

ASYCUDA SINGLE WINDOW



EXPORTER REGISTRATION MANUAL



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JAMPRO Exporter Registration User Guide

This Manual outlines the three (3) core stages in completing your exporter registration online via ExportJA which is accessible via Jamaica Customs ASYCUDA platform. The three core stages are as follows:

- (i) Creating your exporter user account with Jamaica Customs Agency
- (ii) Completing and submitting your exporter registration application form
- (iii) Submitting your exporter registration fee payment online

STAGE ONE: CREATING YOUR EXPORTER USER ACCOUNT

This section outlines the steps to complete the User Account Application for **EXPORTERS** to gain access to the ASYCUDA System. This will allow the exporters to complete the JAMPRO Exporter Registration process in ASYCUDA.

To access the ASYCUDA System:

- Open Browser to URL <http://jets.jacustoms.gov.jm>

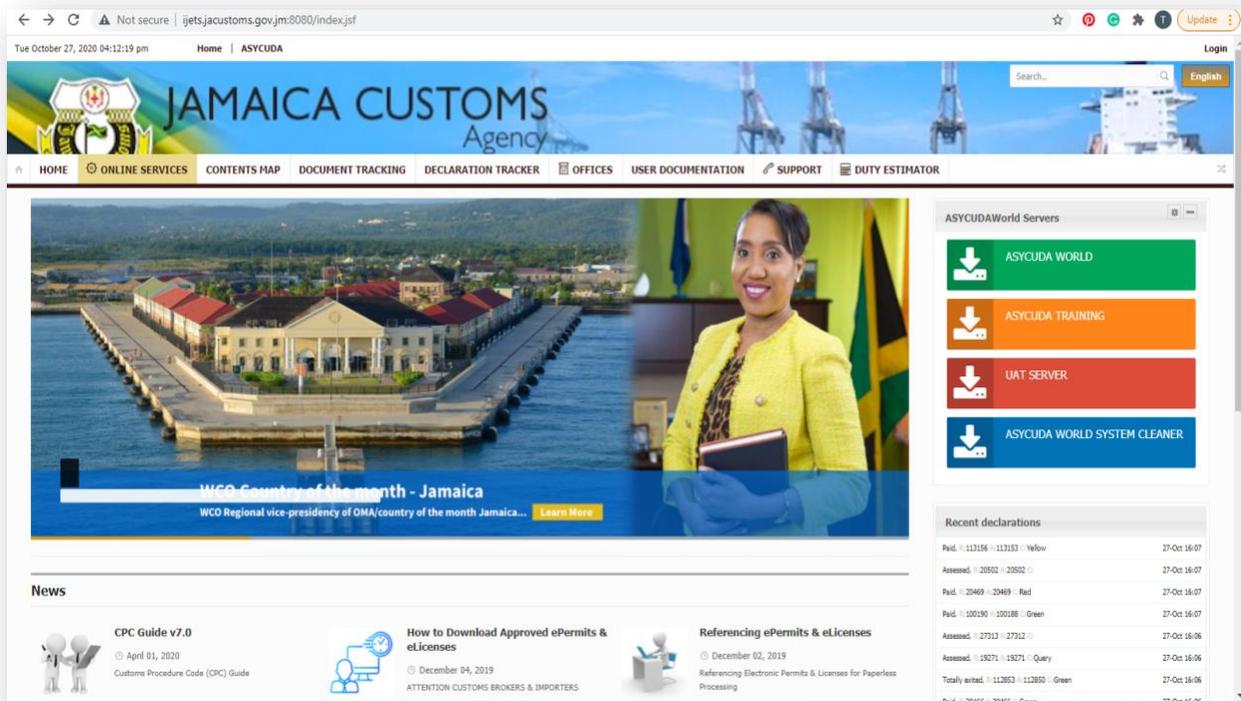


Figure 1 - ASYCUDA Homepage

- Select from the “**Online Services**” tab on the Homepage “**User Account Application**” then select “**Apply**”



Figure 1a - ASYCUDA Homepage-Online Services Screen

The Application form for a new user has four (4) steps, which must be completed by the applicant. The applicant must NOT have an existing account in the ASYCUDA System.

Step One

Read and accept terms and conditions by:

- Clicking on the “**check box**” on the bottom of the page
- Click the “**Next**” to move to Step Two.

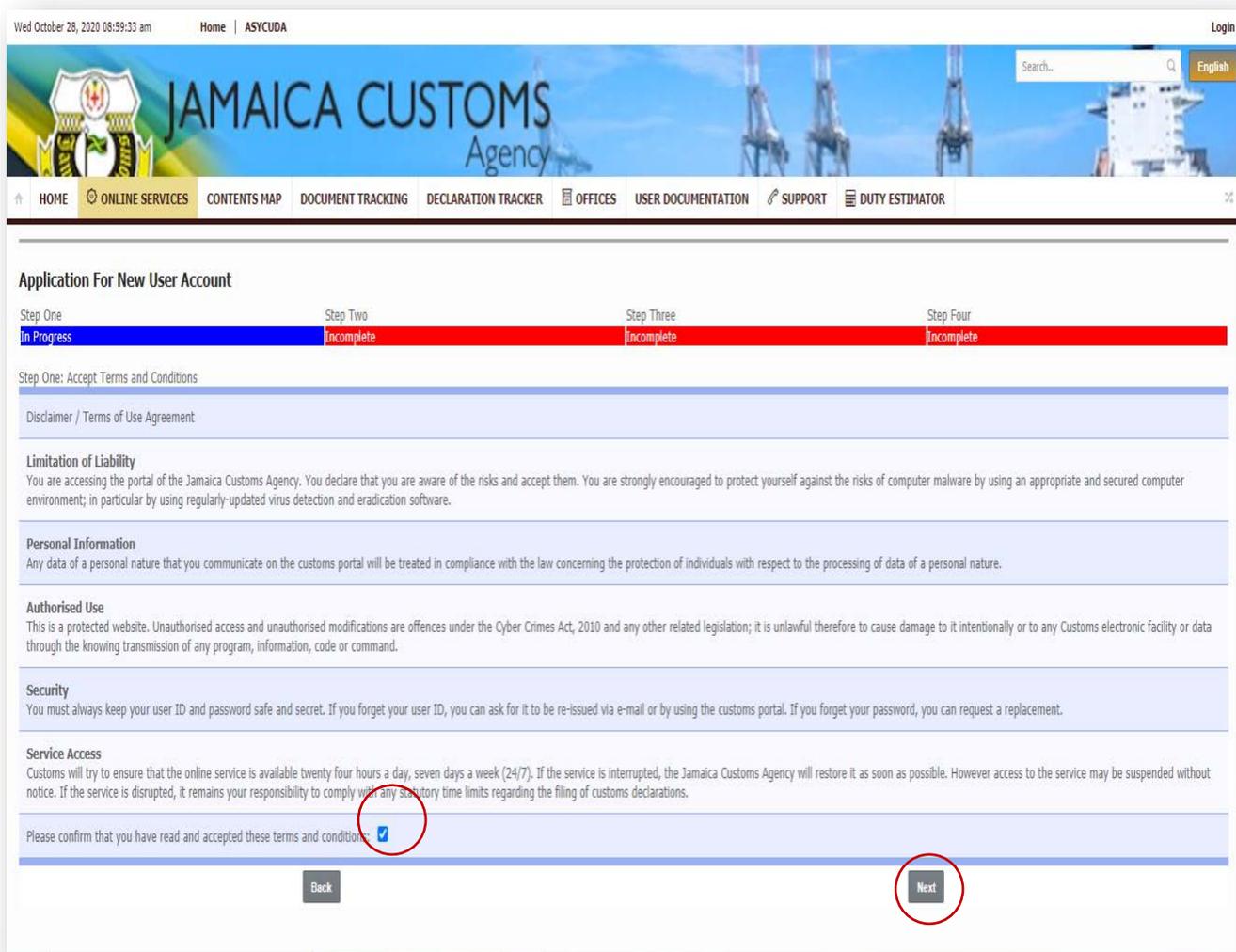


Figure 2 - Application For New User Account –Step One

Step Two

This step captures the applicant's email address. All applicants must have an active email which will be used with your ASYCUDA account.

- Enter the email address and re-enter the same email for confirmation
- Then Click on “Next”

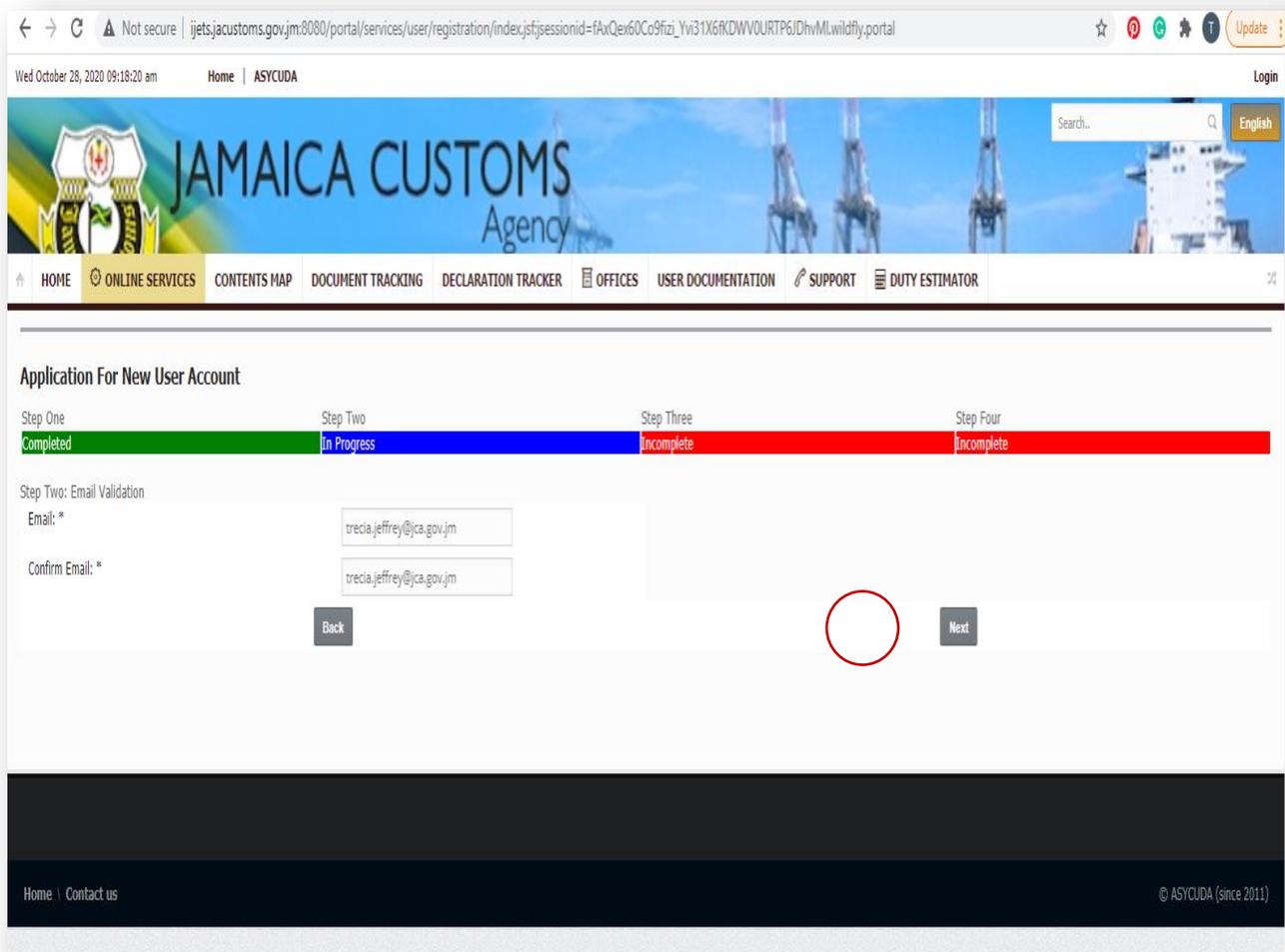


Figure 2a - Application For New User Account-Step Two Screen

Note: All fields with the * are mandatory

Step Three

This step captures the Tax Registration Number (TRN) of the applicant. This TRN will be used to create the user account and will reflect on all documents for the exporter in the system. E.g. JAMPRO Exporter Registration Application and Detail Declaration for shipments.

