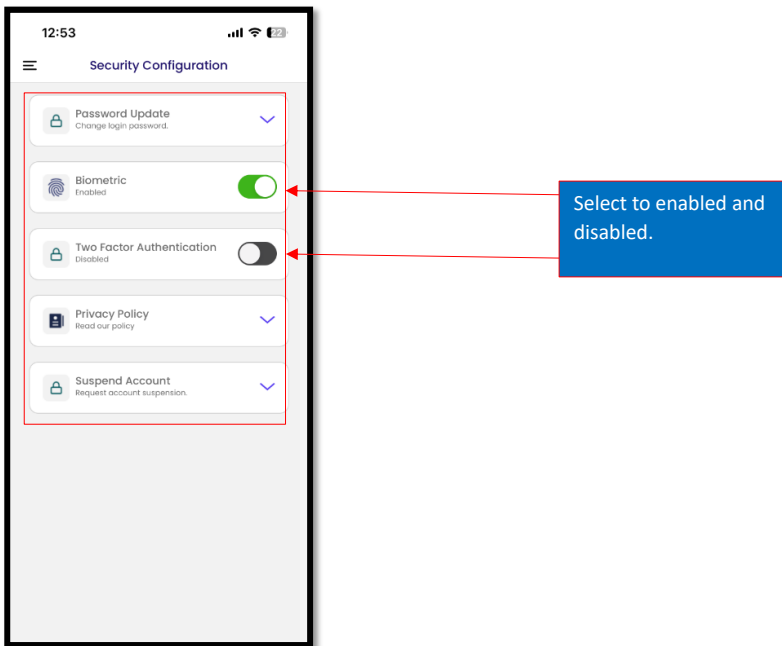


Figure 10.0 Security Configuration

## Password Update

- Select the up-arrow to open Text Boxes.
- Enter New Password and re-enter Confirm Password for confirmation.
- Select save.

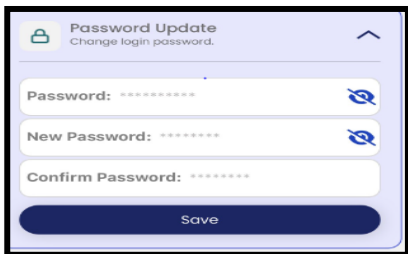


Figure 11.0 Password Update

### Suspend Account

- Select the up-arrow to open Text Box.
- Add comments if necessary.
- Tick, I agree to suspend this account.
- Click Submit for Review

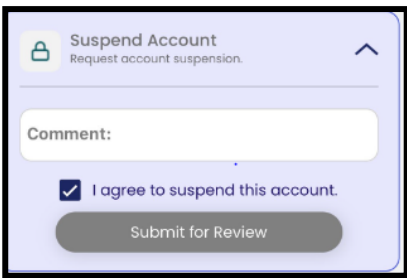


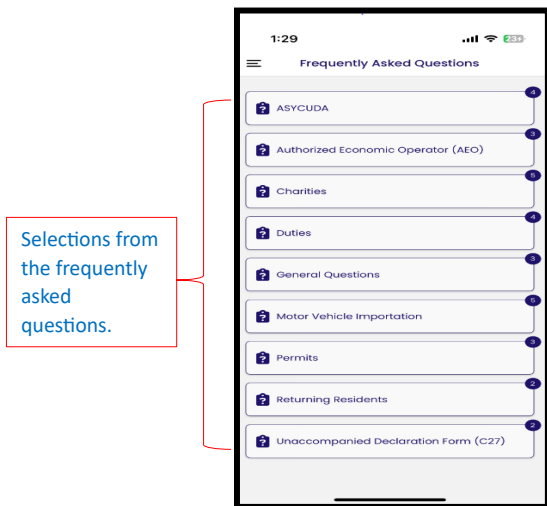
Figure 12.0 Suspending an Account

**N.B The information will be sent to ICT Customer Service for revision.**

### Frequently Asked Questions

The Frequently asked questions option gives a listing of topics with valuable information pertaining to the Jamaica Customs Agency.

- Select each option to access its information.



23  
Figure 13.0 Suspending an Account



### Digital Wallet

Digital Wallet allows the user to connect their bank cards to their account. Once the user adds their card information the application will retain a highly encrypted representation of the cards to facilitate the seamless payment of declarations.

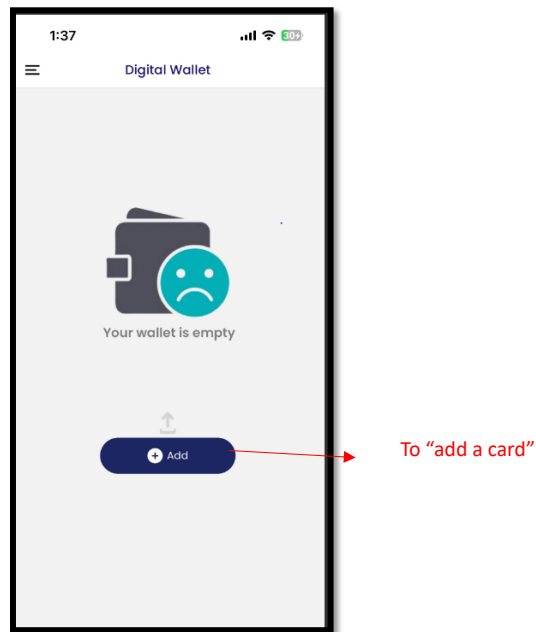
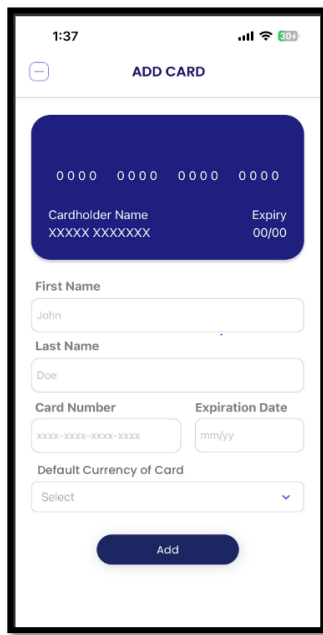


Figure 14.0 Suspending an Account

To Add Card

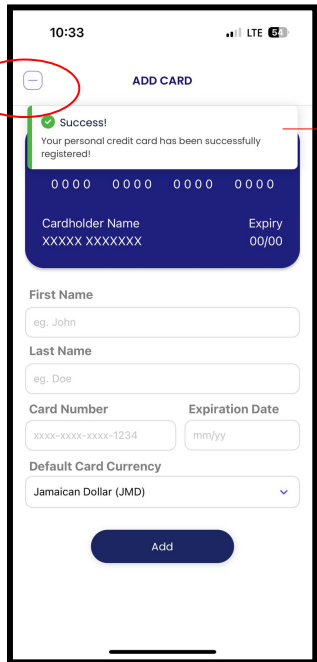
- Select Add



- Enter First Name, Last name, Card Number.
- Select Expiration Date
- Select Default Currency of Card
- Click Add

Figure 14.1 Adding A card.

To view card details, to register card and to set card as a default, click on the minus button as displayed on image.



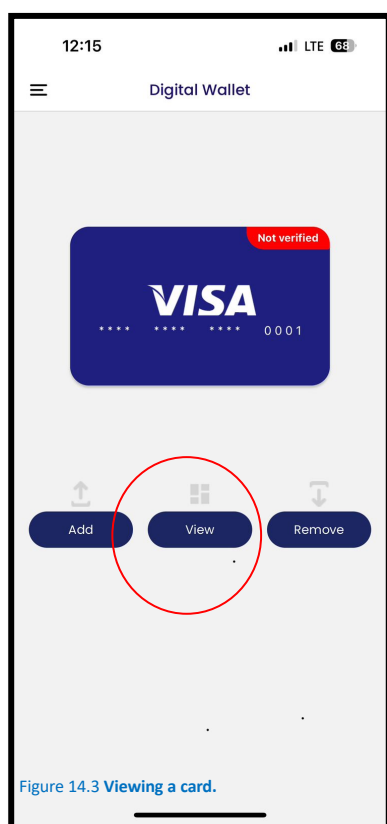
After adding a card, the successfully registered a card will appear.

Figure 14.2 Successfully adding a card.

**N.B The user can add multiple cards to their account.**

The user can add another card or remove a card from their account. The user can set the card as a default card and verify the card. To verify the card, follow the steps below:

- Select the view option.



