

FAQs FOR BUSINESSES

Simple. Paperless. Online. Click2Clear is the new online Customs system that is used to import and export cargo in The Bahamas. It is a faster, more convenient and secure form of customs processing. Read the FAQs below to find out what you, as a business, should know about using the new online system.

1 WHAT DOCUMENTS ARE REQUIRED TO REGISTER?

Documents needed for the registration of businesses include:

- Certificate of registration (TIN)
- Valid Business licence
- Broker's licence (where applicable)
- Courier's licence (where applicable)
- Customs Bonds (where applicable)

2 HOW CAN I REGISTER FOR CLICK2CLEAR?

Businesses can register for Click2Clear online at www.click2clear.gov.bs. Registering is a one time process for all users and it aids in a speedy clearance process.

3 WHAT DO I DO IF I OWN A BUSINESS AND WISH TO COMPLETE MY OWN DECLARATIONS?

Once the business is registered, contact the Customs Help Desk so that they can activate you in the system as an **Importer/Exporter**. This registration process makes it possible for you to be notified that your broker has paid a declaration on your behalf.

4 WILL I HAVE ACCESS TO THE DECLARATIONS MY BROKER SUBMITTED ON MY BEHALF?

No. Declarations that are submitted by your broker use his/her profile. Therefore, only the broker would be able to access your declarations.

5 IF I'M THE OWNER OF A BUSINESS, CAN I CLEAR MY OWN GOODS?

The owner of a business or a representative (with authorization from the owner) may apply for a **User Login** to clear goods on the business' behalf; this is only for those familiar with Customs procedures and clearance. If the business uses an external broker, there is no need for a User Login as the broker will complete the process for you.

6 WHAT DO I DO IF I DON'T RECEIVE A NOTIFICATION UPON REGISTRATION/ NOTICE OF DECLARATION PAYMENT?

In order to receive your email notification, you will need to add Click2Clear to your trusted sender's list in your email. The Click2Clear email address is click2clear@bahamas.gov.bs. Otherwise, please check your junk mail for any notification emails.

7 WHAT METHODS OF PAYMENT ARE ACCEPTED BY CUSTOMS?

The Customs Department accepts the following methods of payment:

- **Cash**
- **Online payments** - importers must register with Click2Clear
- **Debit/Credit cards** - currently at cashier counters
- **Manager's cheque**
- **Company cheque** - A letter of guarantee must be on file from the drawer's bank
- **Credit note** - only available through Click2Clear