



**Jamaica  
Customs  
Agency**  
*'Country Above Self'*

# CITIZENS' CHARTER

VERSION 2

Prepared by: Executive Services Division

This Citizens' Charter outlines our commitment to excellence and transparency. It details the standards you can expect from us and the services we offer. We are dedicated to fulfilling our mandates in a way that is both effective and transformative for Jamaica.



An ISO 9001:2015 Quality Management System Certified Agency

## Document Control Sheet

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## Revision History

Revision Date	Reviewed By	Previous Version	Description of Revision
February 2025	Management	Version 1 March 2014	The revision process of the Charter commenced in 2022 and was finalised in February, 2025. The charter was redesigned and updated to include the service standards of the Agency's key business processes and procedures, Frequently Asked Questions and contact information.



# Citizens' Charter

This Citizens' Charter outlines our commitment to excellence and transparency. It details the standards you can expect from us and the services we offer. We are dedicated to fulfilling our mandates in a way that is both effective and transformative for Jamaica.



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**Dr. Velma Ricketts Walker, CD JP**

Chief Executive Officer  
Commissioner of Jamaica Customs



*To ensure that  
our mandates*

*are optimally achieved,  
the agency consistently  
monitors its service  
standards, while re-  
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and automating business  
processes...*

## Committed to Service Excellence

The Jamaica Customs Agency (JCA) will continuously seek ways to improve your service experience, through maintaining quality, efficient, optimal and consistent service standards.

As an agency, we recognize the value of providing excellent service and critically the importance of being transformational to effectively fulfil our mandates: to facilitate trade, protect our borders and collect revenue on behalf of the Government. *To ensure that our mandates are optimally achieved, the agency consistently monitors its service standards, while re-engineering, re-engaging and automating business processes* where required, allowing for greater efficiency.

This has propelled the agency to begin its journey in obtaining ISO – International Organization for Standardization – Certification (9001:2015), in the area of Quality Management System. This is by no means an easy feat; however, we have placed this goal as a key priority for the agency and have begun the requisite work in this area.

We are committed to serving you with excellence, by creating a customer-focused environment, which requires that we address your needs professionally, within the required time frame and this Citizens' Charter is one such tool that you can and should use to hold us accountable to the outlined standards.

We also invite you to provide feedback using any of the available channels of communication including by telephone, email or Live Chat (website). As you hold us accountable, likewise, we encourage you to do your part, by being compliant and adhering to the requisite Customs laws and other relevant legislation by which we are governed.

We remain committed to our motto: "Country above Self" and our Core Values CAPIT:

Customer-focused; Accountability; Professionalism; Integrity; Transparency and will continue serving you with pride and with excellence.

# Purpose of the Charter

This charter outlines the standard of service you can expect from the Jamaica Customs Agency:

- 01 Our commitment to the delivery of a high standard of service, by building on the findings of national Service Excellence Policy.
- 02 Our adherence to international standards and best practices in service environment.
- 03 Our detailed explanations of how and where to obtain information when needed.
- 04 Our invitation for customers' comments and suggestions on the quality of our service.

## Vision

A modern customs administration, delivering excellent service, fostering compliance and contributing to our national development and protection of society.

## Mission

To facilitate trade, protect our borders, optimize revenue collection, through collaborative border management and delivery of high-quality customer service and to develop and maintain a team of motivated professional and competent staff.

# Our Core Values [CAPIT]

### CUSTOMER-FOCUSED

We continuously seek ways to improve our processes and procedures through innovation, to enhance and provide the best customer service experience.

### ACCOUNTABILITY

We accept responsibility for the achievement of the Agency's goals and objectives, by honouring our commitments to our customers, stakeholders and the international community.

### PROFESSIONALISM

We are proud to serve our clients and are dedicated to demonstrating the highest standards of competence in the execution of our duties.

### INTEGRITY

We consistently act with impartiality and honesty in serving our customers, in fulfilling our core mandates, to achieve the best possible outcomes for the Agency and our country.

### TRANSPARENCY

We display openness and are responsive to our customers and stakeholders, in the delivery of our services.



## ***Quality Policy Statement***

**The Jamaica Customs Agency is committed to:**

- The highest standards of quality and operational excellence;
- Recognizing and understanding the requirements of our customers and all our stakeholders;
- Structuring our human and physical resources to meet customers' needs and expectations;
- Identifying and complying with all relevant statutory and regulatory requirements;
- Be guided by international standards and best practices;
- Providing efficient and effective Customs services to facilitate national development;
- Transforming the Agency into a world-class organization and
- Continuous improvement of all our processes.

A handwritten signature in green ink, appearing to read 'Velma', is written over a horizontal line.

VELMA RICKETTS WALKER  
CEO / COMMISSIONER OF CUSTOMS

FEBRUARY 21, 2020

# OUR ROLE

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Jamaica Customs Agency (JCA) has three specific mandates: The equitable collection of revenue, protection of Jamaica's borders against illicit imports and the facilitation of trade.

- ✓ Trade Facilitation
- ✓ Border Protection
- ✓ Revenue Collection

## The JCA carries out these functions by:

- 01 Assessing and collecting customs duties, fees, and penalties due on imports;
- 02 Interdicting and seizing contraband, including narcotics and illegal drugs;
- 03 Processing passengers, baggage, cargo and mail;
- 04 Detecting and apprehending persons engaged in fraudulent practices designed to circumvent Customs related laws;
- 05 Protecting Jamaica's industries, labour and intellectual property rights by enforcing Jamaica's laws intended to prevent illegal trade practices, including provisions related to quotas; the Anti-Dumping Act; and by providing Customs Records for copyrights, patents, trademarks;
- 06 Protecting the general welfare and security of Jamaica by enforcing import and export restrictions and prohibitions, including money laundering.

All Customs activities are governed by the Customs Act. In addition to its own laws, Customs enforces over 125 other provisions of law for other agencies.