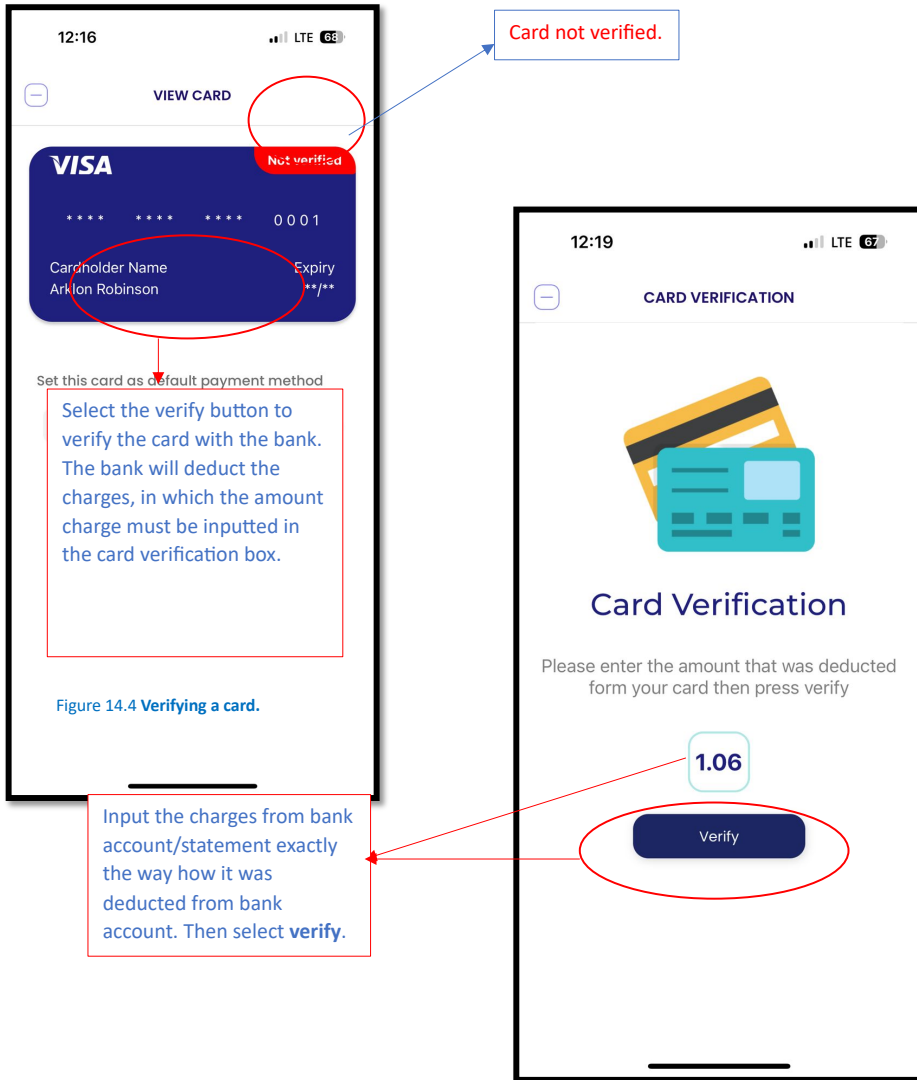
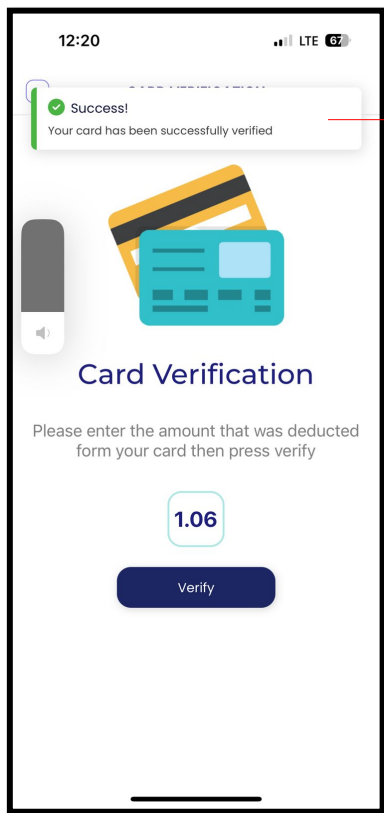


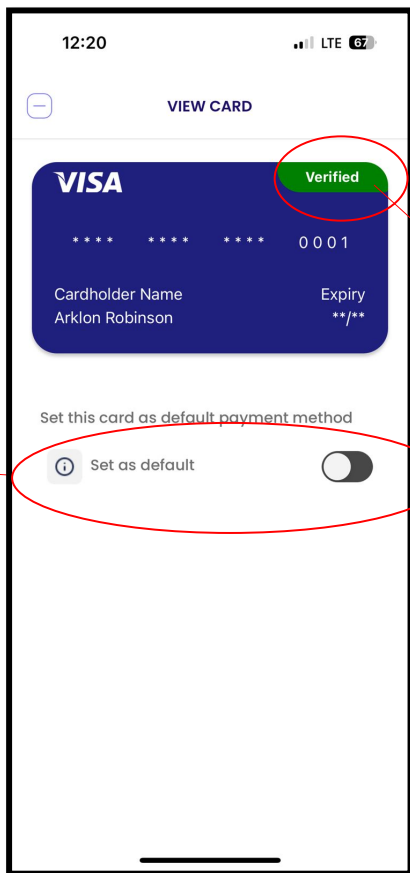
Figure 14.4 Verifying a card.

Figure 14.4.1 Verifying a card.



Once card has been verified, a message will appear, "Your card has been successfully verified."

Figure 14.4.2 Verifying a card.



Card verified.

Select "set as default" button to set card as the main card to be used during transaction.

Figure 14.4.3 Verifying a card.

## Declaration Search

This feature allows the users to search for a declaration using the year, c.no., office, and the declaration date. Once found users will be able to share the declaration, download PDF version of the Assessment Notice, bookmark up to 10 declarations, add declaration to shopping cart and to view global and item taxes for declaration.

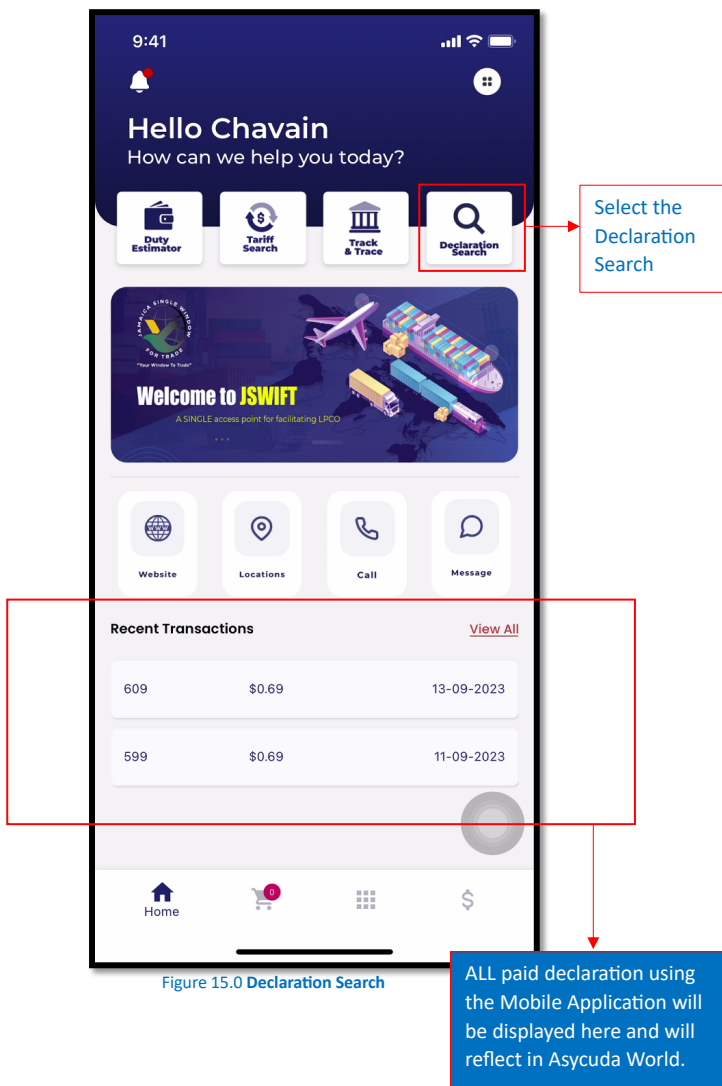
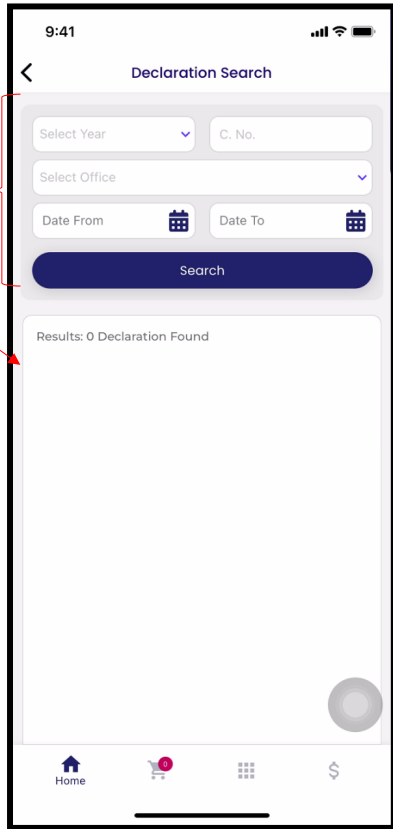
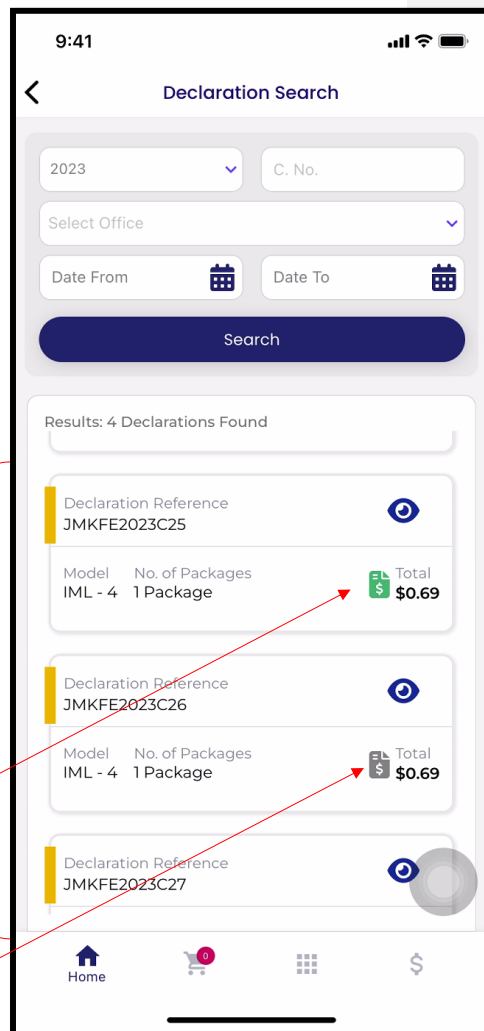


