Customs & Border Control (CBC)

Customs Online System COLS

Trader
Introduction & Guide

November 2018

online.gov.ky/cols/faces/home

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Scope & Prerequisites

Scope:

This Guide introduces Traders to the Customs Online System (COLS). An Individual Importer's use of COLS is slightly different and is not covered by this Guide.

Trader Prerequisities:

- Non-Declaration Related **Trader** Prerequisites:
  - o Registration – a unique username and password – see CBC for additional details
  - o Generic Company e-mail address used to receive COLS communications

  - o Access to a PC connected to the Internet, or COLS Self-Service Centre located in the CBC Waiting Area
  - o Access to a Scanner

- Non-Declaration Related **Agent** Prerequisites:
  - o Above +
  - o Authorisation to represent a Trader or Individual Importer

- Declaration Related Prerequisites:
  - o Bill of Lading or Air Waybill (BL/AWB)
  - o Invoices for Goods listed on BL/AWB – *ALL the invoices* for the Goods listed on BL/AWB
  - o Any specialised Supporting Documentation, e.g., licenses, vehicle titles, see Addendum Supporting Documentation for list

Notes:

1. This guide uses the term "Importer" in a general sense. That is, many times, Importers, Exporters, and Transshippers are meant, but the guide will not say "Exporters and Transshippers".

2. This guide uses the term "Agent" in a general sense. That is, many times, Agents, Brokers, and Consolidators are meant, but the guide will not say "Brokers and Consolidators".

3. This guide is not comprehensive, it does not cover every nuance of COLS. Depending on your level of expertise, frequency of importation, and other factors, you may be completely satisfied with the detail provided herein, or you may self-learn functionality not detailed in this guide.

4. Please feel free to contact the COLS Support Group or the CBC Help Centre for further information. Members of that team will be on hand in the CBC Waiting Area to assist you.
   a. COLS Support Group: Available within the CBC Waiting Area during normal CBC operating hours.
   b. CBC Help Centre: available via 949-4579, or by e-mail at CBCOnLineSupport@gov.ky

CBC Modernisation Process – Phase 1

Background:
   In prior Trader presentations, CBC has shared its modernisation plans. The modernisation will be introduced in Phases. COLS v1.0 is a significant component of Phase 1.

   Contact CBC for further information about the CBC Modernisation Process.

   Phase 1 introduces COLS to you, the Trader. It also introduces an improved internal system to internal CBC Staff.
   - COLS is a complete replacement for the existing Trader data entry system
   - Historical data will be retained as per CBC Records Retention Policy

COLS Components

COLS Components:
   COLS initial screen, the Dashboard, permits access to:

   - Dashboard: The Dashboard comprises four pages:
     - Report showing Declarations requiring action by you, the Trader.
     - Chart Displaying Declarations submitted in the past year.
     - Graph of Declarations by chapter
     - Log of activity in the past five days.

   - Declarations: Access the COLS Declaration Wizard or upload prepared Declarations.

   - Commodity Search: Search for and View Harmonised Tariff Codes (HTC)

   - Lookup Tables: View or Search Port Codes, Container Types, Units of Measure, etc.

   - Account: Create and maintain user accounts that can be used to submit declarations on behalf of your company. N.B.: this component will not be available to all users.

COLS Dashboard

The COLS Dashboard answers many of your basic questions:
- Which Declarations has my company submitted?
- When did I submit them?
- Were they accepted? Rejected? Additional Information Requested?
- Can I pay for them?
- How much is the Duty for each of my Declarations?
- How much in Duty and Fees have I spent in the past period?

Finally, you now have at your fingertips immediate access to information that has long been impractical to supply!

Electronic Declaration Creation Techniques

COLS acknowledges three distinct techniques for the creation of your electronic Customs Declaration. You, the Trader, have complete flexibility in selecting which method to use. Indeed, you could alternate using the three methods if that met your business needs.