# TRADE FACILITATION

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The Jamaica Customs Agency (JCA) understands the fundamental role we play in Jamaica's growth and development, as it relates to trade; as such we provide the following:

- ✔ Authorised Economic Operator Programme (AEO) - allows for compliant operators to have a working partnership with Customs which improves Customs-to-client relationship. AEOs enjoy benefits such as expedited clearance, no pre-clearance checks, and synchronised benefits from public Sector Bodies.
- ✔ Returning Residents Unit- provides guidance and information to the Diaspora relating to concession afforded to Returning Residents; also processing of applications.
- ✔ Automated System for Customs Data (ASYCUDA) - is the Customs Declaration System which allows Brokers and Traders to submit Declarations electronically to be processed within 24 hours.
- ✔ Jamaica Single Window for Trade (JSWIFT) – is an electronic platform which allows traders to submit transactional information through a single access point, to satisfy regulatory requirements e.g. Permits or Licences for cross border trade in Jamaica.
- ✔ The 'Nothing to Declare' channel at both International Airports allows for speedy processing of low-risk passengers who have not exceeded their US \$1000 allowance, do not have commercial items in their luggage nor have unaccompanied baggage.
- ✔ Electronic Passenger Processing (Jamaica Customs Agency and Passport Immigration Citizenship Agency) – allows travellers to complete and submit their Immigration and Customs Declaration Form (C5) electronically prior to their travel schedule.

# SERVICE STANDARDS

## General Standards:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
1	Answer of Telephone	Within 3 rings	No Fee	Contact the Agency via telephone lines
2	Respond to emails	24-72 hours	No Fee	Submit an email to: public.relations@jca.gov.jm
3	Attend to customers visiting the offices	Shall be acknowledged and directed to the correct department within (5-10) minutes. Maximum waiting time no longer than 15 minutes	No Fee	Visiting the relevant locations
4	Pre-arrange appointments	Shall be seen at the agreed time or no longer than 10 minutes after	No Fee	Make appointment via appropriate medium

## Chief Executive Officer/Commissioner’s Office:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
CO1	Respond to Data Requests	Within 72 hours	No Fee	All data requests must be sent to: datarequest@jca.gov.jm. Once received by Commissioner’s Office, it is forwarded to the relevant unit within 24 hours for processing.
CO2	Respond to Queries	Within 72 hours	No Fee	Queries can be submitted via email or letter to the CEO’s Office.
CO3	Remedy Complaints	3 to 20 working days based on the nature.	No Fee	All complaints should be submitted in writing to the Commissioner’s Office which is acknowledged within 24 hours of receipt.

Note: All letters or correspondences will be responded to within 72 hours of receipt. If a solution cannot be attained within this period, an interim letter/response will be sent acknowledging receipt and an update provided within 72 hours.

## Service Standards cont'd

### Public Relations and Customer Services Unit:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
CS1	Respond to queries via the appropriate medium	Within 72 Hours	No Fee	Submit a request via email, telephone, walk-in or Customer Relationship and Feedback Form (website)
CS2	Respond to complaints via appropriate medium	Complaints will be acknowledged within 24 hours of receipt. Resolution time is based on the nature of the complaint 3 - 20 working days	No Fee	Submit grievance via email: public.relations@jca.gov.jm, quick.response@jca.gov.jm or and Customer Relationship and Feedback Form (access via website)
CS3	Respond to emails sent to: public.relations@jca.gov.jm Emails sent to public.relations@jca.gov.jm will receive a response within 24 hours.	Within 24 - 72 Hours	No Fee	Submit via email public.relations@jca.gov.jm
CS4	Respond in real time to all correspondences received through the "Live Help" link.	Within 3 minutes Mondays- Thursdays between 8:30 a.m. – 5:00 p.m. and Fridays 8:30 a.m.- 4:00 p.m.	No Fee	Submit query via 'Live Help' link on the Jamaica Customs website – jca.gov.jm

### Returning Residents Unit:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
RRU1	Returning Resident online application	Acknowledge receipt within 72 hours.	No Fee	Submit application via the Returning Residents Portal – jca.gov.jm

Footnote: Approval is based on eligibility, requirements met, and how quickly applicants respond to requested information.



## Service Standards cont'd

### Information Service Division:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
IS1	Offer Technical Support for Information System issues	Within 72 hours	No Fee	Make a request via telephone or email helpdesk@jca.gov.jm
IS2	Create/Update/De-activate Account	24 - 72 hours	No Fee	Request via email helpdesk@jca.gov.jm
IS3	Conduct ID Photo Session. ID card is prepared and issued	24 - 72 hours (maximum 5 days)	No Fee( for Staff) *JM-D\$1,500.00(- for Brokers or Broker clerks)	The photograph session is scheduled for the new applicant as soon as the application is processed and approved.
IS4	Update Reference table/ASYCUDA	24- 72 hours	No Fee	Make a request via email – helpdesk@jca.gov.jm
IS5	Execute Data Request/ Access to Information	Within 72 hours	No Fee	Make a request through the CEO's Office, matter is referred to ISD.
IS6	Provide Application Training - External Clients	Within 14 days	*\$10,000.00 for 1-year provisional licences and test	Make a request to helpdesk@jca.gov.jm (acknowledgment will be given in 24-72 hours)

**\*The fees are subject to change without notice.**

### Internal Audit:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
IA1	Issue Certified Copy of C78 & C87 Entries / Declaration Forms	24 - 72 Hours	JMD\$40 per page of copy	Make an application to the Internal Audit Unit providing the necessary documentation to support the request.

# Service Standards cont'd

## Internal Review Committee – Appeal:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/ Charges	Client Steps
IAU-01	Individual IMS4 Declaration		No Fee	For all services submit applications by completing the Appeal Form with supporting documents via our website – <a href="http://jca.gov.jm">jca.gov.jm</a>
	ASYCUDA Declaration	3 days		
	Legacy Declaration COMPANY ASYCUDA Declaration - Less than 50	3 days		
	Legacy System Entries Processed 2011-2016	3 days		
	Legacy Declaration - Less than 50	3 days		
	<b>ASYCUDA Declaration - More than 50</b>			
	Legacy System Entries Processed 2011-2016	7 days		
	Legacy Declaration - More than 50			
	Legacy System Entries Processed prior to 2010	7 days		
	<b>Motor Vehicle</b>			
	Declarations Less than 50	3 days		
	Declarations More than 50	7 days		
	OTHERS			
Declarations Less than 50	2 weeks			
Declarations More than 50	1 month			
IAU-02	Review of Appeal Matters by the IRC	4 months		
IAU-03	Submission of decision to Importer for Appeal Matters If dissatisfied with decision importer may appeal to the Revenue Appeals Division (RAD)	10 days		

# Service Standards cont'd

## Customs House – Services:

Declaration Processing - Declarations submitted to the Entry Processing Unit will be processed within 24 hours of receipt provided declarations are not selected by Risk Management or Valuation.