- Enter Individual TRN 13-digit code (Enter (9) digits follow up with four (4) zeros at the end, e.g. 1236987420000) If the individual is trading as a business they may use that TRN e.g. 1236987420001.
- Enter Business TRN-If the Applicant is representing an exporter company. (Note: This field is specific for company)

- Click on **“Next”** to move on to the final step

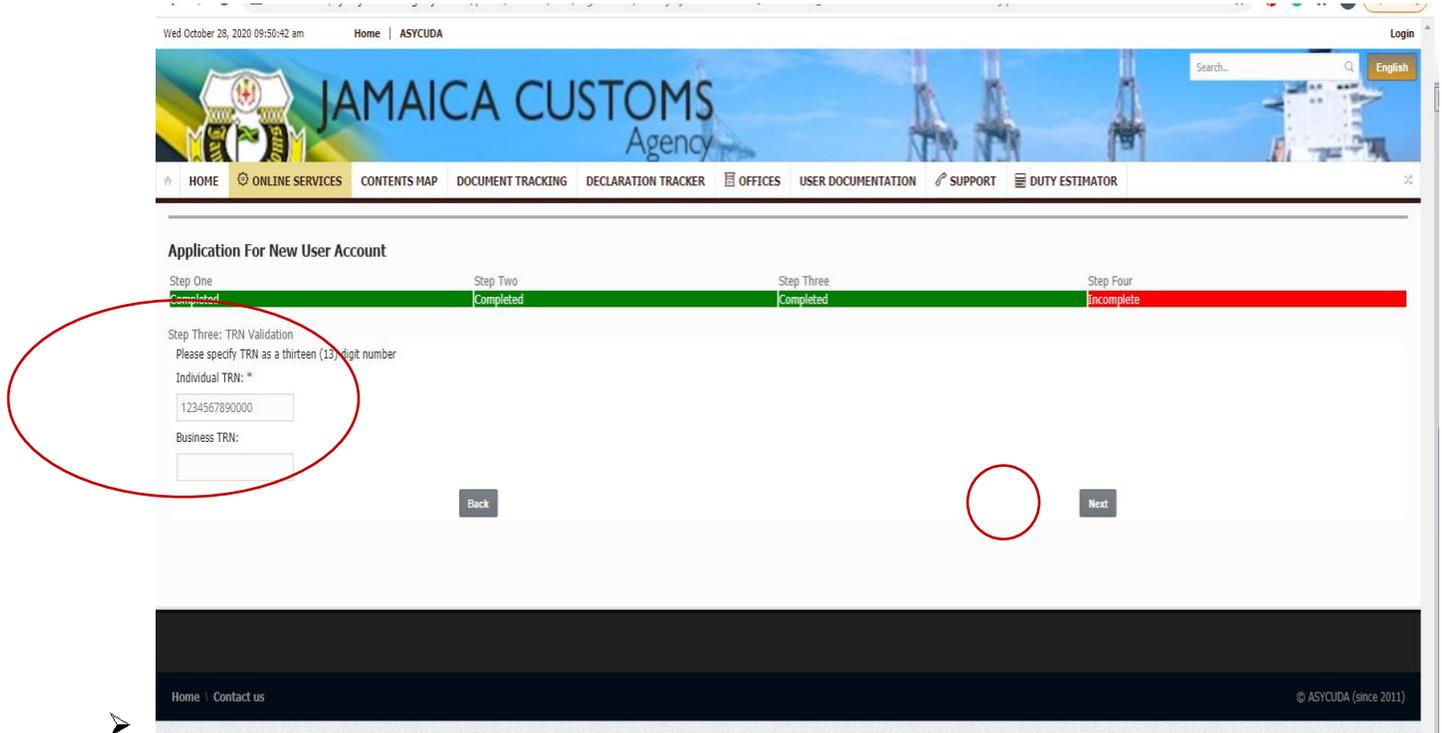


Figure 2b - Application For New User Account -Step Three Screen

Step Four

This Step allows the applicant to complete the User Application Form.

- Enter all fields mark with the asterisk *
- Select User Type* **“Exporter”**
- Enter **“Password*”** and re-enter **“Confirm Password”** for confirmation

Note: This password will be used to login to the ASYCUDA System once approval is granted by Jamaica Customs Help Desk.

Application For New User Account

Step One: Completed | Step Two: Completed | Step Three: Completed | Step Four: In Progress

Step Four: Complete User Account Application Form

First Name: *

Last Name: *

Job Title: *

Business Name:

Country: *

Address: *

City: *

Zip Code:

Phone: *

Cell: *

Fax:

User Type: *

Password: *

Confirm Password: *

Figure 2c - Application for New User Account -Step Four Screen

The application will be sent to the Jamaica Customs Help Desk for approval. The user will receive an email within 24 hours once the application is approved; which contains the applicant’s username to access the ASYCUDA World system. Note that the approval of your application will be fully dependent on the accuracy of details provided.

If you are unable to complete the user application form online due to any difficulties, please contact the ASYCUDA/Jamaica Customs Agency Help Desk team for assistance at:

Technical Support : ISU Help Desk

Opening Hours : 8:30AM - 9:00PM Monday – Friday

Email: helpdesk@jca.gov.jm and copy info@jamprocorp.com

Phone: 876-922-5140 - 5149 extensions 3030, 2421, 2422, 2423, 2424, 2580, 2426

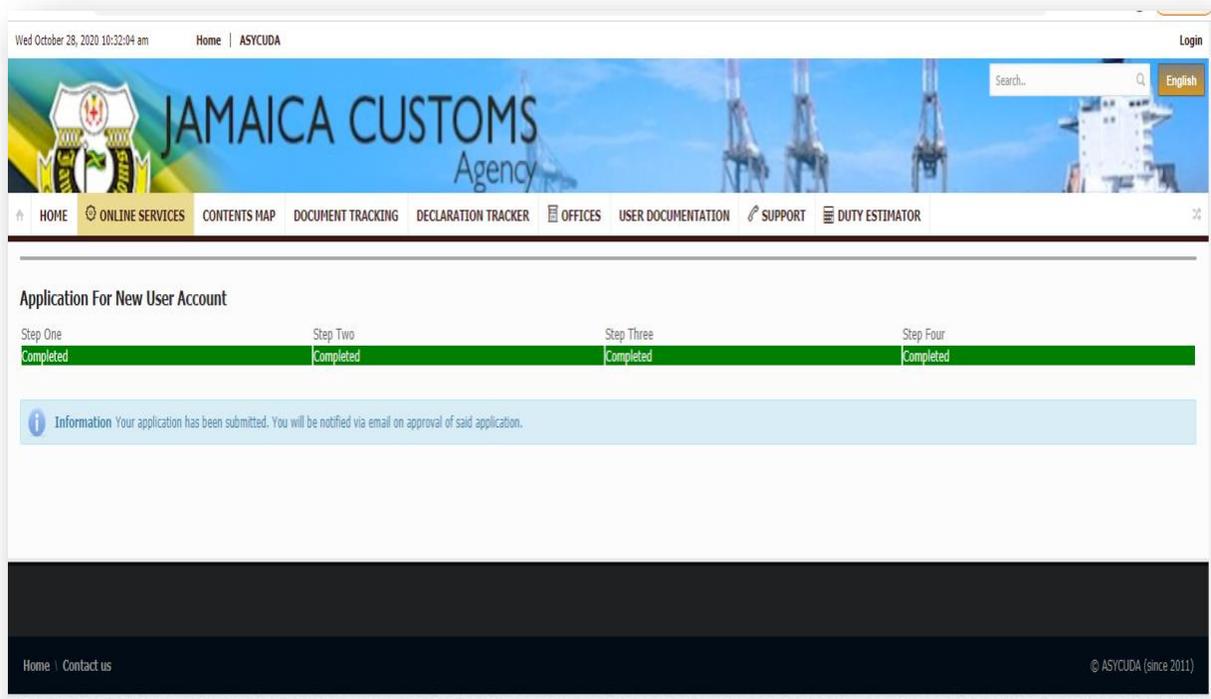


Figure 2d- Application for New User Account – Application Submitted Screen

STAGE TWO: COMPLETING AND SUBMITTING YOUR EXPORTER REGISTRATION APPLICATION FORM

Once you've successfully set up a user account you can now proceed to complete the exporter registration form in ASYCUDA World, but first you must ensure that JAVA is installed on your computer, otherwise you won't be able to access the ASYCUDA system, so take a moment to install it.

You may contact JAMPRO's Contact Management Centre at info@jamprocorp.com or 876 978-7755 for the JAVA installation instructions. If you're having problems installing JAVA, contact the Jamaica Customs ASYCUDA Help Desk Team:

Technical Support : ISU Help Desk

Opening Hours : 8:30AM - 9:00PM Monday - Friday

Email: helpdesk@jca.gov.jm and

copy info@jamprocorp.com and trecia.jeffrey@jca.gov.jm

Phone: 876-922-5140 - 5149 extensions 3030, 2421, 2422, 2423, 2424, 2580, 2426

Once you've successfully installed JAVA on your computer you can proceed with the following steps:

STEP ONE -Accessing the Document Library

- Open your web browser and type <https://jets.jacustoms.gov.jm/>
- The ASYCUDA homepage will appear.
- Once you're on the homepage, go to the ASYCUDA World Servers and click on ASYCUDA WORLD.
- Enter your log-in details
- As soon as the login box appears on your screen, enter your login name and password.
- If you're a new applicant, you'll be prompted to change your password. Go right ahead and do that. Once you've entered your login credentials just select the blue tick and you should now be logged in to the ASYCUDA system.
- Access ASYCUDA Document Library
- Expand by clicking on the  icon to the left
- Expand **ASYCUDA Single Window**

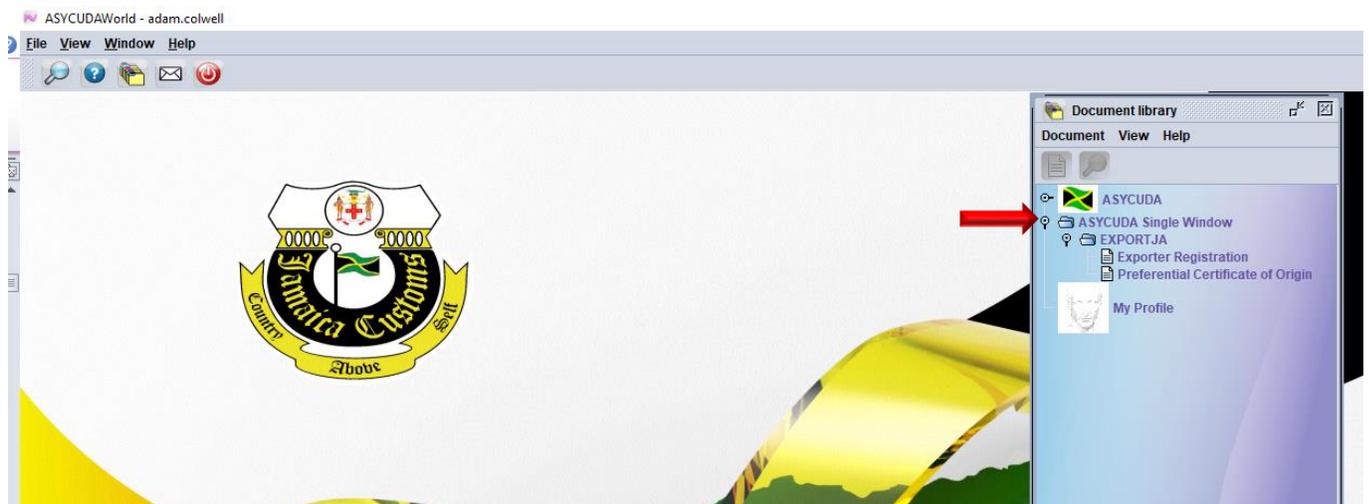


Figure 3 - Exporter Registration-Document Library

- Expand **JAMPRO/EXPORTJA** folder
- Select and Right Click on Exporter Registration
- Select the option **New**

