



## **Customs Chronicles Feature:**

**JCA reminds customers that Contactless Clearance remains open for use: it is convenient, efficient and secure**



**Kingston, Jamaica: March 31, 2024**

The JCA's Contactless Clearance Process (CCP) continues to be the more efficient optional clearance process for importers of personal (non-commercial) maritime shipments with a Cost Insurance and Freight (CIF) value of less than US\$5000.00.

The CCP piloted between October 2022 and January 2023, became optional in May 2023, and allows customers to experience an easier, more efficient avenue to clear personal shipments at the seaports.

Mario Watson, CCP project team member, in reiterating the security and efficiency of the process for the benefit all customers said: "Throughout the period since its optional implementation, the agency has been embarking on a robust public sensitisation campaign to ensure all are familiar with the process and the changes that will occur."

The agency also ensured the availability of additional payment options; we can boast that we have our new mobile app, JaCustoms Connect, which will significantly benefit the Contactless Clearance Process and customers of the JCA," he further stated.

The Customs App, available in the Apple App Store and Google Play Store, has advanced features such as declaration payment, track and trace, tariff search, and duty

estimator, thus, allowing customers to experience an easier way of doing business with the Agency.

Mr. Watson also added that, “the integrity and security of any Customs process is of utmost importance and as such, the JCA introduced body-worn cameras for frontline officers and enforced that warehouses reconfigured their spaces to be more sterile and secure and retrofitted with CCTV in ensuring the safety of customers’ cargo.” Other measures such as security vetting and ‘*no personal items within the inspection areas*’ have been put in place.

The benefits of the Contactless Clearance Process span beyond the significant reduction in time importers will spend clearing cargo to include:

- Controlled, sterile and secure inspections;
- Improved customer experience and opportunity for value added service;
- Reduced processing times and physical contact points;
- Less tedious clearance process; and
- Reduced congestion within the customs-controlled areas

Spanning from a tour in December 2023 with CEO/Commissioner of Customs, Velma Ricketts Walker and Freight Forwarders regarding the Contactless Clearance Process, Jackson’s Q1, shared their experience of the process, stating that CCP is a much easier process, especially for customers, citing that it offers better quality service.

Kingsley Henry, Senior Director, JCA’s Non-intrusive Inspection and Security Management and Project Manager for CCP, highlighted the Agency’s continued enthusiasm about the new process which he reiterated “is of benefit to all.”

For more details, customers may visit: <https://www.jacustoms.gov.jm/contactless-clearance>; email: [ccp@jca.gov.jm](mailto:ccp@jca.gov.jm) or [contactlessclearance@jca.gov.jm](mailto:contactlessclearance@jca.gov.jm); or call 876-922-5140-8. The JCA's Contactless Clearance Process is convenient, efficient and secure.