Declarations submitted by Customs Brokers who qualify as Authorised Economic Operator will be processed instantaneously providing that all payments have been made.

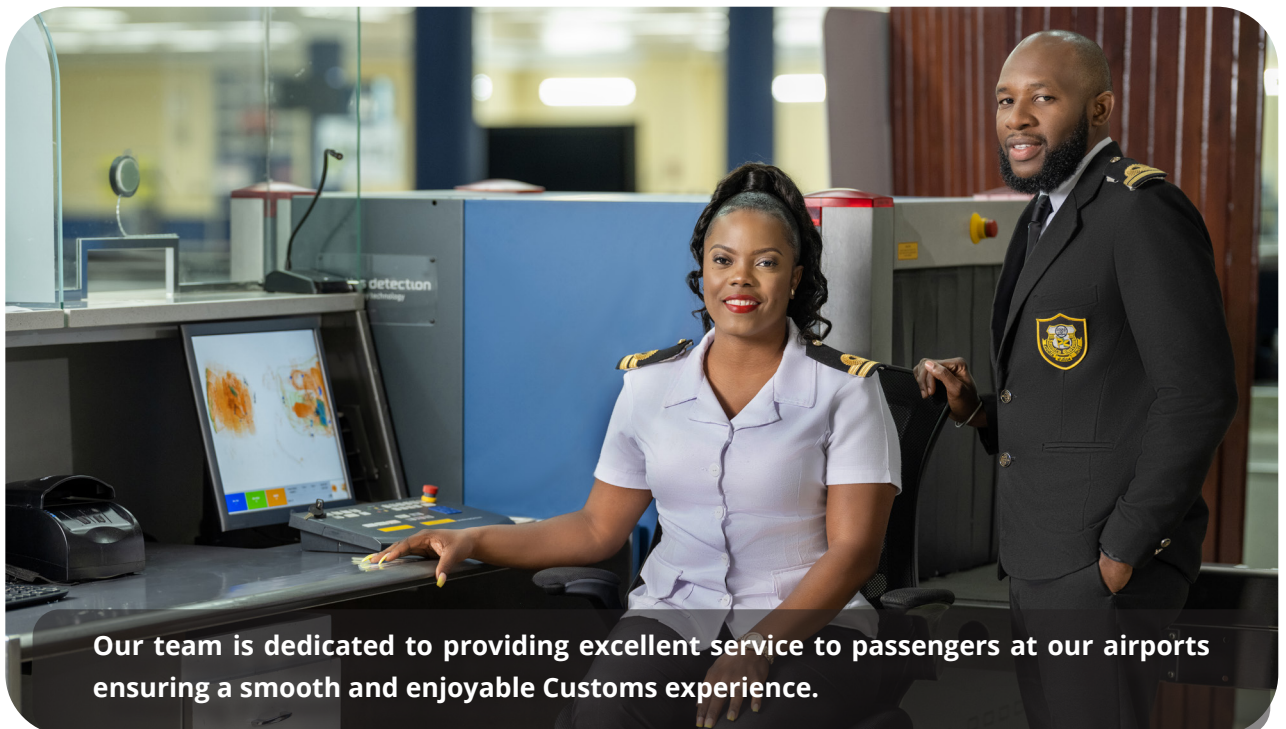
Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
EP1	Process Declarations	Within 24 hours	Duties and fees applicable based on classification of goods	Customs Brokers /Agent submit Declarations and supporting documents via ASYCUDA System
AEO D1	Process AEO Declarations	Immediately	Duties and fees applicable based on classification of goods	Customs Brokers submit Declarations and supporting documents via ASYCUDA System
CH1	Process Offences	Within 8 hours	No Fee	Submission must be made through ASYCUDA
CH2	Execute Letter Requests	Within 24 Hours	No Fee	Submit request to the relevant heads -Deputy CEO, Senior Director or Director
RP1	Process Refunds	Within 24 hours (once all documents are submitted)	No Fee	Submit Refund Application via the portal on the website- jca.gov.jm
DP1	Process Denova	Within 24 hours (once all documents are submitted)	JMD\$5000 GCT applicable If adjustments are to be made to the application	Submit request via the portal on the website- jca.gov.jm
AU1	Process Sales	Within 5 days	No Fee	Make payment to the Customs Cashier
DI 1	Process Deposits	Within 24 hours	No Fee	Make payment through ASYCUDA
B1	Process Bonds/ Guarantee	Within 24 hours	No Fee	Submit request via the portal on the website- jca.gov.jm

## Service Standards cont'd

### Passenger Processing-International Airports and Cruise Ship Piers:

Passengers travelling through the International Airports will be processed in an average of 30 seconds –3 minutes (based on the respective channel) providing there is no perceived risk outside of queuing time.

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
PPA1	Process Passengers at the Green Channel (Nothing to Declare)	Within 30 seconds	No Fee	Go to the “Nothing to Declare” Channel Present travel documents to the Customs Officer for processing
	Process Passenger at the Red Channel (Items to Declare)	Within 3 minutes	No Fee	Go to “Declare” Channel Present travel documents to the Customer Officer for processing
	Process Non-Intrusive and Intrusive Passenger	3 minutes for red-line referrals and 1.5 minutes for Green Line	No Fee	Present travel documents to the Customs Officer (Non-intrusive Inspection and Security Management)
PPS1	Process Cruise Ship Passengers	Within 5 minutes	No Fee	Present travel documents to the Customs Officer for processing



**Our team is dedicated to providing excellent service to passengers at our airports ensuring a smooth and enjoyable Customs experience.**

## Service Standards cont'd

### Cargo Processing via Air:

Your cargo should be released within the stated processing time by the examining officer depending on:

- ☑ The size of the shipment to be cleared
- ☑ The nature of the shipment
- ☑ Submission of all relevant documents
- ☑ Fulfilment of all requirements