Figure 15.0 Declaration Search



Input declaration details, result found will be displayed below.

Figure 15.1 Declaration Search



ALL declarations payable to customs will be displayed below.

- The highlighted green money icon means declaration has been paid.
- The unhighlighted money icon means unpaid declaration.



Figure 15.2 Declaration Search

### Selecting Declaration for payment

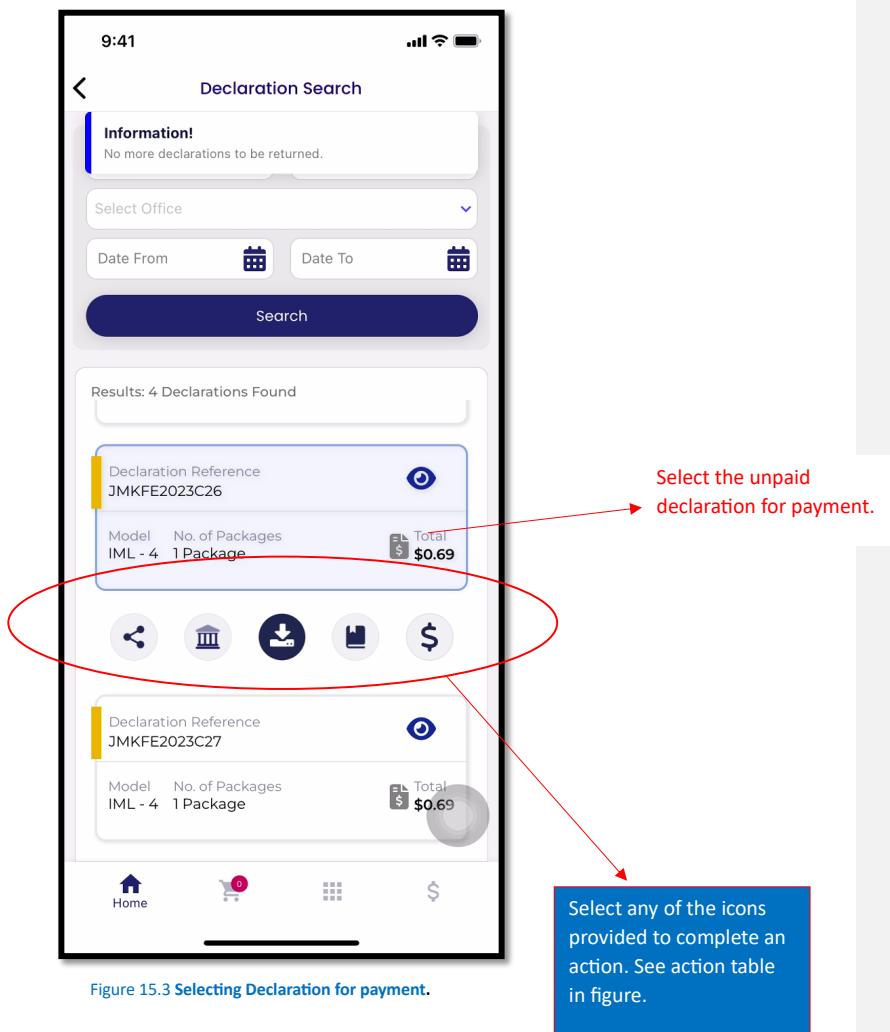


Figure 15.3 Selecting Declaration for payment.

The **selected Declaration** can be shared with others via email, WhatsApp messages and other modalities native to the smart device being used. The associated assessment notice can be



downloaded while the selected declaration can be tracked and traced and bookmarked and to make payments. The table below shows the purpose of each icon above.







Name	Definition	ICON/Image
<b>Share</b>	This allows the user to share declaration reference details via email or WhatsApp.	
<b>Track and Trace</b>	The Track and Trace feature allows the user to track the statuses of a registered declaration, displaying the lane assigned, Customs Processing Unit and Other Government Agency declaration assessments. The user searches using the Customs Office, Registration Year, Commercial Reference, TRN, and Declarant/Importer. Once selected for a given declaration, the details will be displayed.	
<b>Download</b>	This allows the user to download the declaration assessment notice.	
<b>Bookmarked</b>	This allows the user to bookmark a declaration, which is placed by the system at the top of their paid list as a priority.	
<b>Payment</b>	This allows the user to make online payment using the Mobile Application.	
<b>Eye</b>	This allows the user to see additional declaration summary details.	

Figure 16.0 Icon Action table

**Share declaration.**

- Search for the declaration and click on the Declaration reference.
- Select the share icon.
- The options to share will appear for selection.

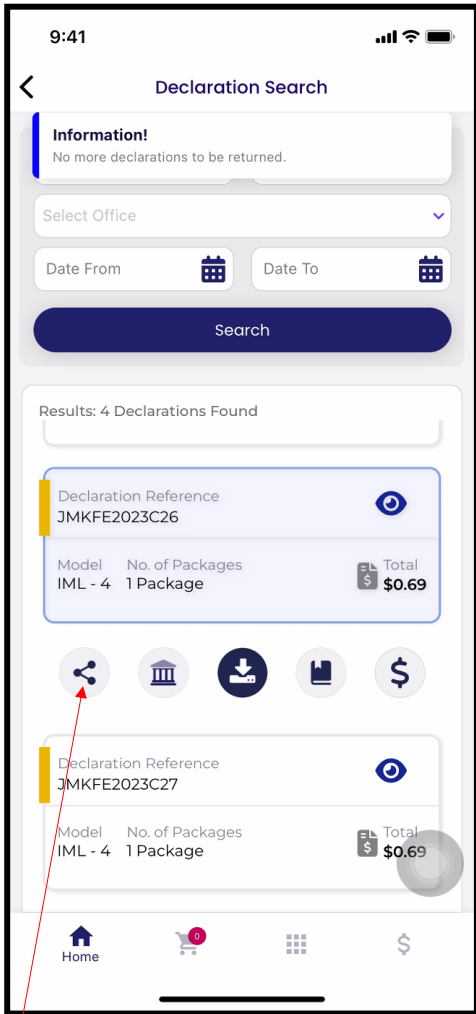


Figure 17.0 Share Declaration

Select shared icon.

Select a medium to share your document.

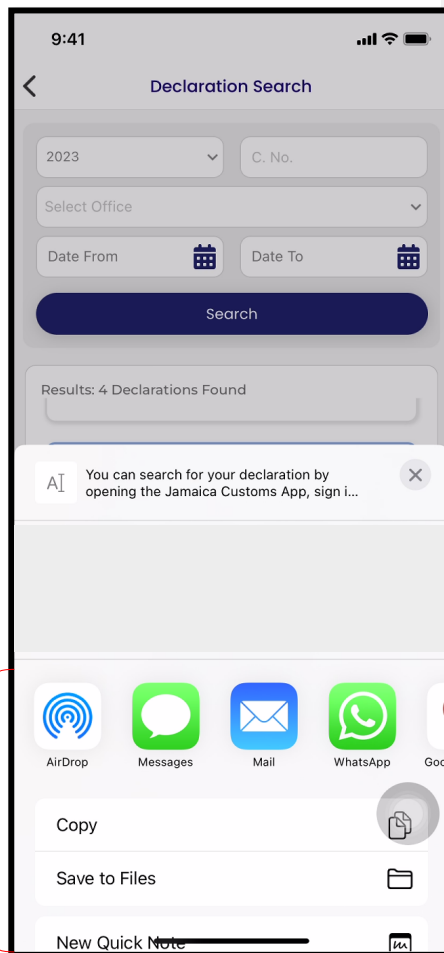


Figure 17.1 Share Declaration

### Track and Trace

The Track and Trace feature allows the user to track the statuses of a registered declaration, displaying the lane assigned, Customs Processing Unit and Other Government Agency declaration assessments. The user searches using the Customs Office, Registration Year, Commercial Reference, TRN, and Declarant/Importer.

