

FAQs FOR INDIVIDUALS

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 an individual, should know about using the new online system.

1 WHO MUST REGISTER FOR CLICK2CLEAR?

All residents and non-residents who import and export goods must register. This includes those individuals who shop online, send or receive documents internationally or use a broker or freight forwarder to bring goods into the country.

2 WHAT DOCUMENTS ARE REQUIRED TO REGISTER?

Individuals that are residents of The Bahamas are required to register using a valid NIB smart card. Non-resident individuals can register with a valid passport or driver's license.

3 HOW CAN I REGISTER FOR CLICK2CLEAR?

Individuals can register for Click2Clear online at www.click2clear.gov.bs. Registering is a one time process that allows you to be found in the system so that brokers, couriers, freight forwarders, shipping agents and other agents to complete work on your behalf regarding imports and exports by sea or air.

4 WHAT IS THE PROCESS FOR COMPLETING MY OWN DECLARATIONS?

You would need a **User Account**, which is only intended for individuals that wish to process their own import/export declarations; it is important that declarants are familiar with Customs Procedures. If you're an individual that's familiar with Customs Procedures, after you register, please contact the Customs Help Desk so that your user role can be activated as an Importer/Exporter in the system.

5 IF I AM TRAVELING, DO I NEED TO REGISTER BEFORE I CLEAR MY GOODS?

If you are traveling and you return with your goods as baggage, you will not need to register for Click2Clear.

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