Let us introduce them and then, the Pros and Cons of each technique will be discussed.

The techniques are:
1. Direct XML Generation of an XML[1] file from your proprietary system
2. COLS Enter Declaration Wizard
3. Excel XML Mapping (aka Excel XML Template)

The results of all three are the same – your Declaration is created according to the approved XSD[2].

Now that we have used both terms (XSD & XML) let us say very few words about them:
XSD is the format or blueprint of the information to be shared. XML is your information laid out according to that blueprint. The XML is, literally, the file you will upload when you submit your Declaration. Consult your professional IT support team, or the internet for more information on XSD and XML (look also at YouTube™). CBC is a Declaration Expert, it is not an XSD/XML, nor pdf, expert. Thus, CBC can't be your source of technical expertise.

Very emphatically, we must state:
CBC will assist in the use of the COLS Wizard.

CBC will <u>not assist</u> in the case of Direct XML Generation Techniques

<u>nor</u> in the case of Excel XML Map Techniques.

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[1] XML: Extensible Markup Language
[2] XSD: XML Schema Definition

Electronic Declaration Creation Techniques – Some Pros & Cons

The Pros and Cons:

1. **Direct XML Generation** of the Declaration in XML format from your propriety system: To directly generate the Declaration from your in-house system(s), you must build a bespoke mechanism. A bespoke mechanism gives you the greatest amount of control, accuracy, and efficiency. It will be the most expensive, in terms of initial outlay, of the three techniques presented. It would be the most cost-effective solution if you are a high-volume, highly automated business.

   To use this method, you would a) have electronic copies (pdf) of your Supporting Documentation at the ready, b) generate the XML File, c) log into COLS, and d) submit the XML and pdfs.

2. **COLS Wizard**: Alternately, you can use the COLS Wizard to create the Declaration. This requires no external expenditure and is straightforward. It is not as efficient as direct generation. It is also not as accurate as direct generation in that a person is typing the entries and people introduce transcription and other errors.

   To use this method, you would a) have electronic copies (pdf) of your Supporting Documentation at the ready, b) log into COLS, c) use the COLS Wizard to enter your Declaration, and d) submit the Declaration uploading Supporting Documentation pdfs.

3. **Excel XML Map**: Standard Excel contains a XML map module. If you are familiar with Word's Mail Merge, you can think of the Excel XML Mapping as a version of that. To build one yourself is cumbersome but requires no external expenditure. There are many independent IT providers who could build it for you. True, that would involve some external expenditure, but probably not as much as for the Direct XML Generation technique. If your Declaration is very simple, or if your Declarations are very similar, Excel XML Map can be an efficient method.

   If you import the same Goods (which means the same HTCs), from the same Supplier, in the same quantities, through the same Shipper, on a repetitive basis, then, possibly, the changes from Declaration to Declaration could be limited to Dates and Voyage Number. If the changes were that limited, then Excel XML Map technique could be an excellent choice for you – once you get it done accurately the first time – then just a few quick changes and you're ready to submit your Declaration!

   To use this method, you would a) have a electronic copies (pdf) of your Supporting Documentation at the ready, b) use Excel to generate the XML File, c) log into COLS, and d) submit the XML and pdfs.

   Note: if you are an Excel expert, and you have mastered the XML Map, you may be able to build, write, or record, Excel Macros to make yourself even more efficient. Let us restate: CBC cannot support these efforts. If you encounter difficulties, consult your local IT Support or the Internet for assistance, search Excel Help for "XML Map" and "XML Template" (see addendum [EXCEL XML Help](#)).

Electronic Declaration Creation Techniques – Some Pros and Cons (continued)

As mentioned, if you choose to directly generate your XML File or use an Excel XML Map, consult your IT support staff.