- Select the declaration reference.
- Select the Track and Trace icon.
- The user will be able to view their declaration status. (See figure 4.1 and 4.2)

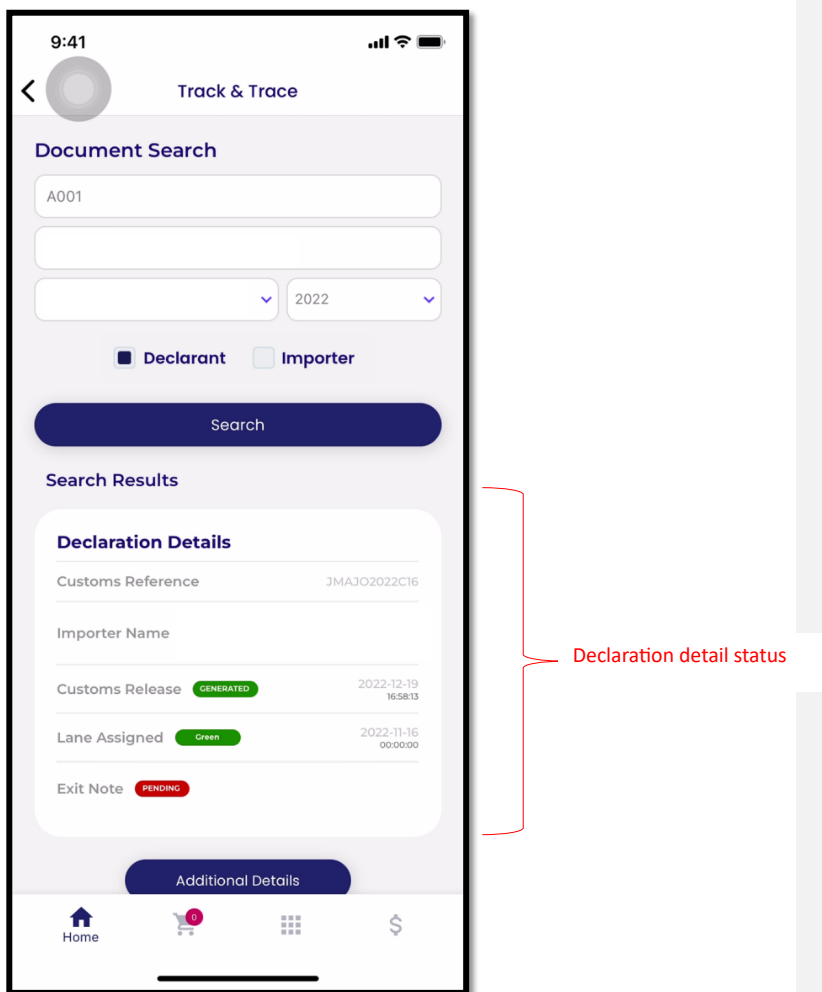


Figure 18.0 Track and Trace

### Download Declaration Reference

The download feature allows for the transfer of data from one location to another more importantly the Assessment Notice by:

- Selecting the download icon
- The Assessment Notice will be downloaded and can be saved to the Mobile device or emailed as a document.

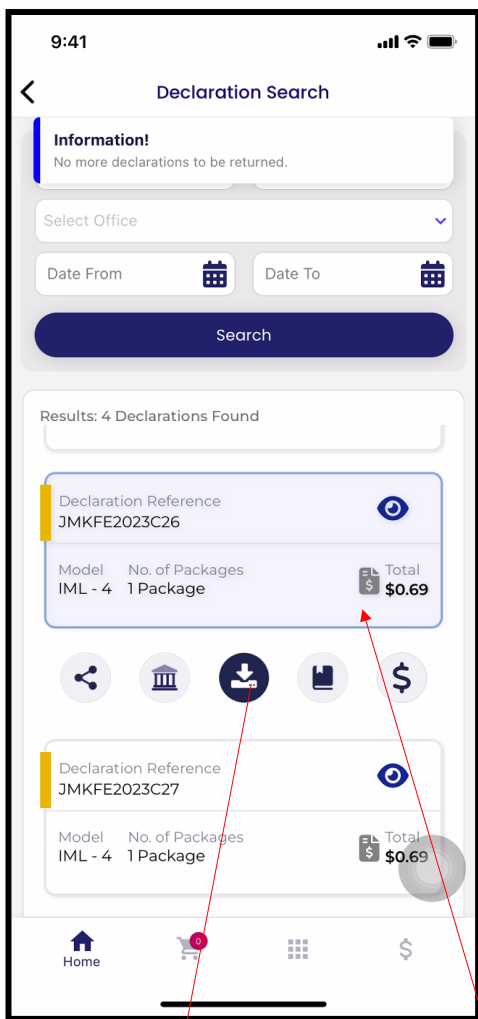


Figure 19.0 Download Assessment Notice

Select download icon.

Select declaration to be downloaded.

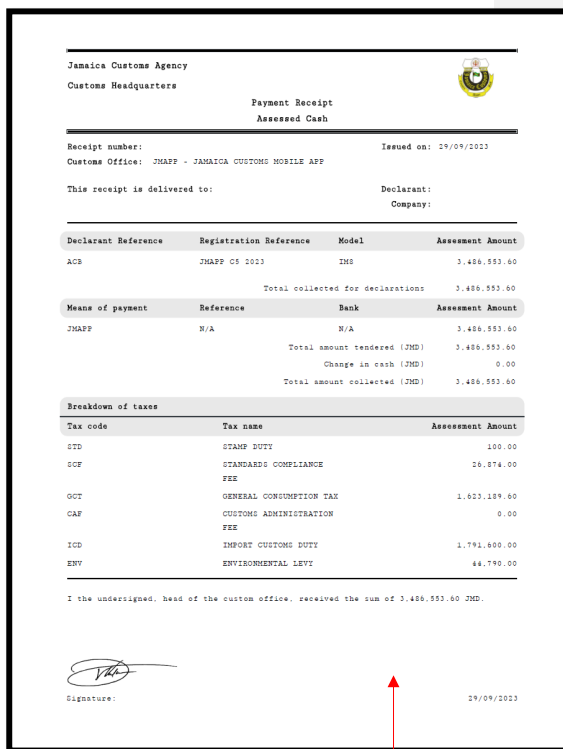


Figure 19.1 Assessment Notice

The Assessment Notice is automatically downloaded.

### Bookmark

This allows the user to bookmark or highlight a selected declaration. This highlighted declaration will be placed at the top of the users' paid list as priority.

- Search for the declaration (see figure 15.0 – 15.2)
- Select the declaration to be bookmark.
- Select the bookmarked icon.

The declaration will be bookmarked and sent to the top of the list, so that the user can have quicker access to the declaration.

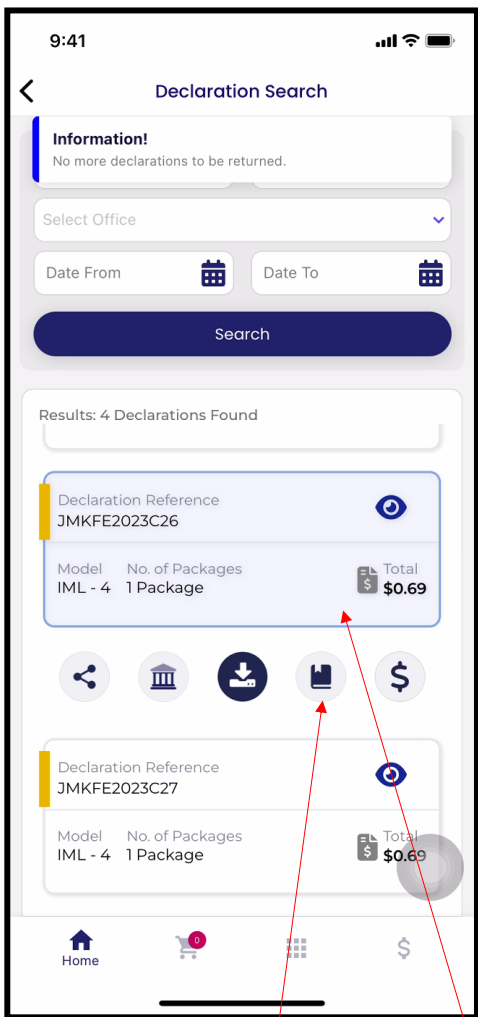


Figure 20.0 Bookmark

Select bookmark icon.

Select declaration to be bookmarked.