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
CP 1	Process Cargo	Within 45 minutes at the location	Duties and fees applicable based on the classification of goods.	Customs Brokers /Agents can submit declarations along with supporting documents to ASYCUDA System
CP 2	Process Non-Intrusive Cargo	1 hour 20 minutes per container	Not Applicable	Submit declaration for cargo to be scanned

**Disclaimer: Dependent on the number of pieces and fulfilment of the document required**



**Safeguarding our Nation: The Jamaica Customs Agency stands as a vigilant defender of our borders.**

## Service Standards cont'd

### Cargo Processing via Sea:

Your cargo should be released within the stated processing time by the examining officer depending on:

- ✓ The size of the shipment to be cleared
- ✓ The nature of the shipment
- ✓ Submission of all relevant documents
- ✓ Fulfilment of all requirements

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
CPS1	Clearance of commercial cargo (20' Containers)	Within 2-3 hours	Applicable duties and fees based on the classification of goods	Customs Brokers /Agents submit declarations along with supporting documents to ASYCUDA System
CPS2	Clearance of non-commercial cargo (LCL) 30 minutes	Within 30 - 45 minutes		Customs Brokers /Agents submit declarations along with supporting documents to ASYCUDA System
CPS3	Clearance commercial cargo (40" Containers)	Within 3 hours	No Fee	Customs Brokers /Agents submit their declaration along with supporting documents to the ASYCUDA System
EXP3	Process Export Declarations	Within 1.5 hour	Export Applicable Fees	Customs Brokers /Agents submit declarations along with supporting documents to ASYCUDA System

## Service Standards cont'd

### Valuation and Verification Unit:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
VU1	Process Declaration	Within 24 hours	Duties and fees applicable based on the classification of goods.	Customs Broker/Agent Submit Declaration via ASYCUDA System
VU2	Online Appointments	Scheduled appointment time	No Fee	Booking of appointment via the portal on the website – <a href="http://jca.gov.jm">jca.gov.jm</a> or via email <a href="mailto:valuation@jca.gov.jm">valuation@jca.gov.jm</a>
VU3	Respond to queries via WhatsApp Communication	Within 40 minutes	No Fee	Send query via WhatsApp to (876) 866-7328

### Marine Warehouses:

Service No.	Services Delivered	Processing Timeline (Hours;), Days, Months)	Fees/Charges	Client Steps
CC1	Release of commercial cargo	Within 3 hours	Duties and fees applicable based on the classification of goods	Submit the declaration and supporting documents by Customs Broker/Agent
NC1	Release of non-commercial cargo	Within 2 hours	Duties and fees applicable based on the classification of goods	Submit declaration and supporting documents by Agent
EXP1	Process Export Declarations	Within 15 minutes	Export Processing Fee	Submit the Declaration with supporting documents via ASYCUDA. Follow the Export steps.
	Bidders Registration	Within 24 hours (once all documents are presented)	Bidder's Annual Fee - JMD\$2,000.00	Complete registration at the Queen's Warehouse to participate in the Auction.
AUC2	Respond to successful Auction bidders	Within 2 days	Not applicable	The client is notified via telephone or email



# PAYMENT FACILITIES

The Jamaica Customs Agency in a bid to facilitate trade and create ease of payment of duties and taxes has made five (5) payment options available to our customers.

## Over The Counter / Walk-In Payment Option

Allows the declarant and his/her agent to visit any customs cashier and make payment. Payments can be made using any of the following methods: cash, debit/credit card or managers cheque <sup>[1]</sup>.

## Real-Time Gross Settlement (RTGS)

An online facility which requires no registration. It is a direct transfer from the declarant/customer's bank account to the JCA's bank account. Once the transfer has been applied, the customer is required to complete the Advice Form and send to the email address listed on the said Advice Form <sup>[2]</sup>.

## Deferred Payment Option

Allows certain declarant/customers upon application to set up a deferred payment account. This allows for a moratorium to be established where payments of duties and taxes are collected post-release of declaration.

**[1]** In the case of a managers cheque; the cheque must be made payable to the "Collector of Customs"

**[2]** The email address for the RTGS Advice form is: [directpayment@jca.gov.jm](mailto:directpayment@jca.gov.jm)

**[3]** E-payment applicants must request an ASYCUDA log-in ([helpdesk@jca.gov.jm](mailto:helpdesk@jca.gov.jm))

## e-Payment / Online Payment

A facility where at their convenience; the declarant/customer can pay declarations remotely, with the use of a debit/credit card. Registered individuals will be given access to an account from which they can select the unpaid declaration and make the necessary payments of duties and taxes using an authorized card. <sup>[3]</sup>