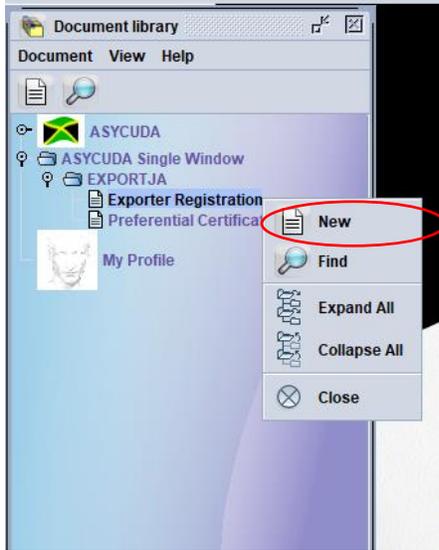


Figure 3a - Exporter Registration New

An Exporter Registration New Document will appear.

STEP TWO – How to complete the exporter registration form (General Information)

The new form contains six (6) Tabs: *General Information, Scanned Documents, Export Markets, Authorization, Site Visit, and Payment Registration Slip.*

The First three (3) tabs ***must*** be completed by the Exporter prior to submission. The remaining three (3) are reserved for official use.



Figure 3b - ASYCUDA SW-Exporter Registration- New Document (General Information)

The General information tab captures information about the Exporter, business contact details and export commodities. **NB: Ensure that the Address is the current address of the company/individual. If not, contact the Tax Administration of Jamaica to rectify before proceeding further with the registration.**

1. Registration Reference		2. Registration Date	
0000123456789		999-9999	
3. COMPANY		4. Office phone	
TRN 0000123456789		999-9999	
5. Mobile phone		777-7777	
Name		6. Email	
TEST USER		testuser@email.cw.jm	
Address		7. Web Site	
MAIN AGENT RD.		www.creativejamaica.com	
8. Postal Address		9. Fax	
MAIN AGENT RD. KINGSTON JAMAICA		999-9999	
10. Director's Name(s)		13. Applicant Name	
STEWART BROWN		JOHN BLACK	
11. Contact Person		14. Position	
JOHN BLACK		INVENTORY AND LOGISTICS DEPARTMENT	
12. Contact Position		15. Employees Nbr	
INVENTORY AND LOGISTICS DEPARTMENT		NM123456	
Production Address			
PRODUCTION VENUE RURAL DIST. PORTLAND JAMAICA			

Figure 3c - ASYCUDA SW-Exporter Registration- General Information

STEP THREE– How to complete the exporter registration form (Entering Commodities)

We're now at the third quadrant of this page where you're required to enter the Commodity Code.

The commodity code is made up of ten digits that represents the item that you will export. Please proceed as follows to use the Commodity code Finder.

- Right click in the Commodity Code field then select the word "Find" from the list.
- As soon as the HS code finder screen appears, select the appropriate criteria and enter the values to carry out the search. **NB: "Tarrif Short Description" is the most commonly used option to search with the criteria "contains substring"**. It is important to note that value #1 is case sensitive. As such when entering the product name under value #1, it should be in all Capital Letters for e.g., YAM, COFFEE etc.
- Once you've identified the correct commodity code, just double click item to select it. It will automatically populate the tariff information in the boxes.
- Enter your Commercial Description.
- Then add the commodity code to the system. All you need to do is click on the page icon next to the commodity code box to add the item (product).
- If you wish to delete an item: Select the item (which will then turn blue), right click, then select delete item.

To Modify an item: Select the item (which will then turn blue), right click and select modify, make the changes and select the icon next to commodity code to add the item.

The screenshot shows the 'Product Reference' section of the ASYCUDA SW-Exporter Registration form. It contains a table with two rows of product data:

Item	Tariff Code	Product Description	Commercial Description
1	3926400000	STATUETTES AND OTHER ORNAMENTAL ARTICLES	CRAFT ITEMS
2	4414000000	WOODEN FRAMES FOR PAINTINGS, PHOTOGRAPHS, MIRRORS OR SIMILAR OBJECTS.	PICTURE FRAMES

Below the table, there are tabs for 'General Information', 'Scanned Documents', 'Export Markets', 'Authorization', 'Site Visit', and 'Payment Registration Slip'. The 'General Information' tab is currently selected.

Figure 3d - ASYCUDA SW-Exporter Registration- Product Reference

STEP FOUR– How to complete the exporter registration form (uploading scanned documents)

- Select the Scanned Documents Tab
- Select the page  icon

The screenshot shows the 'Scanned Documents' section of the ASYCUDA SW-Exporter Registration form. It displays a table with columns for 'New', 'Code', 'Description', 'File name', and 'Status'. The table is currently empty. Above the table, there are icons for adding, deleting, and refreshing documents. The 'Scanned Documents' tab is selected in the bottom navigation bar.

Figure 3e - ASYCUDA SW-Exporter Registration- Scanned Attachments

The system will open to the user's desktop file source. *Please note that the document to be attached must be uploaded as PDF.*

- Select the document to be uploaded then click open:

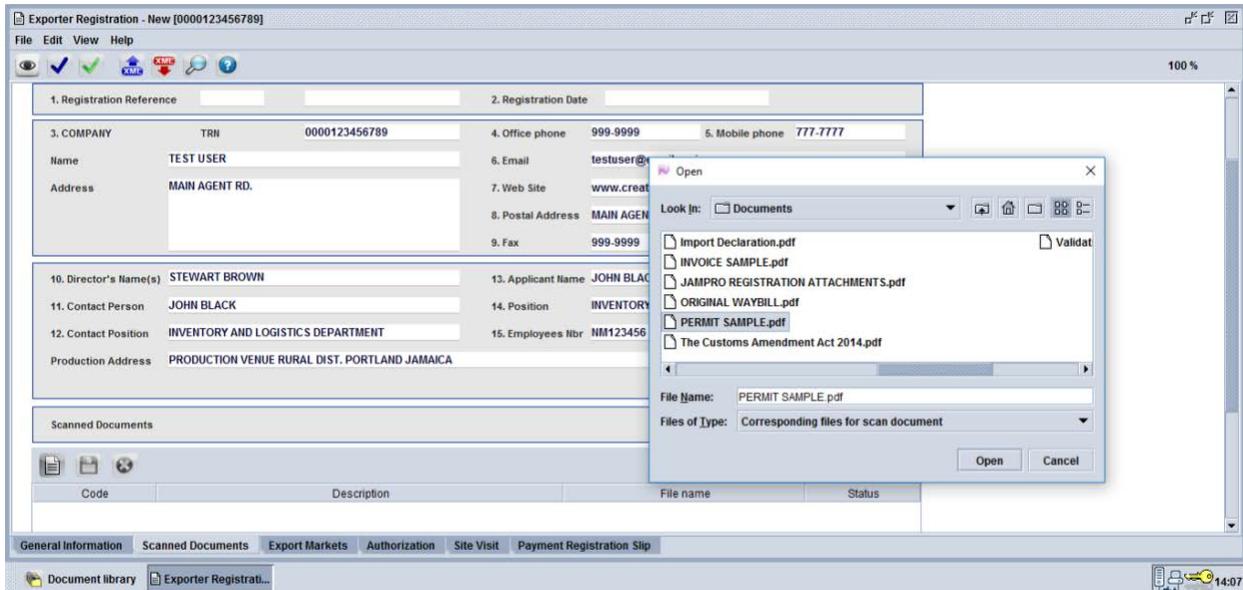


Figure 3f - ASYCUDA SW-Exporter Registration- Scanned Attachments

The system will then attach the file:

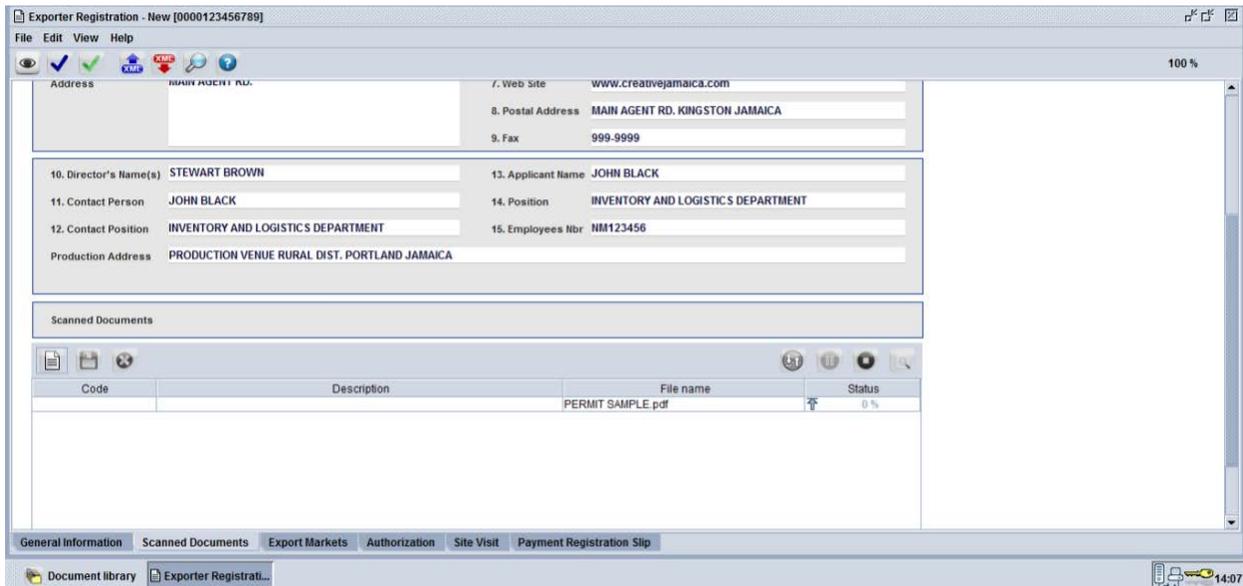


Figure 3g - ASYCUDA SW-Exporter Registration- Scanned Attachments

Referencing the attached document

- Select the **Code** from the drop-down list. For ease reference, some of the most used codes are:
 - JP01 – Certificate of Incorporation/Business Registration
 - JP03 – Government Issued ID
 - LC05 – JACRA Licence
 - LC06 – Driver’s Licence
 - LT39 – Plant Quarantine Division Packing House Approval
 - PM23 – License from Cannabis Licensing Authority