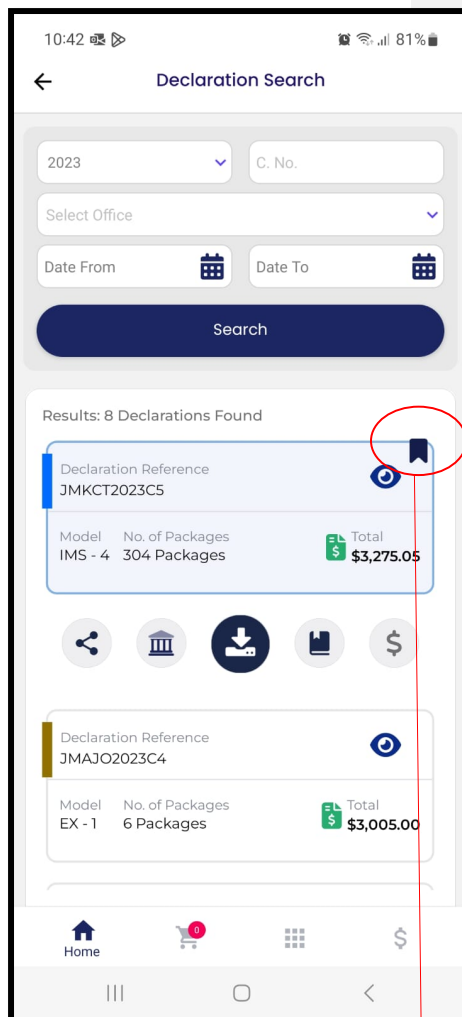


Figure 20.1 Bookmarked

Bookmark is placed on the right side of the selected declaration reference.

**Eye**

This allows the user to view a representation of the Assessment Notice declaration summary details under "Declaration Search" and to view the Payment Receipt.

Commented [SR2]: For review

- Select the declaration to be viewed.
- Click on the eye icon, and the summary screen will be displayed.

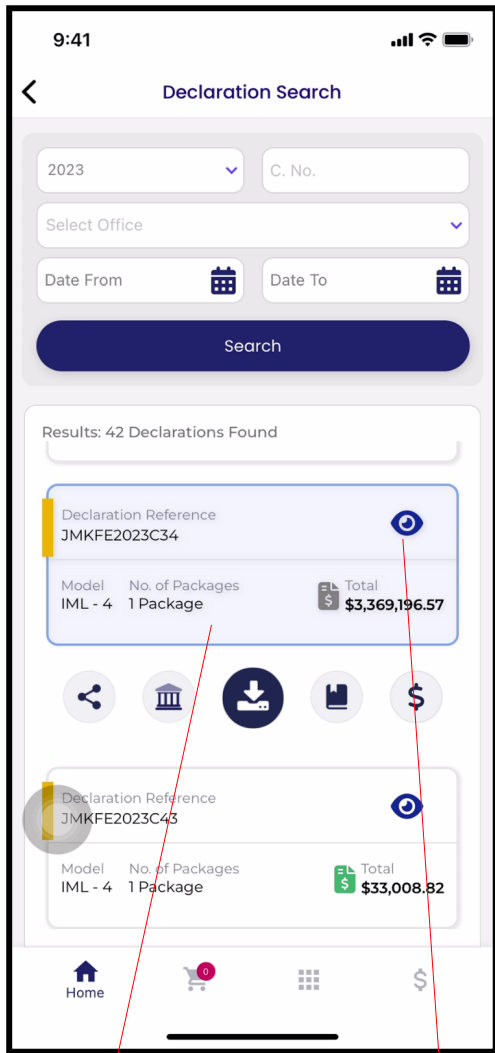


Figure 21.0 Using the Eye

Select the declaration to be paid.

Select the Eye to view the Assessment Notice summary.

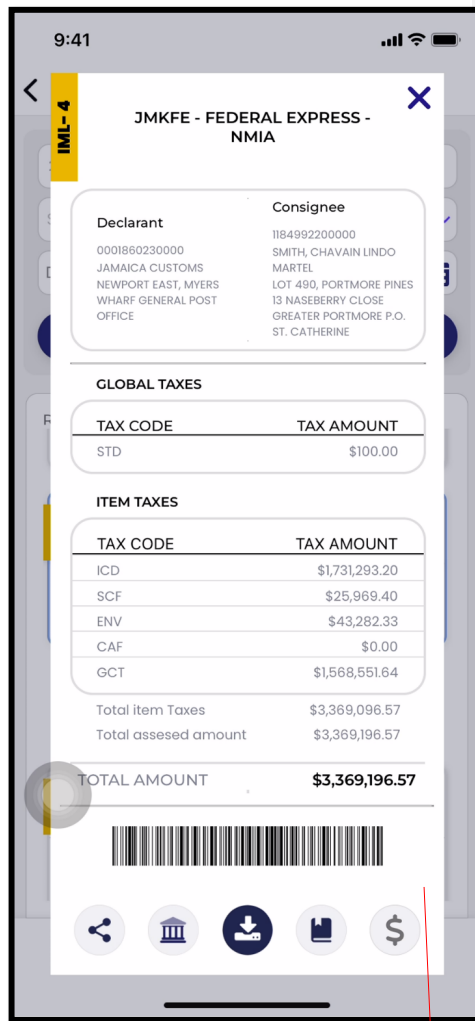


Figure 21.1 Summary of Assessment Notice

The declaration Assessment Notice summary.

### Payment

This allows the users to make payments using the mobile application.

- Search for the declaration.
- Select the declaration to be paid.
- Click on the payment icons.

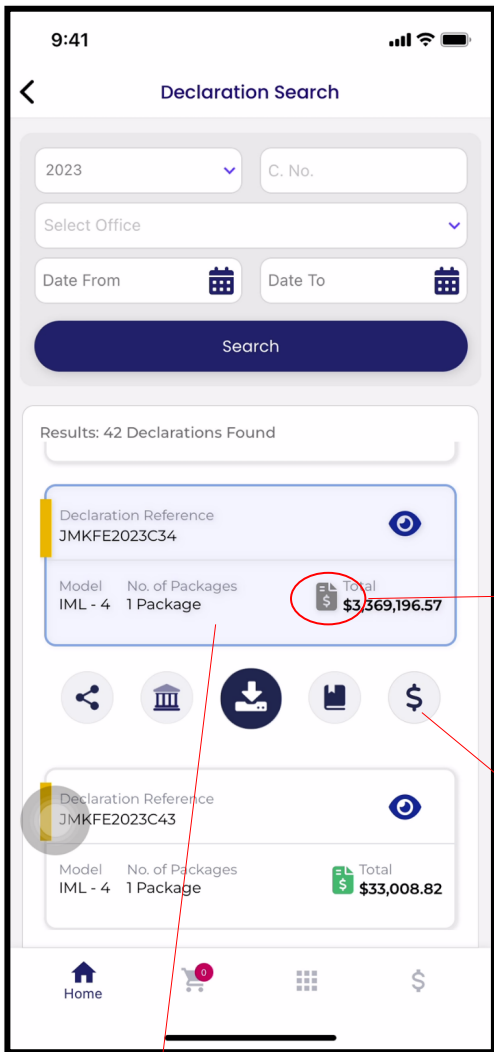


Figure 22.0 Payment

Select the declaration to be paid. See highlighted area.

Unpaid declaration.

Click on the payment icon.

- The payment method screen will appear to input the CVV number. (the card should have been added previously using the wallet, see figure 14.1 to 14.4.3 to add a card)
- Then slide the confirm payment button from one side to another.

Commented [SR3]: Please review

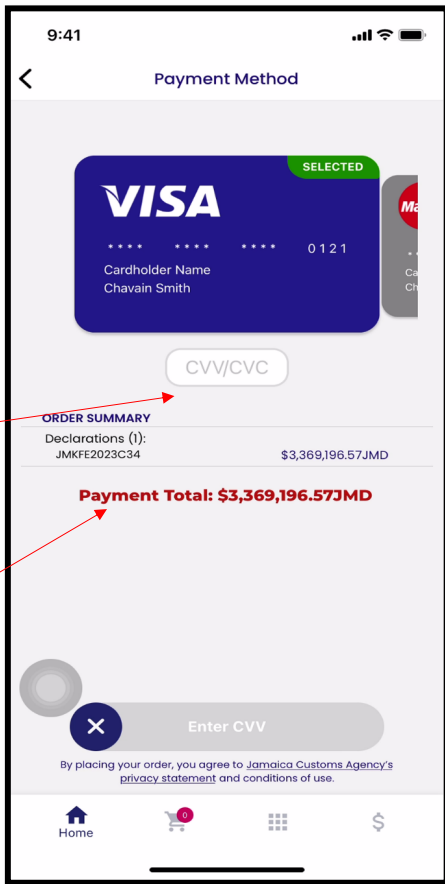


Figure 22.1 Entering CVV/CVC

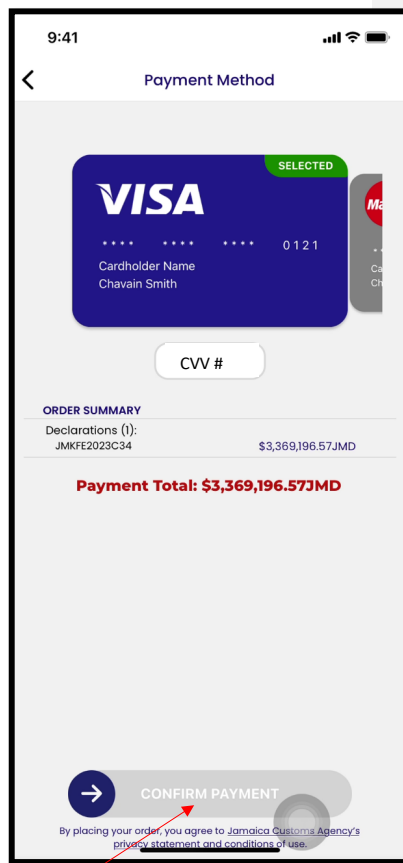


Figure 22.3 Confirming Payments.