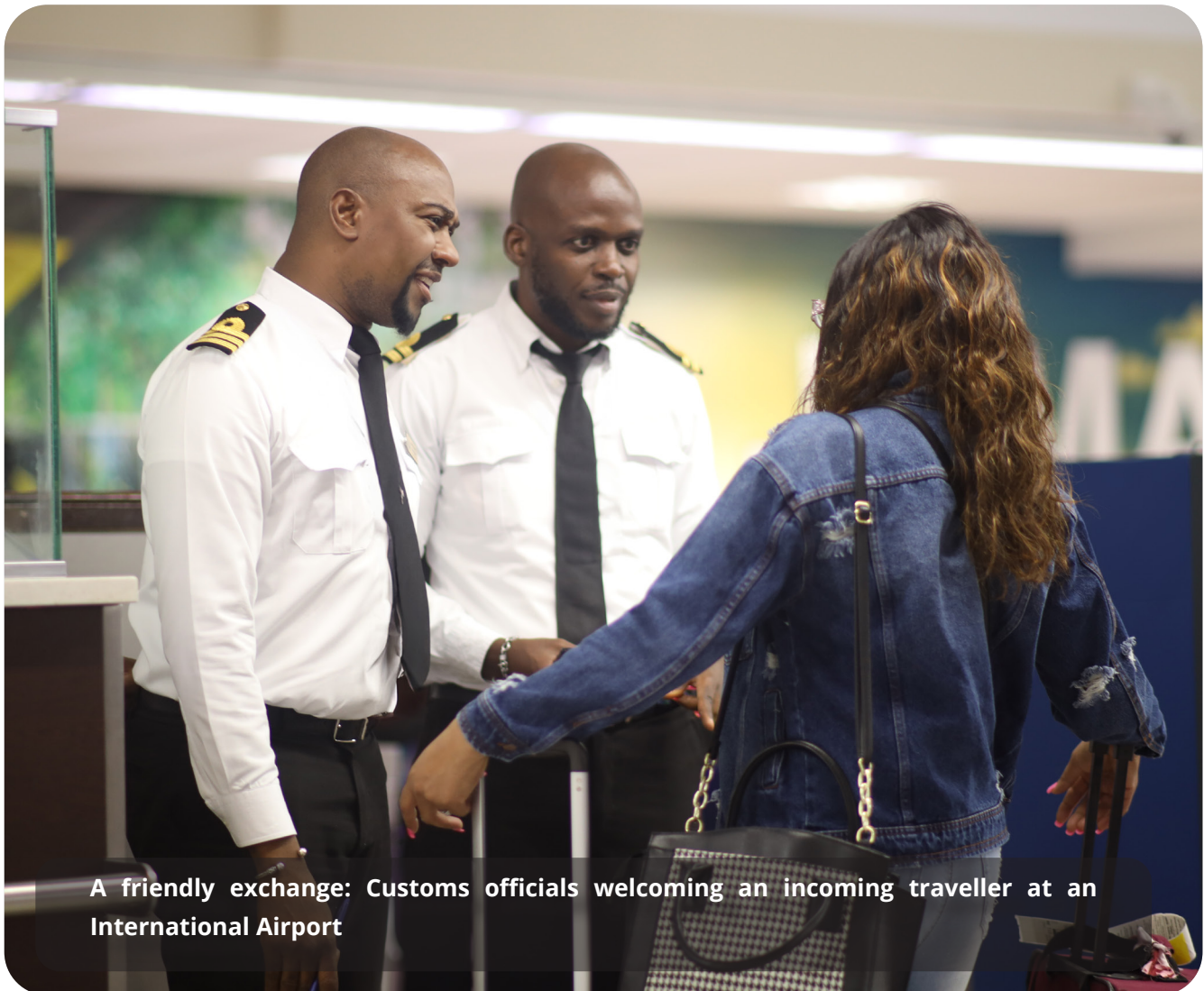
## Advance Deposit Payment Option

Gives the declarant/customer the opportunity to make lump sum deposits to their account with the JCA, and then apply the amount in the account to pay duties or taxes at their convenience. The Advance Deposit Account, once created, may be topped-up over the counter at any customs cashier or through direct bank transfer (RTGS) for immediate access and use for their convenience.



# Clearing Customs At The Airport

- Proceed to the Nothing to Declare (Green Channel) if you have items in your luggage that do not exceed your duty-free allowance of US\$1000.00 in value and you have not shipped, or air freighted anything.
- Proceed to the Items to Declare Channel (Red) if you have items in your luggage that exceed US\$1000.00 or equivalent value in another currency, unaccompanied shipment or commercial goods.
- Declare all items acquired abroad including gifts, to the Customs Officer.
- The passengers' luggage is subjected to be searched whether you join the Green or Red Channel.
- Declare all currencies US\$10,000 or more or its equivalent to the Customs Officer.



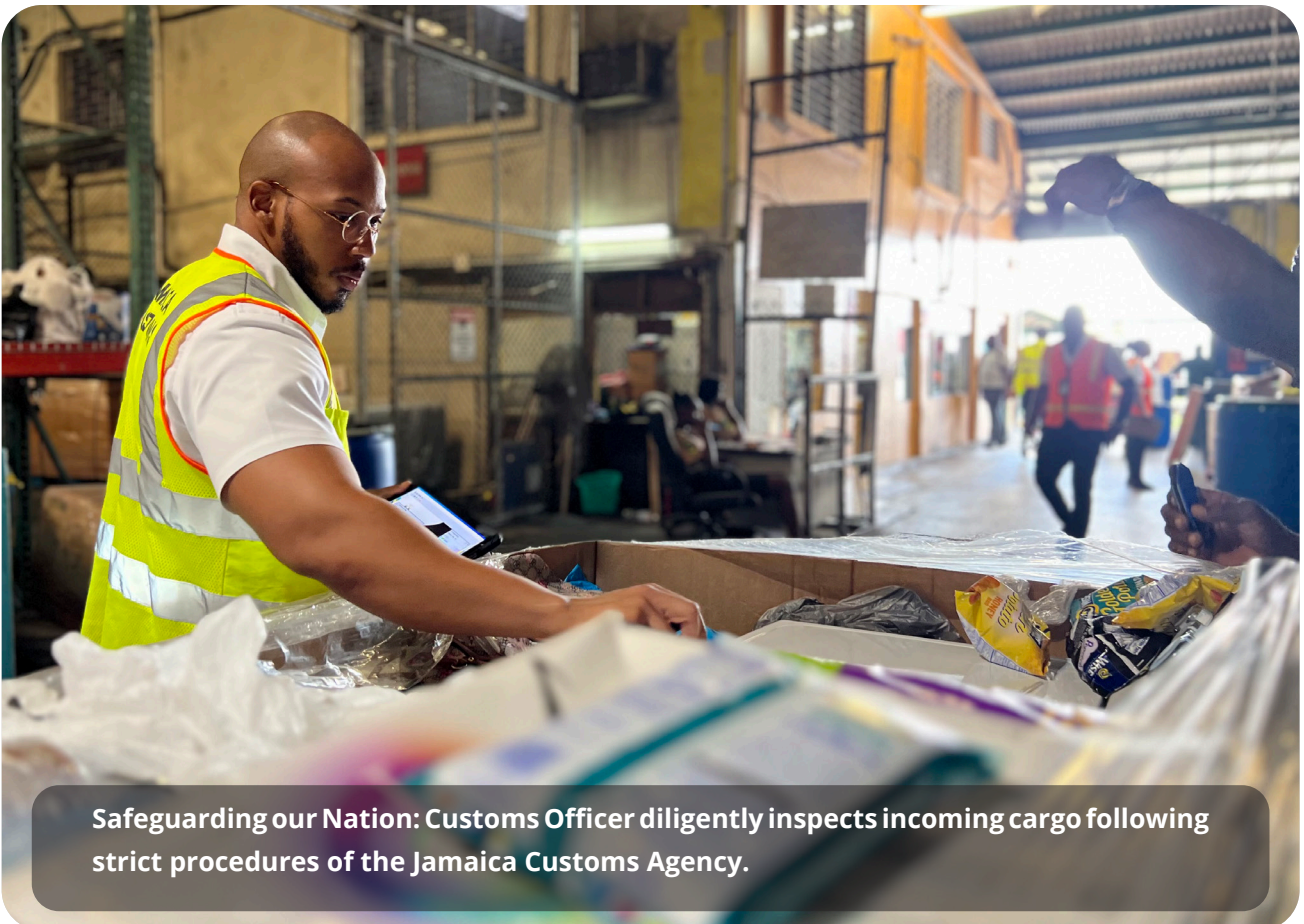
**A friendly exchange: Customs officials welcoming an incoming traveller at an International Airport**