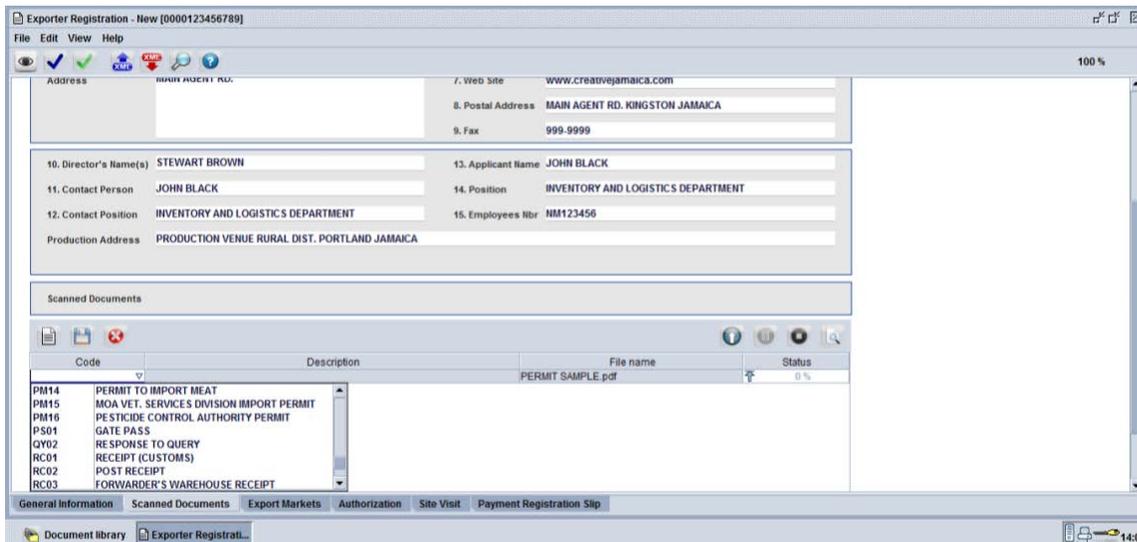


Figure 3h - ASYCUDA SW-Exporter Registration- Referencing Scanned Attachments

- Click on the upload arrow to upload the document to the page (status should read 100%):

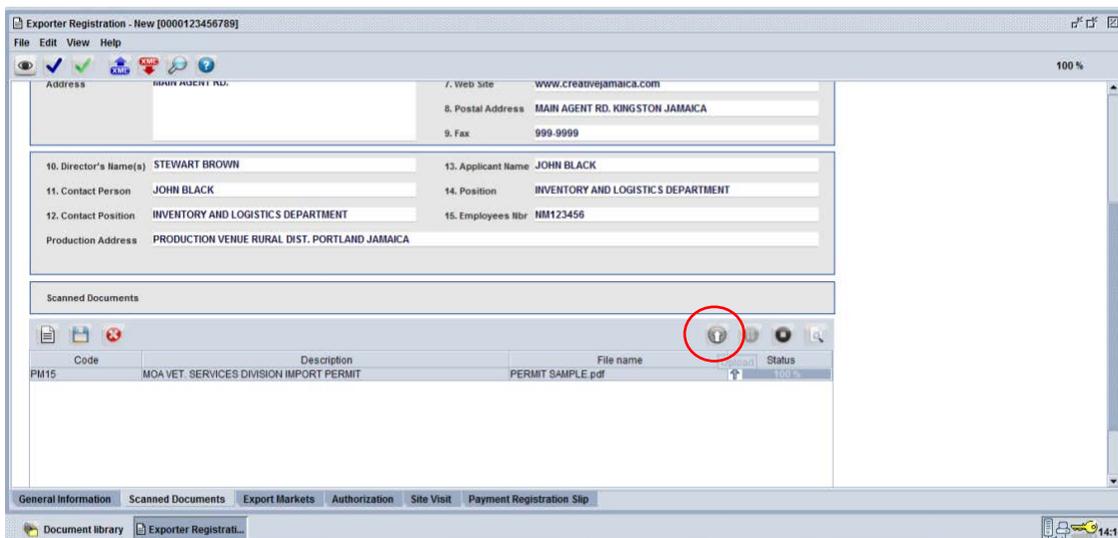


Figure 3i - ASYCUDA SW-Exporter Registration- Uploading Scanned Attachments

STEP FIVE– How to complete the exporter registration form (Entering Export Markets)

The tab for the export markets displays possible predetermined overseas markets with whom the exporter is interested in doing business

- Select the code from the list of available Country Codes:

Exporter Registration - New [0000123456789]

File Edit View Help

100 %

Name: TEST USER, 6. Email: testuser@email.cw.jm
Address: MAIN AGENT RD., 7. Web Site: www.creativejamaica.com
8. Postal Address: MAIN AGENT RD. KINGSTON JAMAICA
9. Fax: 999-9999

10. Director's Name(s): STEWART BROWN, 13. Applicant Name: JOHN BLACK
11. Contact Person: JOHN BLACK, 14. Position: INVENTORY AND LOGISTICS DEPARTMENT
12. Contact Position: INVENTORY AND LOGISTICS DEPARTMENT, 15. Employees Nbr: NM123456
Production Address: PRODUCTION VENUE RURAL DIST. PORTLAND JAMAICA

CA Canada

Code	Name
CA	Canada
CC	Cocos (Keeling) Islands
CD	Congo, The Democratic Republic of
CF	Central African Republic
CG	Congo
CH	Switzerland
CI	Cote d'Ivoire
CK	Cook Islands

General Information Scanned Documents Export Markets Authorization Site Visit Payment Registration Slip

Document library Exporter Registrat...

Figure 3j - ASYCUDA SW-Exporter Registration- Referencing Export Markets

- Use the page  icon to add the selection

Exporter Registration - New [0000123456789]

File Edit View Help

100 %

Name: TEST USER, 6. Email: testuser@email.cw.jm
Address: MAIN AGENT RD., 7. Web Site: www.creativejamaica.com
8. Postal Address: MAIN AGENT RD. KINGSTON JAMAICA
9. Fax: 999-9999

10. Director's Name(s): STEWART BROWN, 13. Applicant Name: JOHN BLACK
11. Contact Person: JOHN BLACK, 14. Position: INVENTORY AND LOGISTICS DEPARTMENT
12. Contact Position: INVENTORY AND LOGISTICS DEPARTMENT, 15. Employees Nbr: NM123456
Production Address: PRODUCTION VENUE RURAL DIST. PORTLAND JAMAICA

Add Item

No	Code	Name
1	CA	Canada

General Information Scanned Documents Export Markets Authorization Site Visit Payment Registration Slip

Document library Exporter Registrat...

Figure 3k - ASYCUDA SW-Exporter Registration- Referencing Export Markets

Multiple country codes can be selected and added as seen in the images below:

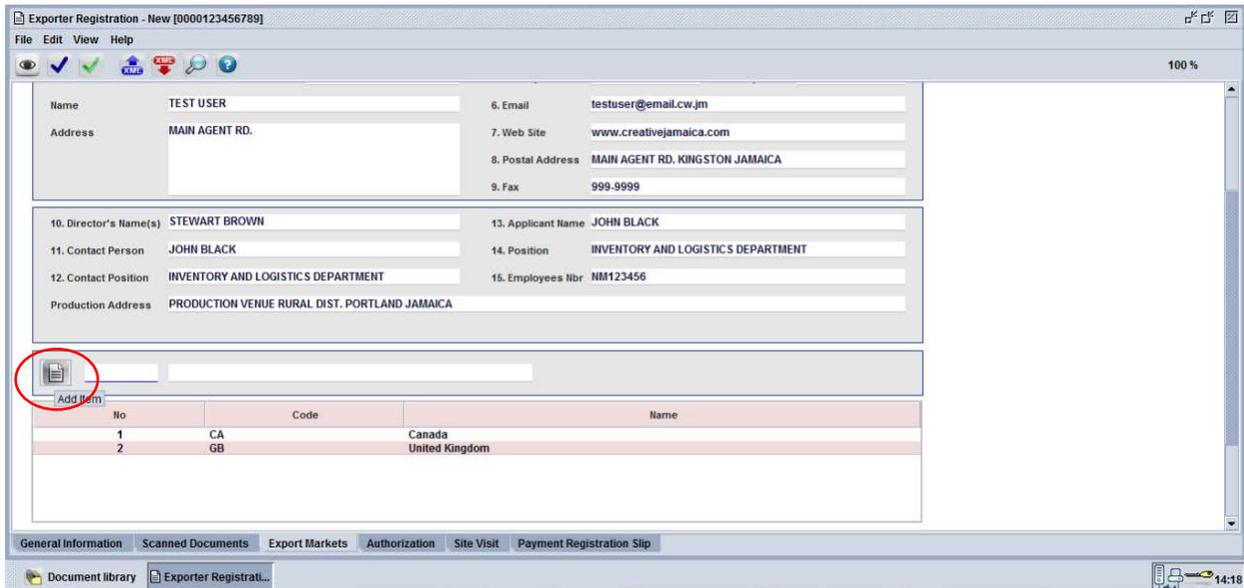


Figure 3l - ASYCUDA SW-Exporter Registration- Referencing Multiple Export Markets

Follow the same steps to add each additional country:

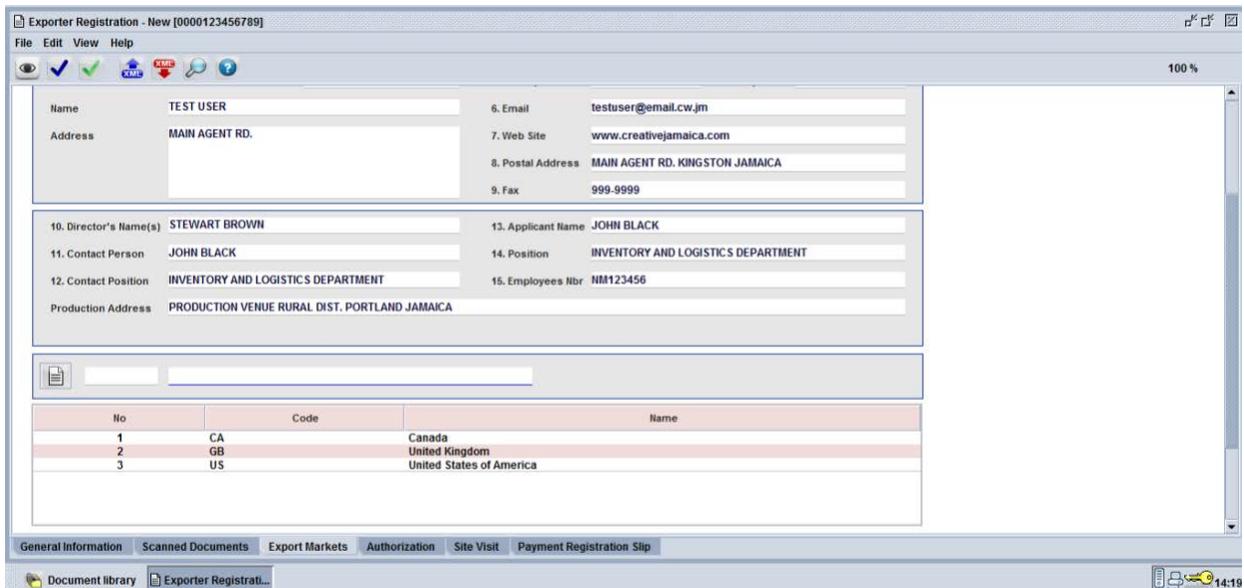
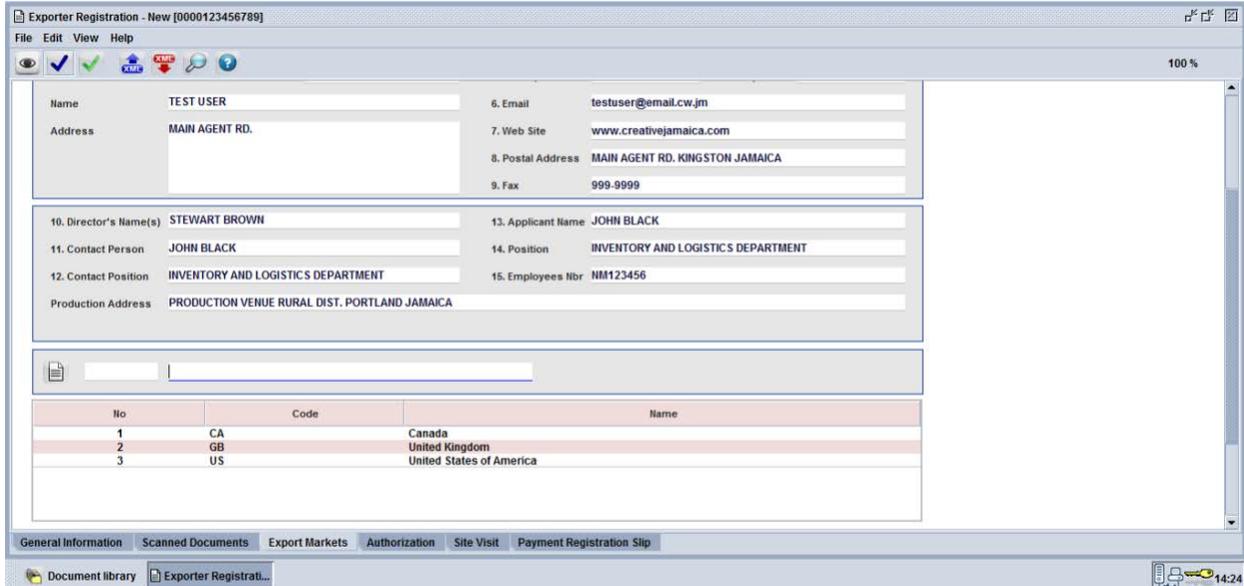