Enter CVV/CVC here.

Total amount to be paid to Jamaica Customs Agency.

Slide payment confirmation button to make payments.



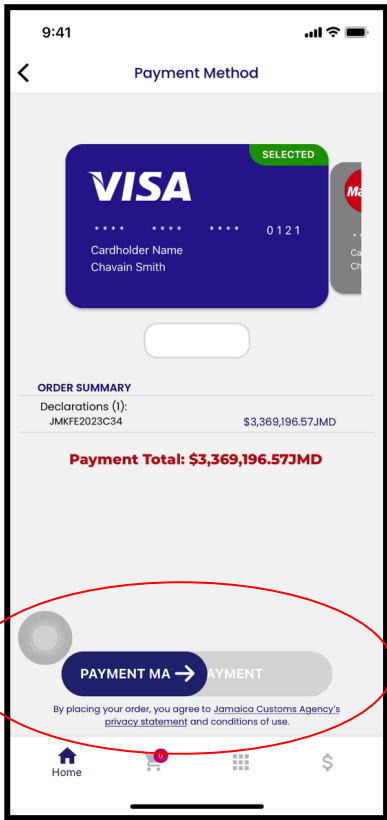


Figure 22.4 Payment made.

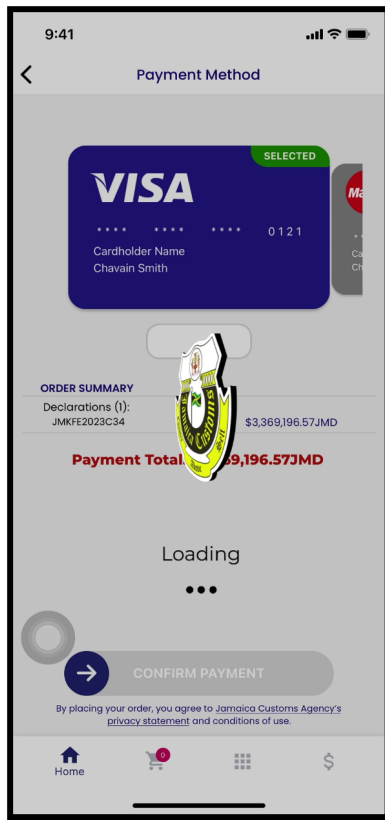


Figure 22.5 Loading the Payments

Once Payment is successful, the user will get a notification "Success! Transaction is approved". See figure 22.6.

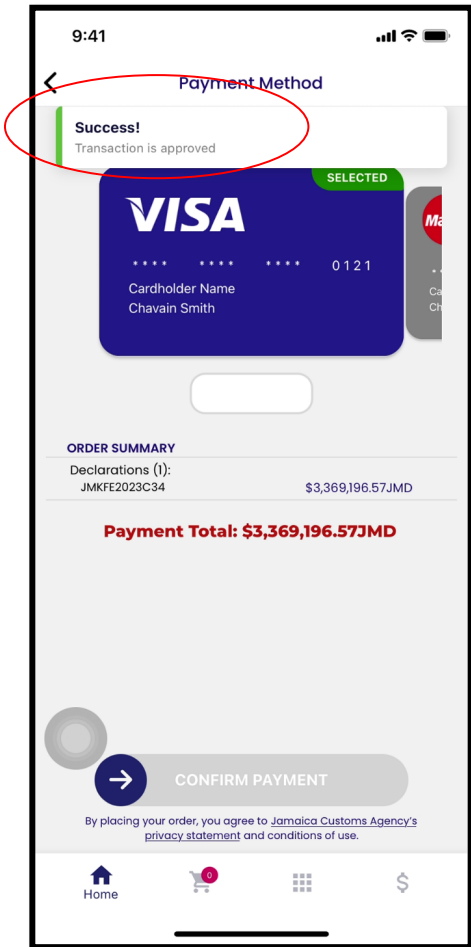


Figure 22.6 Payment Successful

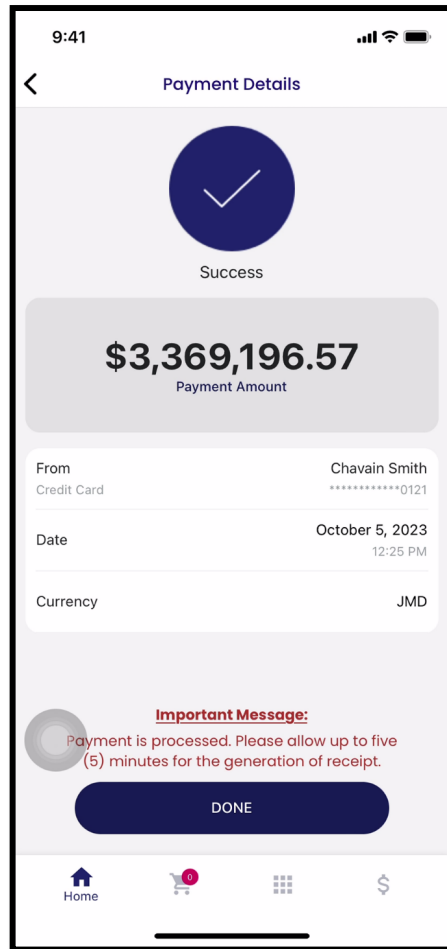
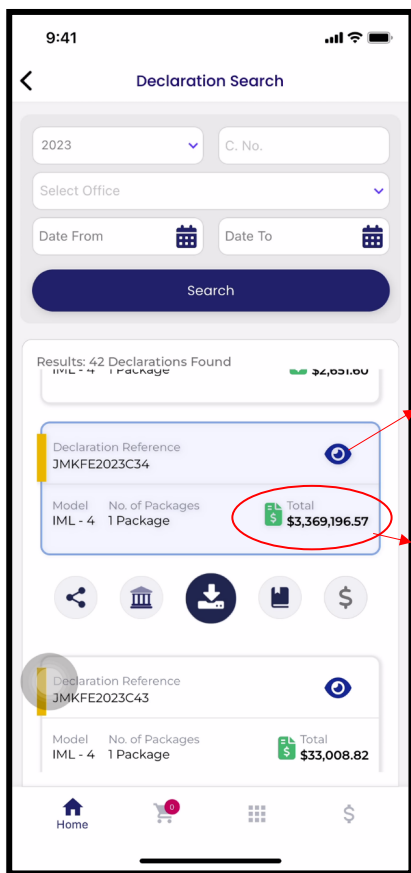


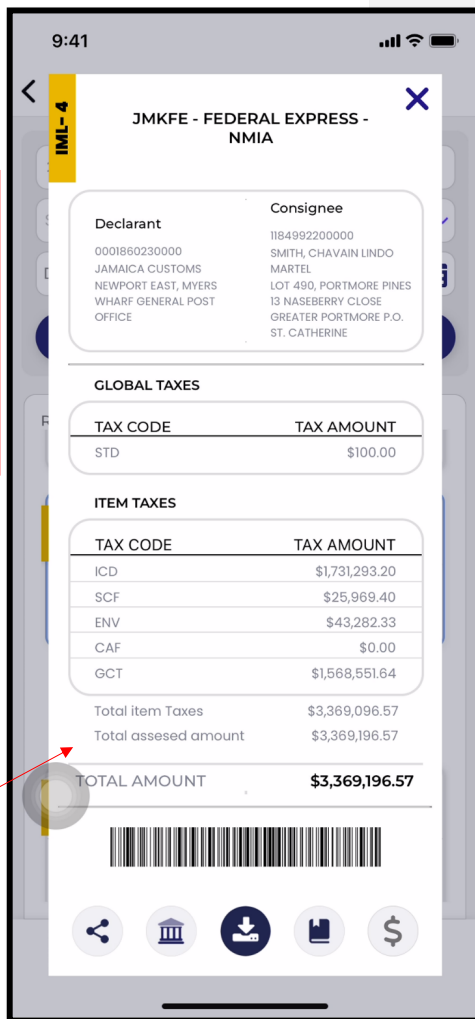
Figure 22.7 Payment Successful Detail



To view the paid summary of the Assessment notice, click on the Eye.

The declaration is paid the green highlighted cash icon.

Figure 22.8 Payment Summary



The paid summary of an Assessment Notice.