# REMINDER FOR CLEARANCE UNACCOMPANIED GOODS

Documents that are required:

- ✓ Unaccompanied Baggage Allowance (UBA1) slip (if you travelled and received your duty-free allowance at the airport)
- ✓ Passport
- ✓ Tax Registration Number
- ✓ Bill of lading or Airway bill
- ✓ Proper invoice
- ✓ Import permit (if required)

Your shipping /courier Agent or Customs Broker will prepare the IMS4 declaration along with all supporting documents and submit it to Customs. The clearance process can be done by the authorized Agent or Contactless Clearance Process.



**Safeguarding our Nation: Customs Officer diligently inspects incoming cargo following strict procedures of the Jamaica Customs Agency.**





World Customs Organization (WCO) Winning Photo Competition: JCA Officers are responsible for among other things, border security, trade facilitation and revenue collection. On a typical day, there are numerous JCA Officers working at our various ports of entry across Jamaica.



A moment of camaraderie: Two Customs Officers pause for a smile, during their busy day.

# RIGHTS, OBLIGATIONS AS YOU DO BUSINESS

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## You have a right to:

- ✔ Receive Assistance

We will provide timely and accurate information to facilitate doing business with us.

Right to appeal:

- Right to request the reason for the decision/omission
- Right of an initial appeal to the Customs
- Right of further appeal to an authority independent of the Customs, and
- Right of appeal to a judicial authority

(N.B.) Customers who choose to exercise this right of appeal must include in their application the grounds of objection to the decision taken in the name of the Commissioner. It should be noted that the Customs Act provides that if there is a dispute of duties, a deposit of the duties must be paid prior to submission of an objection. Complete the Internal Review Appeal Form (form available on the website) or submit it in person at our head offices located at Myers' Wharf, New Port East, Kingston 15 or via email to [customsappeals@jca.gov.jm](mailto:customsappeals@jca.gov.jm). The form must be accompanied with all supporting transaction documents and any other relevant information.

It should be noted also that the duration of this process may take up to ninety (90) days provided all relevant information is made available.

- ✔ **Professionalism and Courtesy**  
Be treated in a fair and professional manner.
- ✔ **Confidentiality**  
The information you share will be protected and used for lawful purposes only.
- ✔ **Be trusted**  
We assume that you are honest in your dealings with us. However, we reserve the right to verify the information you provide.
- ✔ **Question our decision**  
We are always willing to explain how we arrive at assessments and shall on your written request, give an explanation in writing as to the methods of valuation used to determine the value of your goods.

- ✔ Provide a full explanation surrounding the citation of contraventions (breaches) of the Customs Act and/or Customs Regulations.
- ✔ Receive legal representation.
- ✔ Seek mitigation from the Commissioner of Customs as outlined in the Customs Act.

**Your obligations:**

- ✔ To present genuine documents for processing.
- ✔ To be honest and complete in your Customs declaration.
- ✔ To provide accurate and timely information and documentation.

**Your responsibility:**

- ✔ Display courtesy to Customs staff.

**Provisions for Clients with Special Needs**

We will do all we can to assist you in making your visit comfortable. However, to accommodate your individual needs it is compulsory that you contact us in advance so that any special arrangements can be made.

Also;

- ✔ Adequate facilities to include ramps, rails and special parking.
- ✔ Priority processing given.
- ✔ Clients will be addressed in a professional manner, with no offensive terms used.

**Reminder:**

***The Security and Protection of our borders are paramount to our economic sustainability along with the safety and security of the nation.***

***Together we can achieve this objective!***



# RESPONSE TO CUSTOMER COMPLAINTS

If you are not satisfied with our service, please let us know. Complaints can be directed to the Public Relations and Customer Services utilizing the following channels:

- ✔ Submit email to [public.relations@jca.gov.jm](mailto:public.relations@jca.gov.jm)
- ✔ Submit a completed Customer Relationship and Feedback Form at [jca.gov.jm](http://jca.gov.jm)