Figure 3m - ASYCUDA SW-Exporter Registration- Referencing Multiple Export Markets

STEP SIX– How to Store or Submit the completed exporter registration

You can store your application if you are not ready to submit same to JAMPRO.

- Select the eye  icon to verify



The screenshot shows the 'Exporter Registration' application window. The form is filled with test data:

- Name: TEST USER
- Address: MAIN AGENT RD.
- 6. Email: testuser@email.cw.jm
- 7. Web Site: www.creativejamaica.com
- 8. Postal Address: MAIN AGENT RD. KINGSTON JAMAICA
- 9. Fax: 999-9999
- 10. Director's Name(s): STEWART BROWN
- 11. Contact Person: JOHN BLACK
- 12. Contact Position: INVENTORY AND LOGISTICS DEPARTMENT
- 13. Applicant Name: JOHN BLACK
- 14. Position: INVENTORY AND LOGISTICS DEPARTMENT
- 15. Employees Nbr: NNM123456
- Production Address: PRODUCTION VENUE RURAL DIST. PORTLAND JAMAICA

No	Code	Name
1	CA	Canada
2	GB	United Kingdom
3	US	United States of America

The bottom navigation bar includes: General Information, Scanned Documents, Export Markets, Authorization, Site Visit, Payment Registration Slip. The taskbar shows 'Document library' and 'Exporter Registrati...'.

Figure 3n - ASYCUDA SW-Exporter Registration- Storing/ Submission

- Select the green  tick once the registration form is fully completed and you're ready to submit the registration application
- or**
- Select the blue  tick to store the registration document for submission at a later period

Upon submission, the system will display a confirmation message ***Do you really want to submit this application? Ref:XXTRNXX***, and followed by an automatic email notification to your inbox (ASYCUDA mailbox).

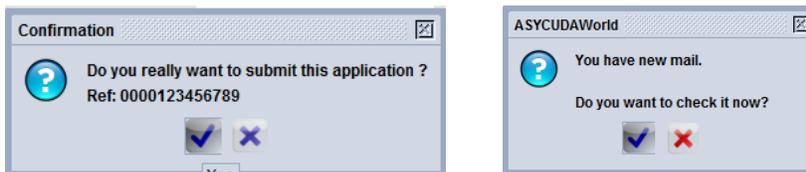


Figure 3o - ASYCUDA Submitting stored Registration document- System Confirmation

The system will also send a ***Transaction Completed*** message box indicating that the Application is Pending Payment.



Figure 3p - Submitting stored Registration document- System Confirmation

Details of email notification prior to payment

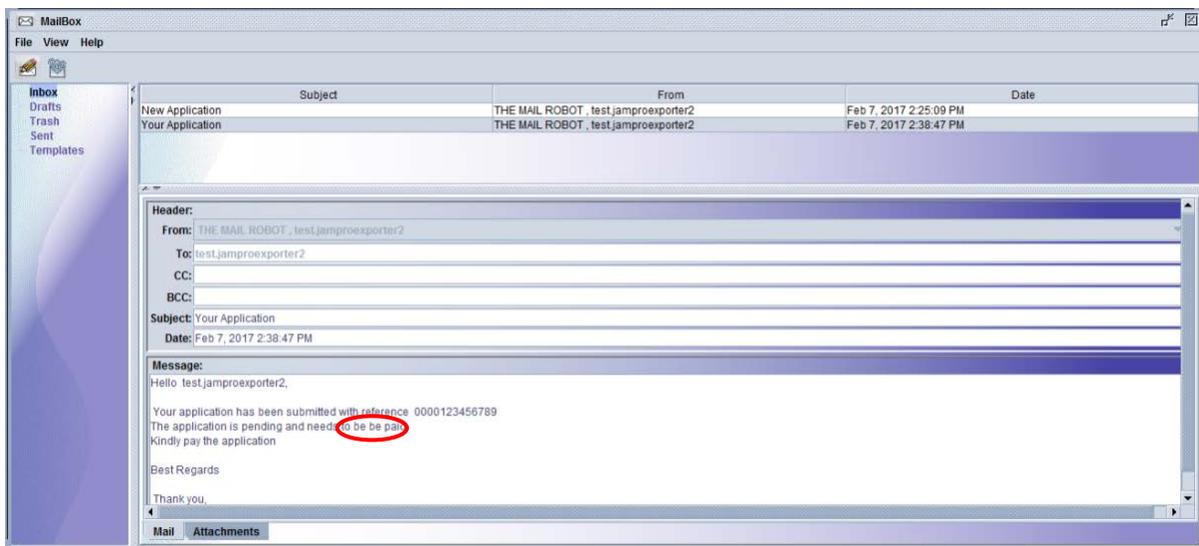


Figure 3q - Submitting stored Registration document- Email Notification

If you were not ready to submit the application and had clicked on the blue tick to store, the system will display a confirmation message.

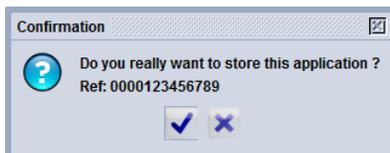


Figure 3r - ASYCUDA SW-Exporter Registration- Storing/ Submission

The system will send an email notification based on the action taken

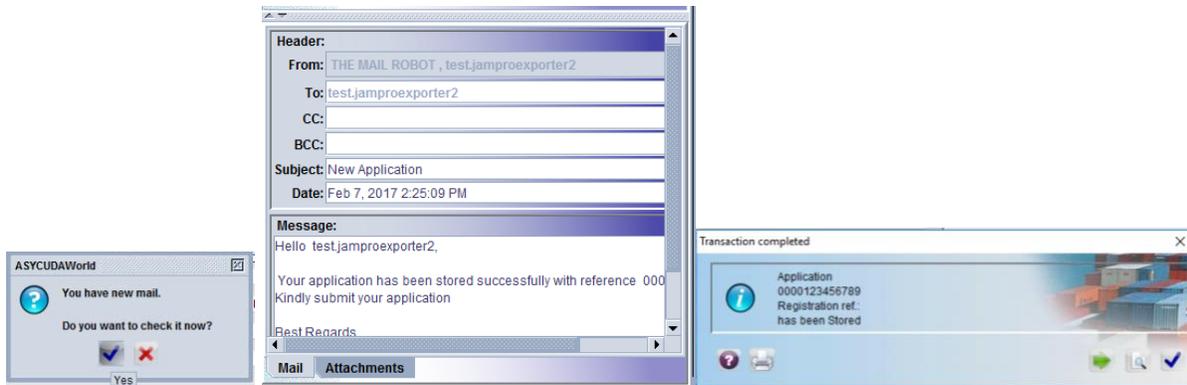


Figure 3s - ASYCUDA SW-Exporter Registration- Storing/ Submission Confirmation

Details of stored email identified below:



Figure 3t - ASYCUDA SW-Exporter Registration- email Confirmation

Submission of a stored Registration document

- Expand ASYCUDA Single Window
- Expand **JAMPRO/EXPORTJA** folder
- Select and Right Click on the Exporter Registration
- Select option **Find**

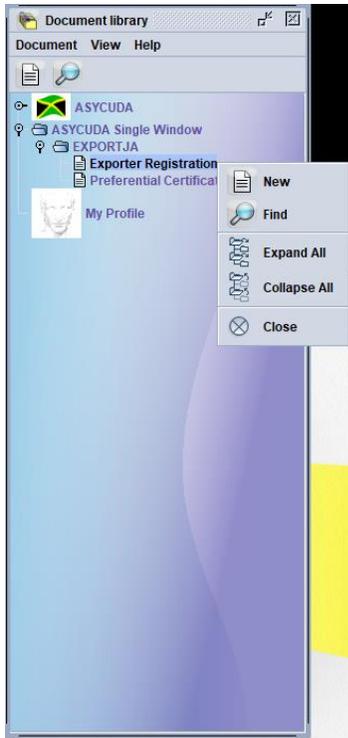


Figure 3u - Finding stored Registration document

The Exporter Registration Finder will appear:



Figure 3v - Finding stored Registration document

- Select the search  icon or Search Document Status equal Stored. **NB: Value # 1 that requires letters input are CASE Sensitive (CAPITAL letters must be used)**
- The search results will appear

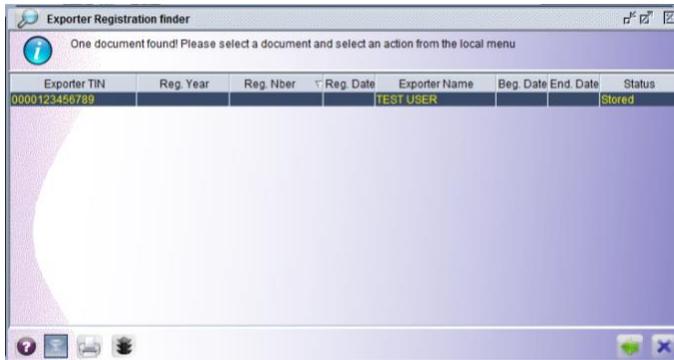


Figure 3w - Finding stored Registration document

Making Changes Prior to Submission (Retrieve)

Retrieving Stored Application in order to make updates prior to submission

- Right Click and select the option **Retrieve**

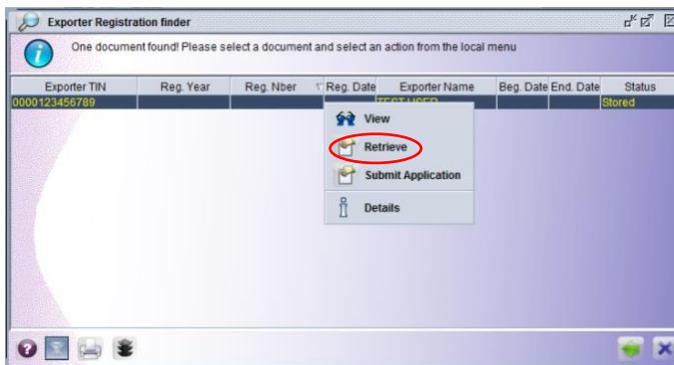


Figure 3x - Retrieving stored registration document

The system will update the details and confirmation message will appear.