Figure 22.9 Payment Summary

### Recent Transaction

The home page of the Mobile Application displays all recent transactions, from the most current to the least current. The user can view the latest transaction(s) and review the customs receipt by:

- Select View all.
- The user will be able to view their recent transactions completed on the mobile application.
- The user will be able to view their monthly expenditure by selecting the months in the bar chart.
- The user will be able to view and download the official receipt, by clicking on the eye in the recent transaction.

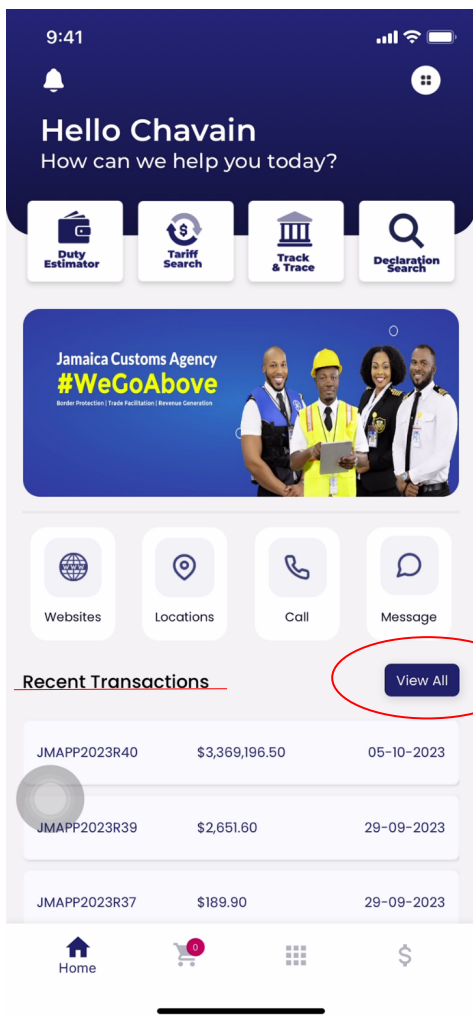


Figure 23.0 View ALL Transaction

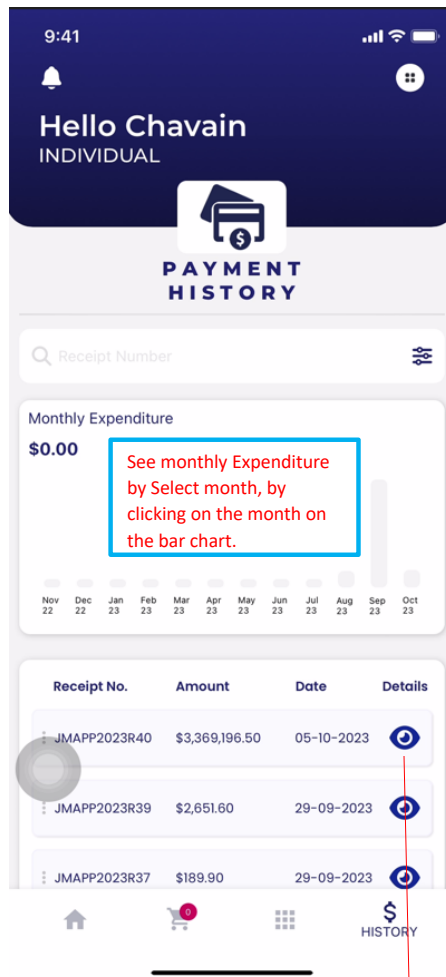


Figure 23.1 View Paid Receipt

Click on the eye to view the paid receipt.

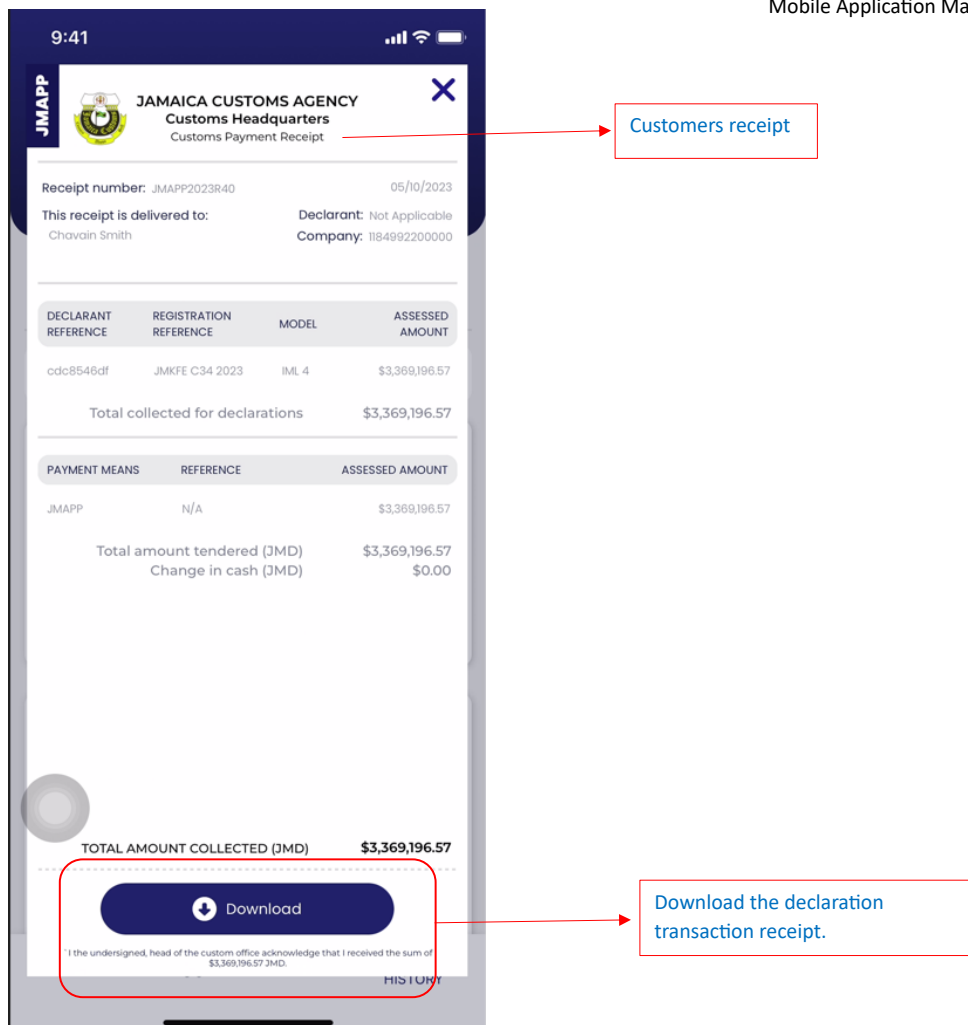


Figure 24.0 Download Receipt

## Other Features

### Website

The user can go directly to the Jamaica Customs Website and the Jamaica Trade information Portal using the JCA mobile app website feature by:

- Clicking on the website icon on the home page.
- Selecting the link, the user wants to retrieve.
- The system will automatically go to the website selected.

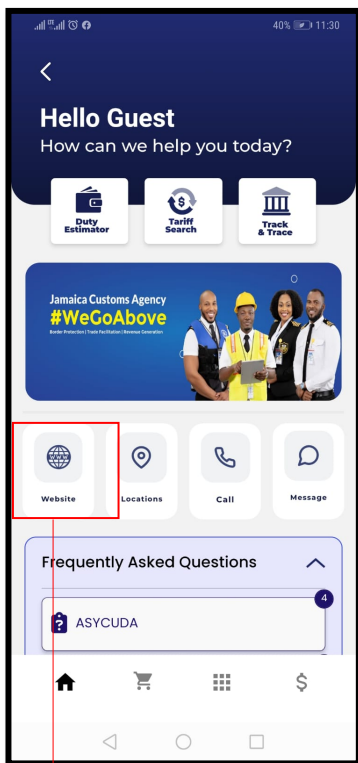


Figure 25.0 Website

Click on the Website icon.

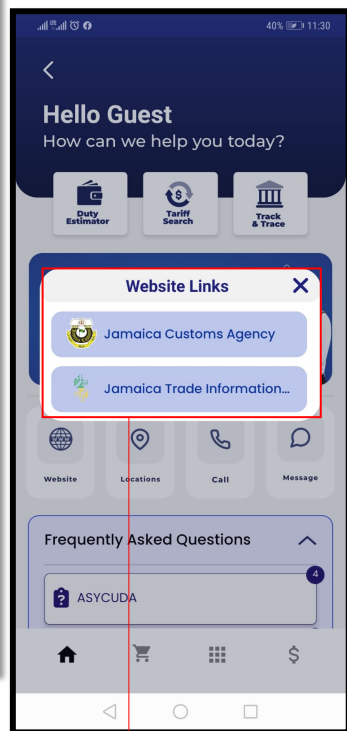


Figure 25.1 Website

Select any of the links provided.