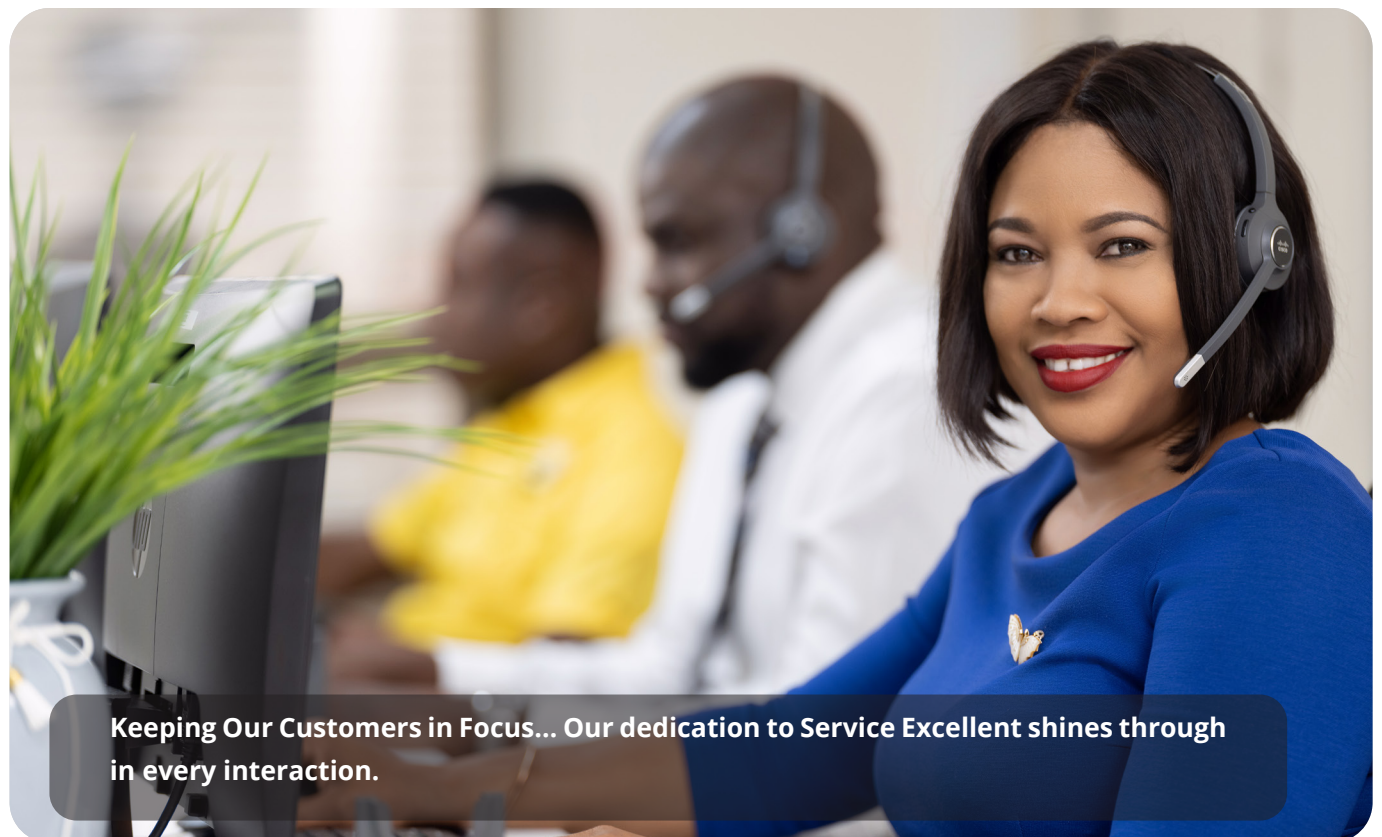
or

Submit in writing to:

The Chief Executive Officer  
Jamaica Customs Agency  
Myers' Wharf, Newport East  
Kingston 15

The resolution time-line is based on the nature of the complaint. *(Refer to page 12)*

We welcome your feedback to improve and enhance our services and your experience. If you wish, you can provide you comments or suggestions via the communication channels mentioned above.



**Keeping Our Customers in Focus... Our dedication to Service Excellent shines through in every interaction.**

# Frequently Asked Questions (FAQ's)



## **What is the procedure when articles are shipped separately when I travel?**

All passengers 18 years and older are entitled to a US\$1000.00 allowance for personal and household effects. The allowance is also applied to unaccompanied baggage. Upon arrival, inform the Customs Officer that you have unaccompanied baggage, and the relevant information will be entered on the Customs System.



## **What are my duty-free allowances and exemptions when I travel?**

All passengers, 18 years and over, are allowed the following without payment of duty, provided they do not exceed the amount indicated, and the items are properly declared:

- Perfume .....170 ml
- Eau de Toilettes ..... 340 ml
- Alcoholic beverages....2 litres
- Tobacco (sticks) ..... 200 cigarettes or 50 cigars or 230 grams of processed tobacco

Passengers may bring with them free of duty, personal and household effects, including gifts, which together are of a value not exceeding US\$1000.00 or the equivalent in Jamaican currency.



## **Why are fruits and vegetables restricted items?**

To prevent the importation of pests and plant diseases which may be present in the produce. This can pose a threat to our country's food security. The requisite permit is needed prior to importation from the Ministry of Agriculture and Fisheries.

## Frequently Asked Questions (FAQ's)



### **What is the threshold for personal shipment(s)?**

Shipments with a Cost, Insurance and Freight (CIF) amount of US\$5000 or less can be considered as personal shipment. The clearing agent is responsible to prepare and submit to Jamaica Customs the simplified Declaration (IMS 4) document on behalf of the consignee.



### **What is the cost to clear a barrel with personal effects or non-commercial items?**

A barrel containing personal effects attracts a flat fee of JMD\$6,500.00. (The fee is subject to change without notice)

What documents do I need to present to Customs, for clearance of personal shipment?

- Valid identification such as Passport, National Identification, Driver's License
- Taxpayer Registration Number (TRN)
- Bill of Lading or Airway Bill
- Proper Invoice
- Import Permit or License (if applicable)



### **What are commercial goods?**

Goods which fall in the following categories are classified as commercial goods.

- They are imported for business purposes
- They are imported for resale
- They are samples imported for business



## Frequently Asked Questions (FAQ's)



### **What are the documents needed to clear commercial goods?**

- Shipping or airfreight documents.
- Authentic invoice from the supplier.
- Import permit or license (if applicable).
- Tax Compliance Certificate, Taxpayer Registration Number and copy of General Consumption Tax (GCT) Certificate.
- Electronic Single Administrative Document (eSAD) generated on the ASYCUDA.
- Certificate of Origin for goods being imported from the country with which Jamaica has a Trade Agreement (if applicable).



### **If I want to donate items to charity in Jamaica, what is the first step?**

Anyone or entity must be registered with the Department of Cooperatives and Friendly Societies (DCFS) and obtain a Certificate of registration before the shipment arrives.



### **What are the benefits to organizations registered under the Charities Act?**

- No import duties will be charged.
- No General Consumption Tax (GCT) will be applied.
- Only fifty percent (50%) of applicable Customs Administration Fee (CAF).
- Motor vehicle - no special consumption tax (SCT) and 50% of applicable CAF.
- All other applicable fees will be charged.

## Frequently Asked Questions (FAQ's)



### **What are the benefits of trading under the Economic Partnership Agreements (EPAs)?**

Goods deemed originating in the European Union and United Kingdom may receive one of three treatments.

- Duty-free access.
- Phased reduction of duties or exclusion from preferential access.
- The phased liberalization of duties will see all eligible goods at 0% import duty.



### **Is all duty type waived under the Economic Partnership Agreements (EPAs)?**

No. The import Duty and Additional Stamp Duty are waived under the EPAs. In the case of the import duty, it may be at a reduced rate of 0%, while for Additional Stamp Duty it will be 0%. All other tax types and fees remain payable.