Figure 3y - Retrieving stored Registration document- System Confirmation

Submitting Application

To Submit Application

- Right Click and Select the option *Submit Application*

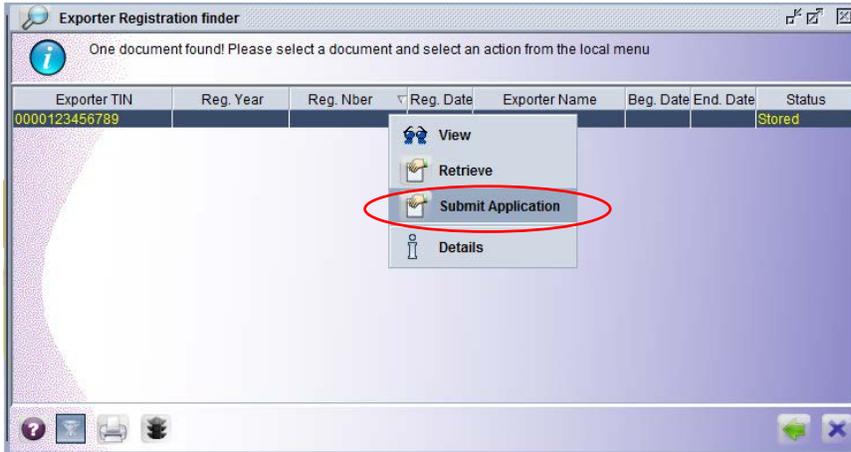


Figure 3z - Submitting stored Registration document

The application page will open

- Select the green  tick at the top of the page to submit



Figure 4 - Submitting stored Registration document

The system will then send a confirmation message ***Do you really want to submit this application?***
Ref:XXTRNXX

The system will then send an automatic email notification.



Figure 4a - Submitting stored Registration document- System Confirmation

The system will also send a ***Transaction Completed*** message box indicating that the Application is Pending Payment.



Figure 4b - Submitting stored Registration document- System Confirmation

Details of email notification prior to payment

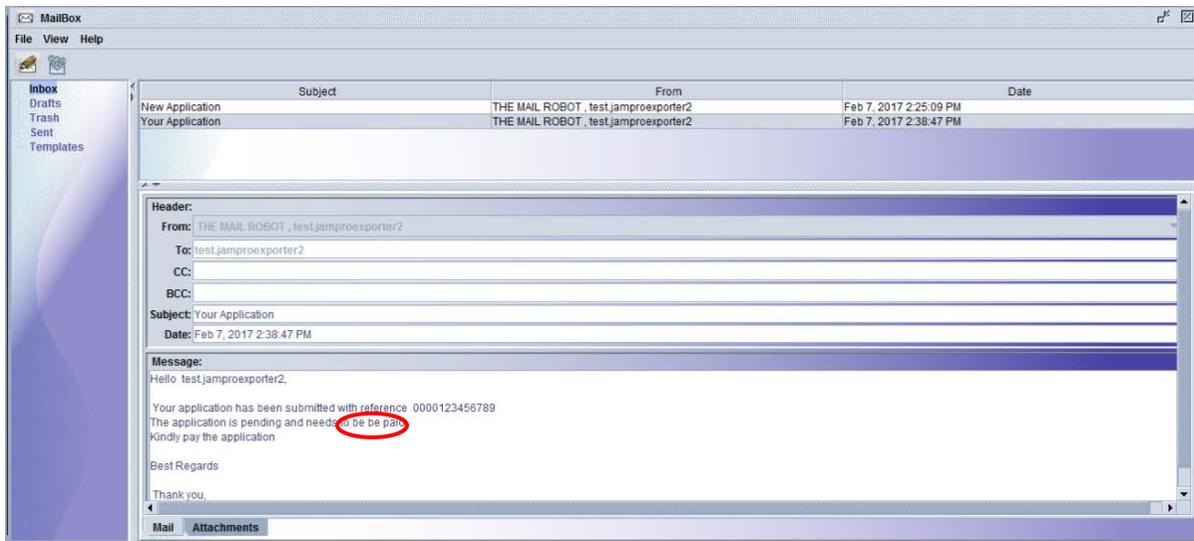


Figure 4c - Submitting stored Registration document- Email Notification

Checking Registration Status

The registration status is checked using the *Find* option indicated earlier for finding a stored document. Viewing the application after registration will display the system assigned registration number.

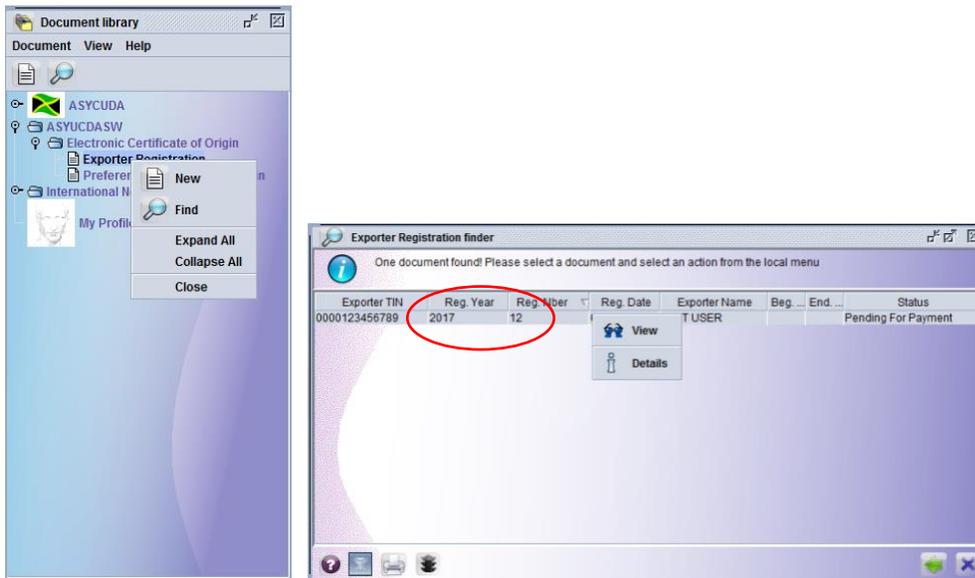


Figure 4d - Checking Registration Status



Figure 4e - Checking Registration Status

How to make amendments after submitting your application

- Right-click exporter registration and select 'Find'.
- From the window that comes up, click on the magnifying icon, you should then see your registration number come up in the listing.
- After finding the registration, right-click the record and choose " Request for Amendment"
- Make changes to form (if any) and then click on the green tick.
- Another record should be created and have the status of "Stored".
- Right-click on this new record and select "Submit Application"
- Form will open again. Click green tick to submit application.

STAGE THREE: SUBMITTING YOUR EXPORTER REGISTRATION FEE PAYMENT ONLINE

JAMPRO's ExportJA ePayment Platform facilitates the acceptance of electronic payment for online transaction. This is used by the Exporter after they have filled out and submitted the Electronic Exporter Registration Application within the ASYCUDA System. The submitted Exporter Application is given a registration number automatically by the system, for e.g. 2020/4. Applicants using this payment method will need to logout of the ASYCUDA World system and return to the Homepage to access the ePayment Portal.

To complete payment the user should:

- Access the JAMPRO ExportJA ePayment Platform at: <https://jets.jacustoms.gov.jm/index.jsf>
- Click on the icon **Login** to the top right-hand corner of the homepage
- User will be prompted to enter their ASYCUDA World username and password

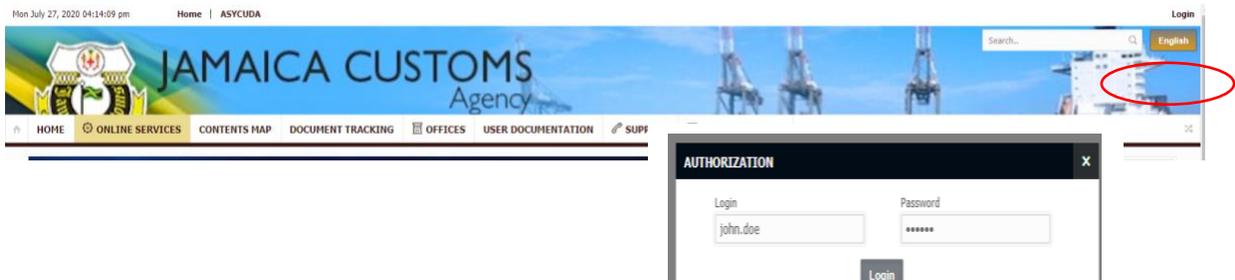


Figure 5 - ePayment Option

Once the user logs into the payment portal correctly, a welcome message showing the user's credentials will appear on the screen. Proceed to the link **ONLINE SERVICES** and select from the dropdown menu **Exporter Registration**.

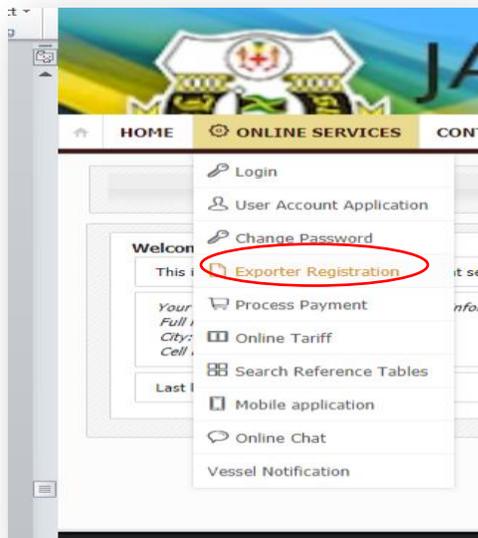


Figure 5a - ePayment Online Services

The Exporter Registration detail will appear on screen.

- Select **Pay** to continue.

