

## WHAT IS THE CONTACTLESS CLEARANCE PROCESS?

The Contactless Clearance Process allows importers and agents to clear cargo without physically visiting the warehouses for Customs inspection and for Customs Officers to conduct inspections in a controlled, sterile and secure environment.

The process facilitates the clearance of all non-commercial (personal) maritime cargo with a CIF value under US\$5,000.

## WILL IMPORTERS BE ABLE TO USE THEIR DUTY-FREE ALLOWANCE UNDER THIS NEW PROCESS?

Contactless Clearance will not change how the duty-free allowance is applied. Importers who travel are reminded on arrival to Jamaica to inform the Customs Officer that they have shipped goods. It is also necessary for importers to inform their freight forwarding agent that they have a duty-free allowance (UBA). Failure to do so will result in longer clearance times.



# CONTACTLESS CLEARANCE

Powered by **Jamaica Customs Agency**

## HOW TO USE THE CONTACTLESS CLEARANCE PROCESS

1. Request Contactless Clearance by emailing [ccp@jca.gov.jm](mailto:ccp@jca.gov.jm).
2. Pay relevant duties and charges through the various payment options including our new mobile app, JaCustoms Connect.
3. Visit port location to collect shipment or have your freight forwarder deliver your cargo straight to you.

**AS EASY AS 1...2...3!**

## WHAT ARE THE ADVANTAGES OF THIS CLEARANCE PROCESS?

- Improved overall Customer experience:
  - ✦ Reduction in congestion in the waiting, clearance and delivery areas.
  - ✦ Reduction in the number of physical contact points.
  - ✦ Reduction in overall cargo processing and wait times.

## WHAT ARE THE ADVANTAGES OF THIS CLEARANCE PROCESS? CONT'D

- Better flexibility in cargo inspection time.
- Increased security and integrity of the clearance process.
- Less time.
- Less hassle.

## WHAT SHOULD BE DONE IF CARGO RECEIVED IS DAMAGED OR ITEMS ARE MISSING?

Importers should contact their freight forwarder to inform them about damages or missing items. The freight forwarder will provide guidance on their claims process and will contact Customs where applicable. The Agency and warehouse operators have implemented strict security measures to avoid/limit incidents such as this.

**REQUEST  
CONTACTLESS  
CLEARANCE  
TODAY!!!**



## Jamaica Customs Agency



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Clearance Process**



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