If you will be using the Excel XML Map technique, we offer this guidance: there are two components of a Declaration where you may be declaring multiple sets of information. They are:

- Containers: if your Consignment has multiple Containers then you will state the following for each:
    - Marks & Numbers
    - Type
    - Seal
    - Cubic Size
- Line Items: for each distinct HTC you will state the following:
    - HTC
    - Description
    - Country of Origin
    - Quantity
    - Cost
    - and other pertinent information

This is mentioned because the handling of multiple sets of information within an EXCEL XML Map can be vexing, you will have to get this just right when employing this method.

Additionally, as you'll see in the aforementioned Addendum, Excel has an XML Line Limit.

Electronic Declaration Creation Techniques – Pros & Cons Chart

|	Cost	Control	Accuracy	Efficiency	Reusability
Direct Generation	Highest	Highest	Highest	Highest	Highest
COLS Wizard	Staff time	High	Medium	Medium	None
Excel Map	$?/Staff time!/$?	None	None	None to tbd?	None to tbd?

<u>**Access and Logon COLS**</u>

COLS Initial Screen – preferably using Chrome™, access online.gov.ky/cols/faces/home

If you prefer Internet Explorer™ or another browser and your results are unsatisfactory, consult your IT Support.
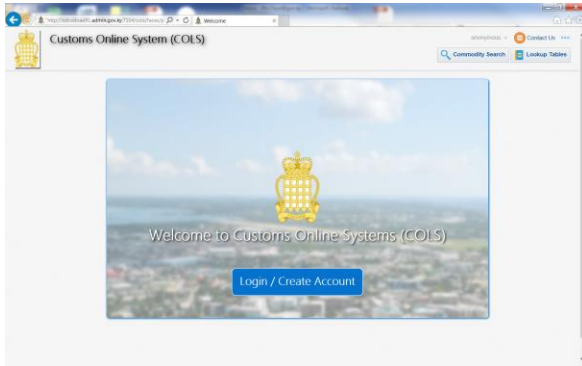

Click on Login/Create Account Button brings you to:
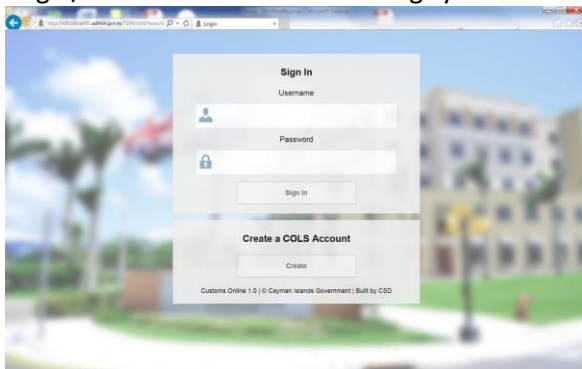
Enter your Identity Credentials and your Company's Dashboard is presented. In this example, the Company is entering COLS for the first time, thus no Declarations have been previously entered. This is the only time the Dashboard is blank (example two pages onward).

<u>**COLS Logout**</u>

To exit COLS, click the down arrow by your ID and click on Logout.
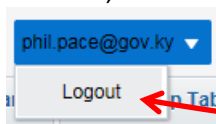
Access and Logon COLS (continued)

COLS Password

Your COLS ID & Password are actually a CIGNet ID[3] & Password. To change or reset your Password, use CIGNet: More information is at www.e-services@gov.ky and https://online.gov.ky/rae/faces/resetPassword?_adf.ctrl-state=abvzif96k_3

COLS Time Out Warning

If your session is idle for 3 minutes, COLS will warn you your session will expire in 2 minutes

Expiration Warning

This page will expire unless a response is received within 2 minutes. Click OK to prevent expiration.

OK
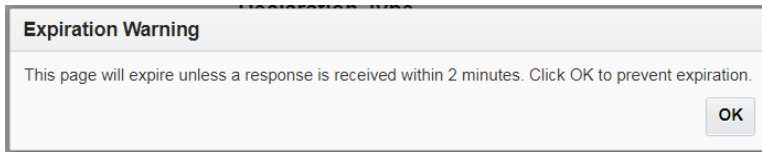
COLS Time Out

If your session is idle for 5 minutes, COLS will expire your session

Page Expired

The page has expired. Click OK to continue.