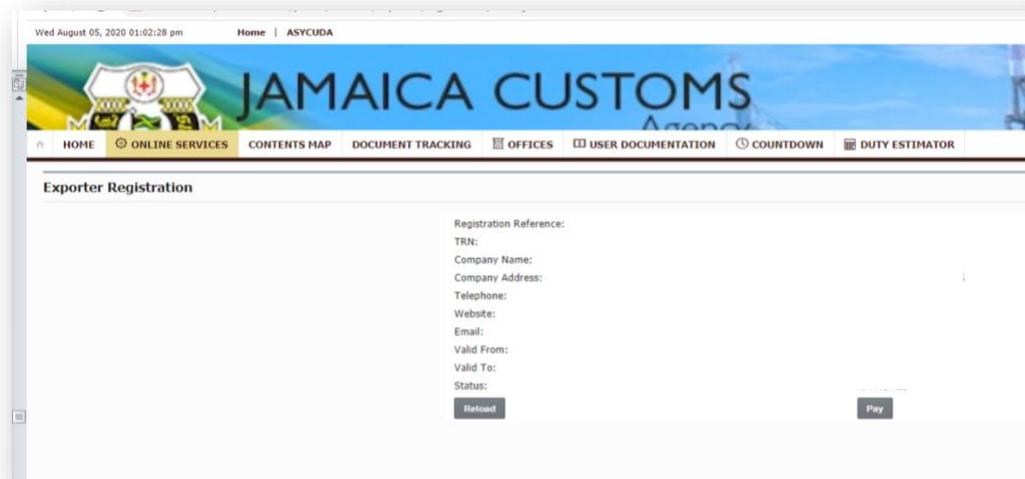


Figure 5b - ePayment Online Services

- Select **Confirm**.
- Enter payment details

- Select **Pay** to complete payment order

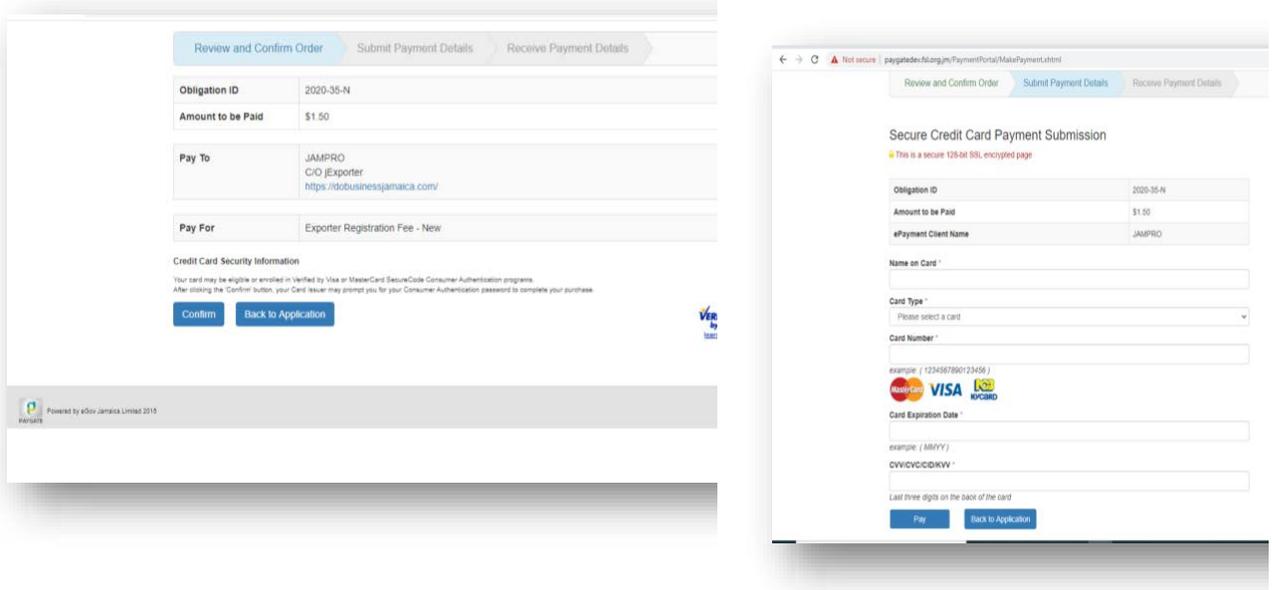


Figure 5c - ePayment Online Services

After payment is finalized a receipt confirmation is given by the system and an automatic message via the ASYCUDA email is sent to the exporter.

JAMPRO cashier – If fees are paid using other approved payment alternatives (options), the Applicant will need to provide the cashier with the Registration Reference and their TRN details and the system generated Registration Reference#. E.g. 2020/5

After payment the system will send an automatic message via the ASYCUDA email to the exporter after payment is finalized, as indicated below.

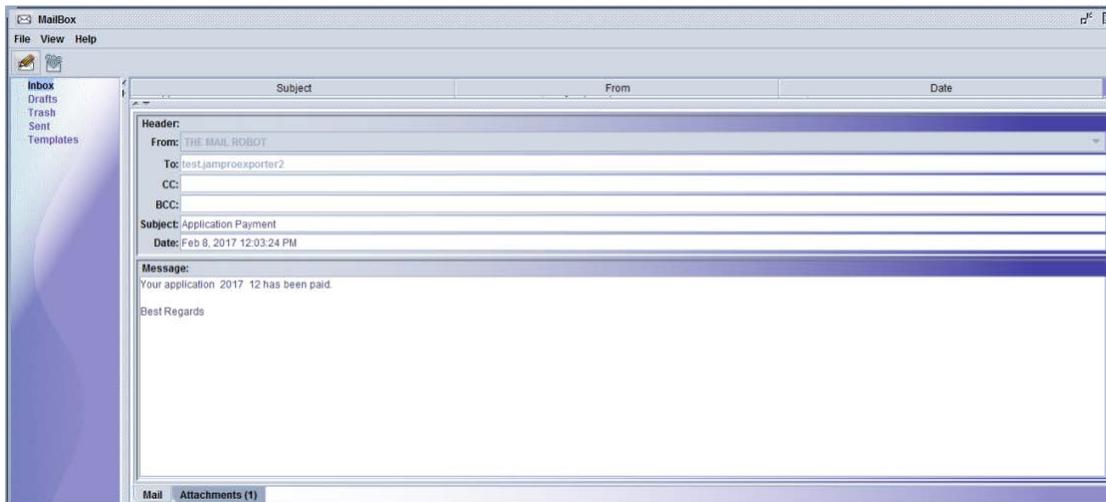


Figure 5d - Email Notification after Payment

PROCESSING OF THE APPLICATION BY JAMPRO

The next step after payment of the exporter registration is the processing of the application by the JAMPRO officer. If there are any discrepancies or need for clarity the JAMPRO Officer may send the application to Query. If there are no discrepancies or need for clarity then the application will be sent for Site Verification and/or Approval.

EXPORTER RESPONSE TO QUERY

If the application is sent to Query the system would then send an email to notify the Exporter that the application was sent to Query. (See image below)

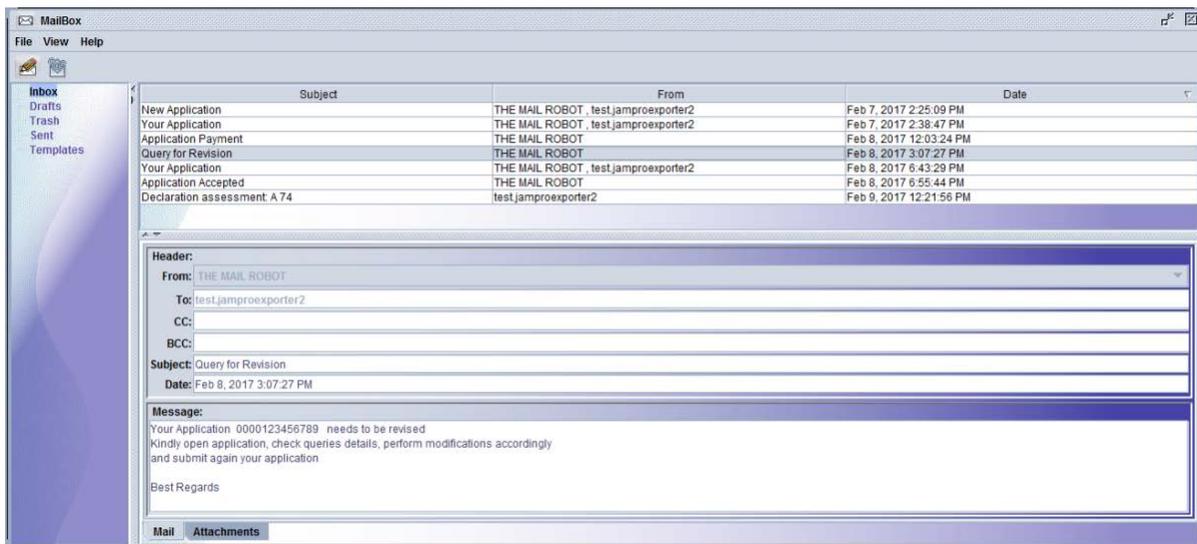


Figure 6 - Application Query ASYCUDA Notification

The Exporter is then able to **Retrieve** the application in order to make adjustments and also to **Submit Application**

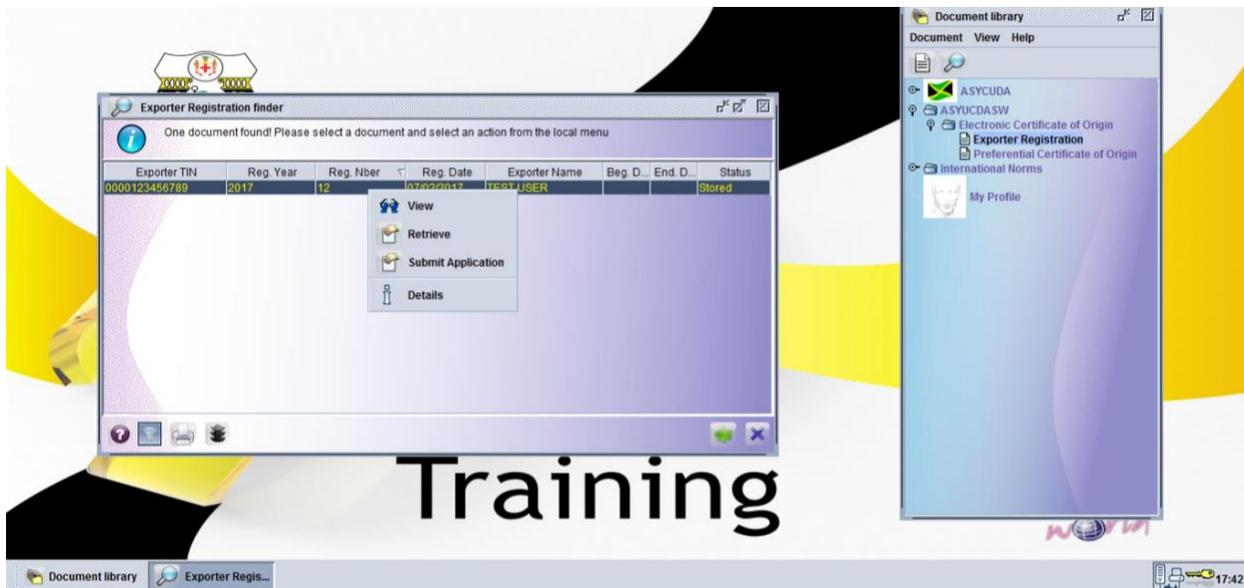


Figure 6a - Retrieving Application Query

NB: While in Query the JAMPRO officer will be unable to process the application until the Exporter resubmits.

Retrieving Query

- Select the option to **Retrieve**
- Note the required updates
- Update then store



Figure 6b - Retrieving Application Query-Storing Query Response

The system will then confirm the submission, then display a final confirmation for the completed transaction



Figure 6c - Retrieving Application Query-Storing Query Response

Submitting the Query Application

To Submit Application in Query, the exporter must first retrieve the updated stored application, then submit. To submit application:

- Select and right click on the stored line
- Select the option ***Submit Application***

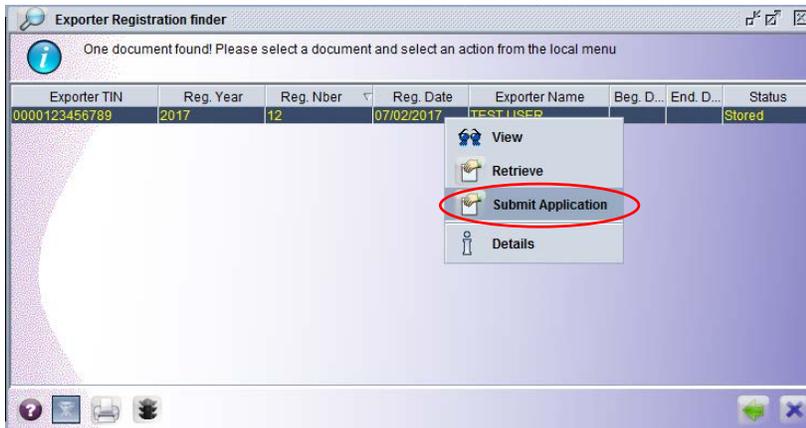


Figure 6d - Submitting Application Query Response

After submission of the application, the system would then send a confirmation window to the exporter.



