



Customs Chronicles Feature: Doing Business with Jamaica Customs is Now Easier With New Mobile App



The Jamaica Customs Agency (JCA) has introduced its new mobile application, *JaCustoms Connect*, in an effort to further ensure stakeholders have a more seamless, efficient and easier way of doing business with the Agency.

The cutting-edge mobile application which went live in October 2023, is aimed at fostering greater efficiency and transparency for various stakeholder groups, including Customs Brokers, importers, Freight Forwarders, Consolidators, e-Commerce Couriers, and other business interests.

André Williams, Chief Information Officer at the JCA, shared that this new app further advances the JCA achieving its vision of being a digitally modern Customs administration.

“*JaCustoms Connect* represents a significant step in enhancing the Customs clearance experience for our stakeholders. With its advanced features, user-friendly interface, and commitment to transparency, we believe this app will become an invaluable tool for businesses and individuals alike,” he shared.

JaCustoms Connect boasts several key features which will bring significant value to every stakeholder who interacts with them. Some include:

1. **Duty Estimator:** allows for seamless and accurate calculation of payable amounts to the Jamaica Customs Agency for both personal and commercial shipments.
2. **Online payment service:** facilitates a secure online payment option for real-time duty payments through the app.
3. **Track and Trace:** provides information about the current status of cargo once details specific to the declaration is provided.
4. **Tariff Search:** affords users to easily find applicable tariffs for specific products to determine duty rates.
5. **Multiple Credit Card Registration:** allows the flexibility to register one or multiple credit cards for users’ convenience.

Mitzie Gordon Burke-Green, Managing Director and Customs Broker at Jamaica Trading Services Limited has given the JCA’s new business platform ‘two thumbs up’ having been a user since it was introduced. Primarily using it for duty payments, Mrs. Burke-Green highlighted that the “process has been swift and seamless 98% of the times.”

She added that as a frequent end user, she has identified and shared possible areas of improvements with the JCA team and impressively, some of the suggestions have already been implemented.

She further shared an example of just how beneficial this new mobile app has been for her. “I recall an incident during my first week of using the app. I was in a rush, leaving the office around 4:00 pm, when a team member asked me to pay a Customs duty. I was about to take the documents to complete the task at my next location, but then I remembered the app. I took a moment to complete the payment using the *JaCustoms Connect* app, which took less than a minute!”

On the *JaCustoms Connect* application, users can register as individuals and associate their accounts with business entities or Customs Brokers. Businesses can also associate multiple employees with their accounts allowing for a seamless experience and the collaborative use of the app.

“We invite you to explore *JaCustoms Connect* and witness first-hand the transformative power it brings, designed to revolutionise our customer experience and optimise the Customs clearance process,” concluded CIO, Andre Williams.

For more information, you may email: helpdesk@jca.gov.jm or public.relations@jca.gov.jm.