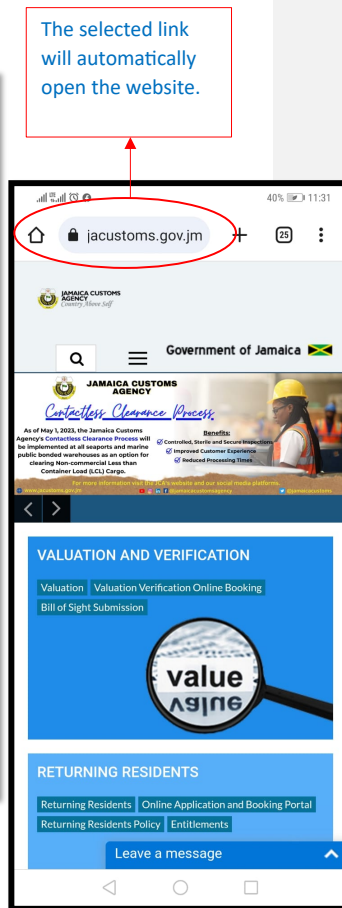


Figure 25.2 Website

The selected link will automatically open the website.

## Location

When selected, the Location feature allows the user to view all Customs Locations in close proxy via Google Map.

- Clicking on the Locations icon
- The system will automatically route the user to google map, highlighting the Jamaica Customs Locations.

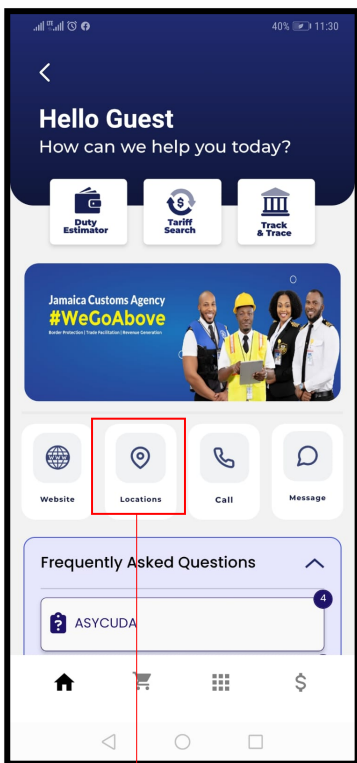


Figure 26.0 Location

Click on the Location icon.

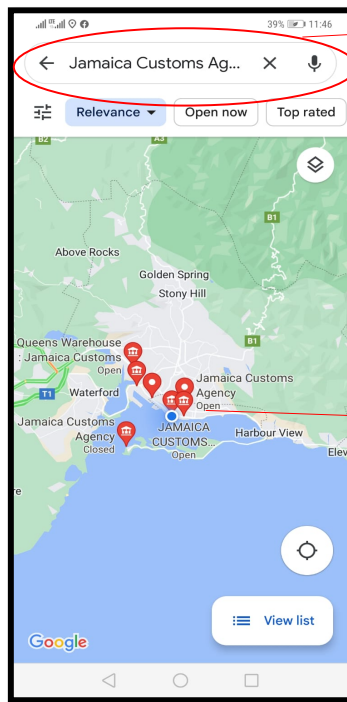


Figure 26.1 Google Location

JCA address in the search engine.

System automatically routes the user to google map, highlighting all the JCA's locations.

## Call

The Call feature automatically navigates the user to the calling Application on the mobile device.

- Clicking on the call icon.
- The system will automatically navigate the user to the calling application on the mobile device.

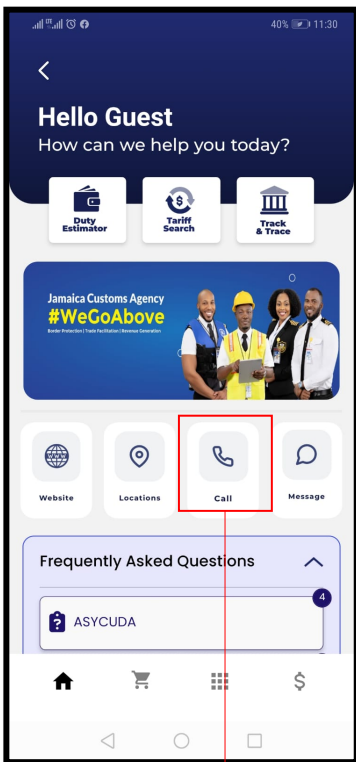
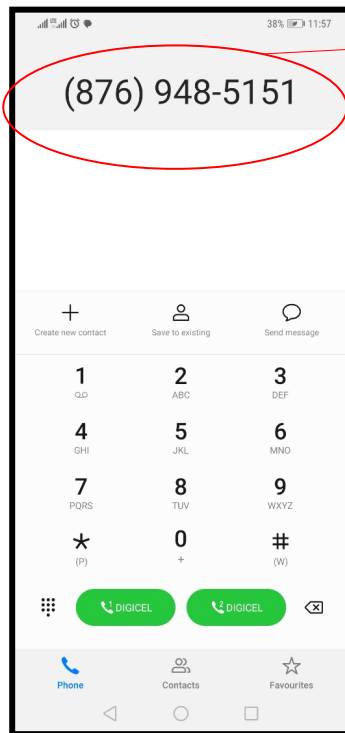


Figure 27.0 Call feature

Click on the calling icon.



The system automatically routes to the calling application with JCA's number on speed dial.

Figure 27.1 Call feature



## Message

The Message feature automatically navigates the user to Help Desk chat. **(This feature is currently unavailable).**

- Click on the message icon.
- Select Message us and start a chat with a help desk representative.

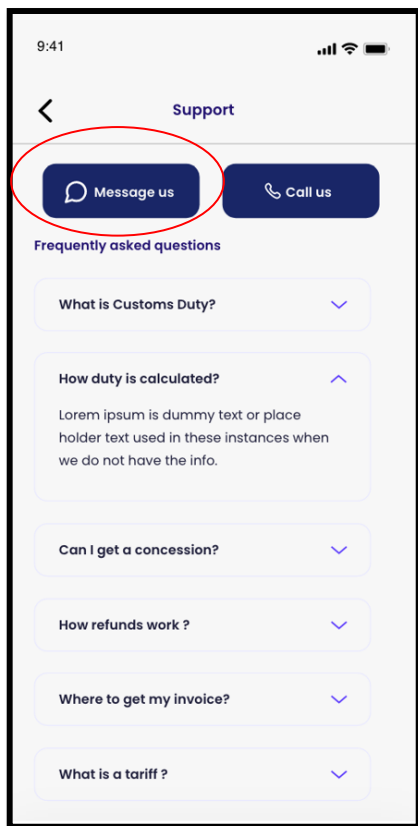


Figure 28.0 Message Us

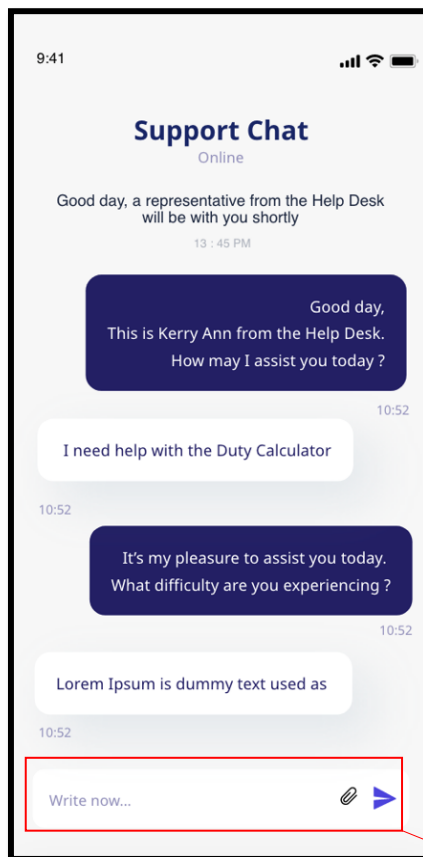


Figure 28.1 Chat

Communication between the user and a helpdesk representative will be displayed here.

Type here

SYMBOLS	DESCRIPTIONS
	<p>The Duty Estimator provides a faster and reliable way to ascertain the rates of duties, freight amount, taxes, and the estimated amount payable on imported items. This feature allows the user to search by using partial or 10 Digits Tariff Code.</p>
	<p>The Tariff Search feature allows the user to carry out multiple search options against the Integrated Tariff. Users can search for tariffs using general description, partial or 10 digits Tariff Code. The search results will present specific Tariff Chapters, Heading, and HS-Codes.</p>
	<p>The Track and Trace feature allows the user to track the statuses of a registered declaration, displaying the lane assigned, Customs Processing Unit and Other Government Agency declaration assessments. The user searches using the Customs Office, Registration Year, Commercial Reference, TRN, and Declarant/Importer.</p>
	<p>The Website feature allows the user to select the following Website Link: Jamaica Customs Agency Web Portal and Jamaica Trade Information Portal.</p>
	<p>The Location feature automatically navigates the user to view all Customs Location via Google Map.</p>
	<p>The Call feature automatically navigates the user to the calling Application on the mobile device.</p>
	<p>The Message feature automatically navigates the user to Help Desk chat.</p>

Table 1.0 Depicting Symbols