Figure 6e - Submitting Application Query Response

At submission the system sends an automatic email notification

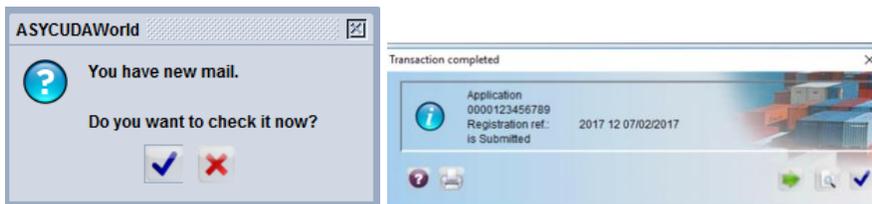


Figure 6f - Submitting Application Query Response

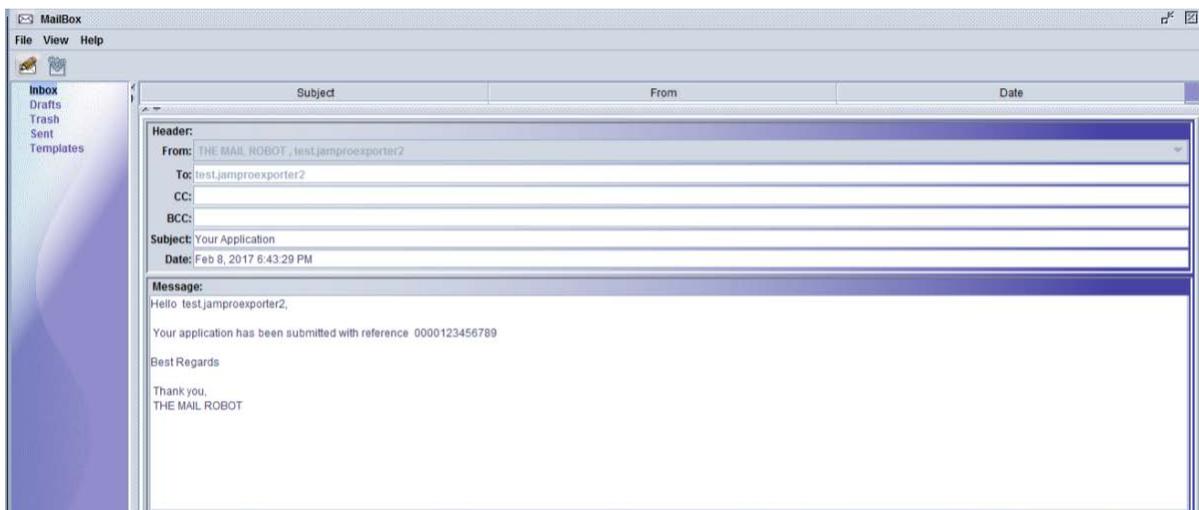


Figure 6g - Submitting Application Query Response-Email Notification

The status is then updated in the finder to submit.

At each stage of the process the exporter is able to see the status being updated along with an email notification being sent reflecting each new step.

The next step after review is the Site Visit (if required). After this process is completed. The status is updated as seen below:

Exporter Site Visit

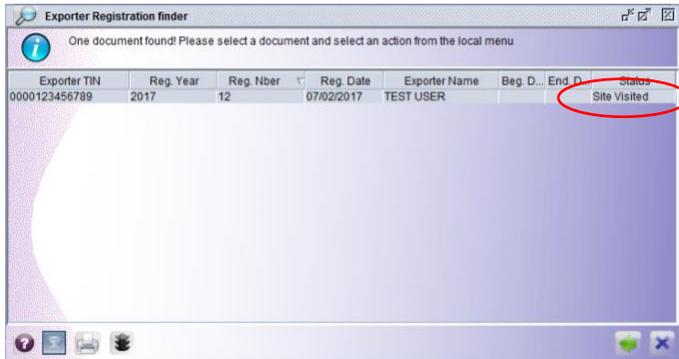


Figure 7 - Status Update- Site Visit

After the Site Visit the Application is then subjected to a final approval. The status is updated as seen below:

Approval of Application

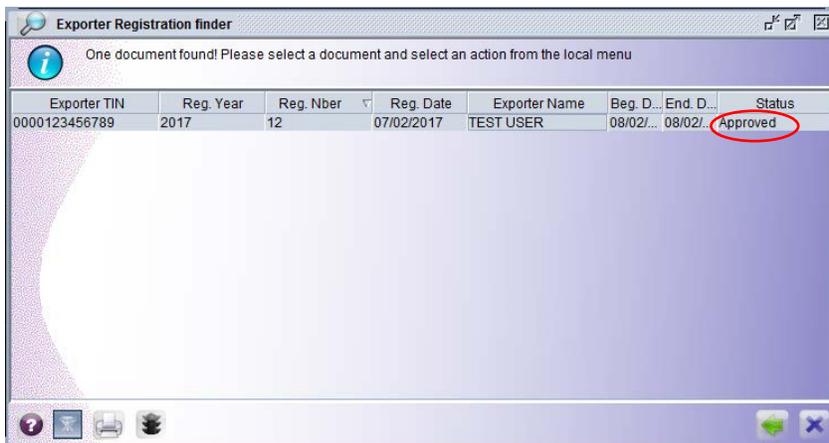


Figure 7a - Status Update- Approval

EXPORTER REGISTRATION UPON RENEWAL

After the user finds their exporter registration record with the finder, then the next step is to right-click the record and select "Renew Application".

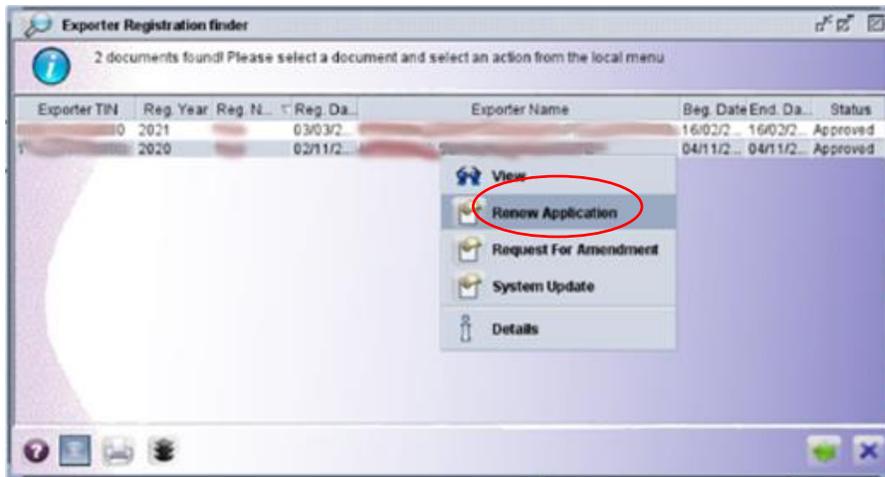


Figure 8 – Exporter Registration Renewal

The form will then come up with the information entered from the previous year. The information should be reviewed, changes made to the form, if any, and then click the green tick at the top of the form to resubmit the form.

3. COMPANY		4. Office phone		5. Mobile phone	
TRN	0000123456789	999-9999	777-7777		
Name	TEST USER	6. Email	testuser@email.cw.jm		
Address	MAIN AGENT RD.	7. Web Site	www.creativejamaica.com		
		8. Postal Address	MAIN AGENT RD. KINGSTON JAMAICA		
		9. Fax	999-9999		
10. Director's Name(s) STEWART BROWN		13. Applicant Name JOHN BLACK			
11. Contact Person JOHN BLACK		14. Position INVENTORY AND LOGISTICS DEPARTMENT			
12. Contact Position INVENTORY AND LOGISTICS DEPARTMENT		15. Employees libr			
Production Address					

Figure 8a – Submitting Exporter Registration Renewal

PREPARING DECLARATION FOR EXPORT

- Expand the Goods Clearance folder



Figure 9 - Preparing Declaration for Export- Goods Clearance

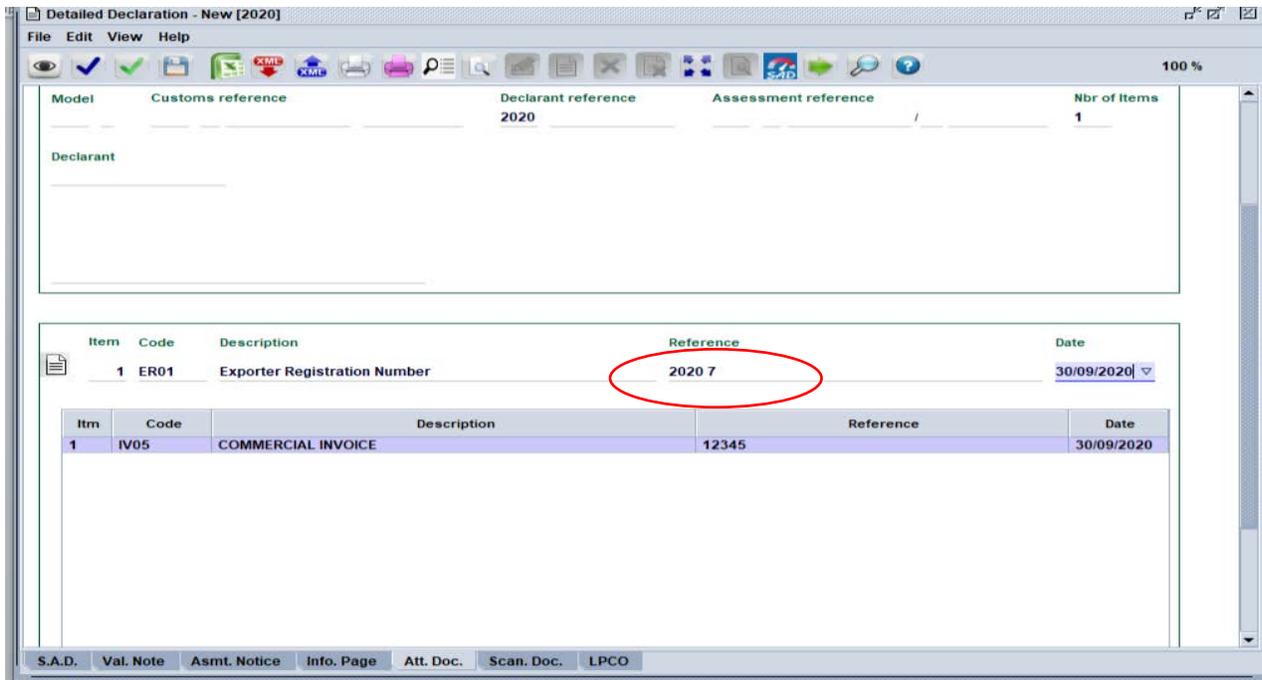
- Select and right click on *Detailed Declaration*
- Select *New*



Figure 9a - Preparing Declaration for Export- Detailed Declaration-New

A new ASYCUDA Page will appear (See User Guide on Preparing ASYCUDA Export Declaration)

- Enter all relevant details
- Select the Attached Document (*Att. Doc.*) Tab
- Reference the JAMPRO Registration Reference using Code **ER01**; Reference Format **Year/Number (e.g. 2020 7)** then add item by clicking on the page  icon
- Reference all other the applicable attachments



Item	Code	Description	Reference	Date
1	ER01	Exporter Registration Number	2020 7	30/09/2020

Item	Code	Description	Reference	Date
1	IV05	COMMERCIAL INVOICE	12345	30/09/2020

Figure 9b - Preparing Declaration for Export- Referencing Exporter Registration

- Complete all remaining tabs, then submit declaration

The system would then conduct verification checks between the declaration and the Exporter Registration.