

**NEWS RELEASE**



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## **JACKSON'S Q1 APPLAUDS JAMAICA CUSTOMS FOR AN EFFICIENT CONTACTLESS CLEARANCE PROCESS**

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CEO/Commissioner of Customs, Mrs. Velma Ricketts Walker began her tour and visits with freight forwarders as the Jamaica Customs Agency, Freight Forwarding Agents and importers anticipate the mandatory use of the Contactless Clearance Process (CCP) for non-commercial less than container load cargo come 2024.

The ongoing tour which is geared towards encouraging the usage of CCP began at the Total Logistics Facility, in Kingston, and gave agents the opportunity to have one-on-one discussions with Commissioner Ricketts Walker about their concerns with the process. Having advised of the significant improvements the Agency has made since the pilot of the initiative, she shared how important this reform is for all stakeholders.

“Using CCP shows that you value your customers, their time, their money, their business and we want more customers to feel valued by their freight forwarders and by Customs. It is unfair for customers to have to come to a location all day just to collect a shipment, help us to change that narrative by using Contactless Clearance,” she encouraged.

She further reiterated the benefits of the Contactless Clearance Process to include greater efficiency, improved security throughout the clearance process and decreased time spent resulting in monies saved. “Imagine having a next day service between your cargo arriving in Jamaica and being ready for pick up? Or that same service being same-day? That is what Contactless Clearance offers importers,” she emphasised. Additionally, CEO Ricketts

Walker used the opportunity to introduce the new JCA mobile application, *JaCustoms Connect*, which will also serve to enhance the Contactless Clearance Process.

During the tour, one agent, Jackson's Q1, shared their experience using Contactless Clearance Process for their shipments after being initially hesitant about using it.

“To begin, the Customs staff has always been, and continues to be on call to assist with any issues we may have. Using CCP has allowed us to re-purpose staff to other pertinent areas in our process which has been of great benefit especially now during the peak season,” they stated.

They further added that, “CCP is much easier than other parts of the general clearance process especially for customers. We want to meet the expectations of our customers and increase our customer base by giving better quality service and we believe the JCA's Contactless Clearance Process is the better quality service”. They applauded the efficiency of the service, adding that, “the process has worked so well that since this month, we have decided to put all qualified shipments on CCP.”

The tour saw Commissioner Ricketts Walker and the JCA's Contactless Clearance project team meeting with Freight Forwarders Kingsley's Shipping Service Ltd., Primrose Shipping and Logistics, Trans World Shipping Services Limited, Jackson's Q1, Dennis Shipping, Laparkan Global Freight & Logistics Solution, Jamaica Trading Services, Jamaica Freight and Shipping and Jamaica Fruit and Shipping.

During this peak season, ahead of the full implementation of Contactless Clearance, the team led by CEO Ricketts Walker, will be visiting Freight Forwarders at other locations.

For more information, you may email: [contactlessclearance@jca.gov.jm](mailto:contactlessclearance@jca.gov.jm) or [public.relations@jca.gov.jm](mailto:public.relations@jca.gov.jm).

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