### **What is direct transport ? (under EPA Agreement)**

Direct transport is where the motor vehicle must be transported directly from the European Union Member States or the United Kingdom Party (Depending on the Agreement) to Jamaica.



### **What is meant by the motor vehicle must "originate" in the European Union (EU) or United Kingdom (UK)?**

For the CARIFORUM EU and UK originating products meet the general and specific rules of origin, which may vary in its application across Agreements.

## Frequently Asked Questions (FAQ's)



### **How can I show proof that my vehicle was shipped directly from the European Union (EU or the United Kingdom (UK)?**

It should be evidenced on your shipping documents such as the Bill of Lading or Airway Bill.



### **Can a motor vehicle manufactured in the European Union be shipped from the United Kingdom and benefit under the CARIFORUM-UK EPA?**

No. Motor vehicles deemed originating in the EU must be directly transported to Jamaica and traded under the CARIFORUM-EU EPA.



### **Does it matter if the motor vehicles are new or used? (under EPA Agreement)**

It does not matter if the motor vehicle is used or not.



### **What are the benefits of the Contactless Clearance Process?**

1. Increased security of inspection environment and process.
2. Enhanced the integrity of the clearance process.
3. Improved the overall customer experience (wait time)

## Frequently Asked Questions (FAQ's)



### **What are the systems in place to query Customs charges under the Contactless Clearance Process?**

The importer or his/her agent can make the query to the respective supervisor/manager.



### **Will customers be allowed to view video surveillance footage in case of discrepancies under the Contactless Clearance Process?**

Yes. A request can be made to the warehouse operator by the agent/importer.



### **What is the limit on the de minimis threshold or Free on Board?**

Packages with a free on board (FOB) value of US\$100 or less will not attract Customs charges. However, if the value is greater customs charges will be calculated on the full value. It is therefore important that the invoice be included in the package or presented to Customs to assist with the assessment of the items.



### **What are the features of the Customs Mobile App?**

- Track and trace
- Search customs locations
- Tariff search
- Duty estimator
- Declarations search
- Duty payment

## Frequently Asked Questions (FAQ's)



### Will my information be protected using the Mobile App?

Yes. The Jamaica Customs Agency priorities security of your personal data, as we seek to employ administrative, organizational and technical safeguards to protect your data. We do not store or save any sensitive information as we endeavour to adhere to international standards for the securing of information.



### How can I sign up for the Customs Mobile App?

Visit the Apple store for iPhone or Google Play store for Android users and download the App.

**Jamaica Customs Agency**  
"Country Above Self"

# JCA MOBILE APP

# JA CUSTOMS CONNECT

Ja Customs Connect is available in both the **Google Play Store** and the **Apple AppStore**

ANDROID APP ON **Google play**

Available on the **App Store**

9:41  
Hello User  
How can we help you today?  
Duty Estimator Tariff Search Track & Trace Declaration Search  
Jamaica Customs Agency #CountryAboveSelf  
Websites Locations Call Message  
Recent Transactions  
No recent transactions

# HOW TO CONTACT US

Division	Telephone	Email
Head Office Myres' Wharf, Newport East	876-922-5140-8 876-618-0361	public.relations@jca.gov.jm
Returning Residents Unit	876-922-5140-8	rru@jca.gov.jm
Public Relations & Customer Service	876-922-5140-8 876-618-0361	public.relations@jca.gov.jm
Duty Office Norman Manley International Airport (NMIA)	876-924-8062	
Director of Operations (NMIA)	876-924-8320	
AJAS1 & 2(NMIA)	876-922-5140-8 /876-618-0361 Ext: 1527 (AJAS1)	
Caribbean Airlines Cargo (NMIA)	876-922-5140-8 Ext:2821/2822/2960	
Contraband Enforcement Team	876 922-5140-8 Ext.2896 (Mobay)2880/2883 (Kingston)	
Queen's Warehouse (230 Spanish Town Road)	876 922-5140-8 Ext: 2844, 2846, 2849	
Kingston Wharves	876 922-5140-8 or 923-9211-7	

Montego Bay	Telephone	Email
Customs House G-West Building Unit #8, G West Corporation Limited Lot 6, Crane Boulevard Fairview, Montego Bay St. James.	876-922-5140-8 876-618-0361	
Duty Office -Sangster International Airport (SIA)	876-952-2469 876-952-0079	rrou@jca.gov.jm
Air Cargo(SIA)	876-922-5140-8 876-618-0361	public.relations@jca.gov.jm
Duty Office Norman Manley International Airport (NMIA)	876-924-8062	
Air Cargo(SIA)	876-924-8320	
Montego Bay Freeport	876-922-5140-8 /876-618-0361 Ext: 1527 (AJAS1)	
St. Ann's Bay 61 Main St. St Ann's Bay	876-922-5140-8 Ext:2821/2822/2960	
Mandeville 5 ½ Caledonia Road	876 922-5140-8 Ext.2896 (Mobay)2880/2883 (Kingston)	
Queen's Warehouse (230 Spanish Town Road)	876 922-5140-8 Ext: 2844, 2846, 2849	
Kingston Wharves	876 922-5140-8 or 923-9211-7	



**Jamaica  
Customs  
Agency**  
*'Country Above Self'*

**APPROVAL SHEET**

I/We certify that this plan has been drafted and approved in keeping with the Jamaica Customs Agency Quality Management System and other guidelines:

**DOCUMENT OWNER**

Patricka Wiggan Chambers, JP

**Authorized Officer**

**Signature**

February 28, 2025

**Date**

**REVIEW OF CONTROL FEATURES (Quality Management )**

Sean Barrow, JP

**Authorized Officer**

**Signature**

February 28, 2025

**Date**

**APPROVAL (Commissioner / CEO or Designate):**

Dr. Velma Ricketts Walker, CD JP

**Authorized Officer**

**Signature**

February 28, 2025

**Date**







**Jamaica  
Customs  
Agency**  
*'Country Above Self'*

This Citizens' Charter outlines our commitment to excellence and transparency. It details the standards you can expect from us and the services we offer. We are dedicated to fulfilling our mandates in a way that is both effective and transformative for Jamaica.

## GET IN TOUCH






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