OK

---
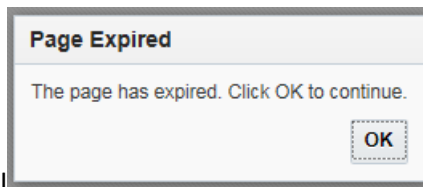
[3] Cayman Islands Government Network ID

Main Menu Navigation Buttons
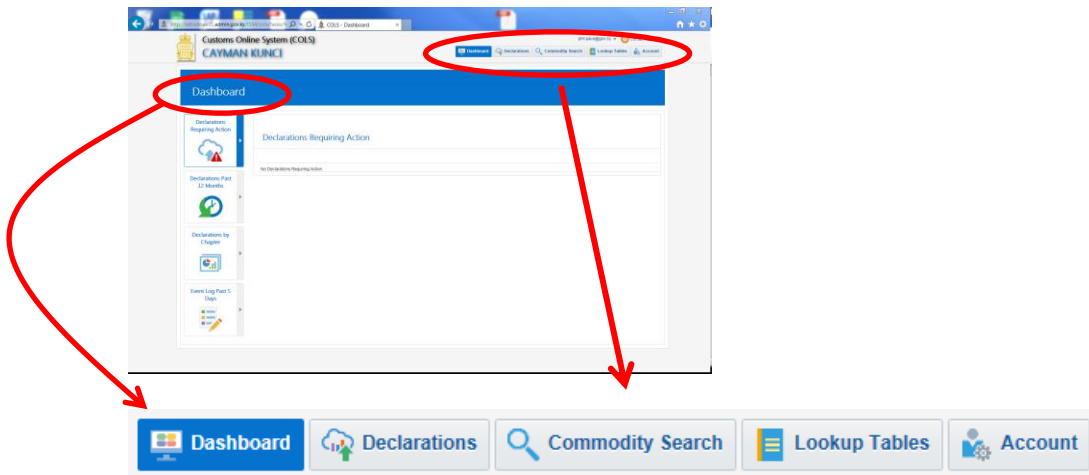
When you enter COLS, the default screen is the Dashboard. The Main Menu Navigation Buttons allow you to switch between other functionality.

- Dashboard   view conveniently grouped information dedicated to your Company
- Declarations   create a new declartaion or edit an existing Declaration
- Commodity Search   search the Harmonised Tariff Codes (HTCs)
- Lookup Tables   lookup Container or Package Types, Units of Measure, etc
- Account   create and maintain user accounts

When you click the Declarations Button you see 4 areas:
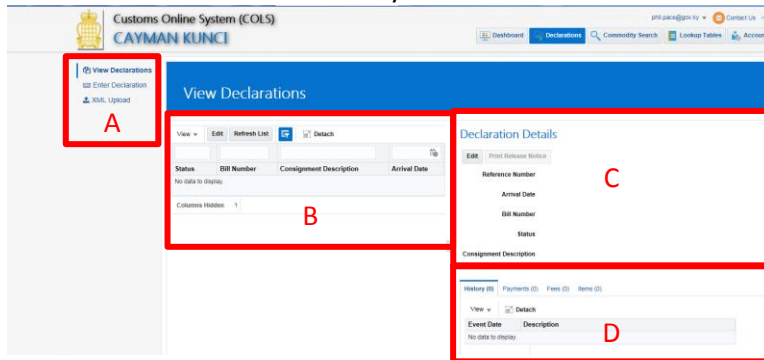
A   Select View, Enter, or Upload Declarations
B   Declaration Status
C   Declaration Details, e.g., Declaration Number, Arrival Date, Invoice Number, Description
D   Declaration and Payment History
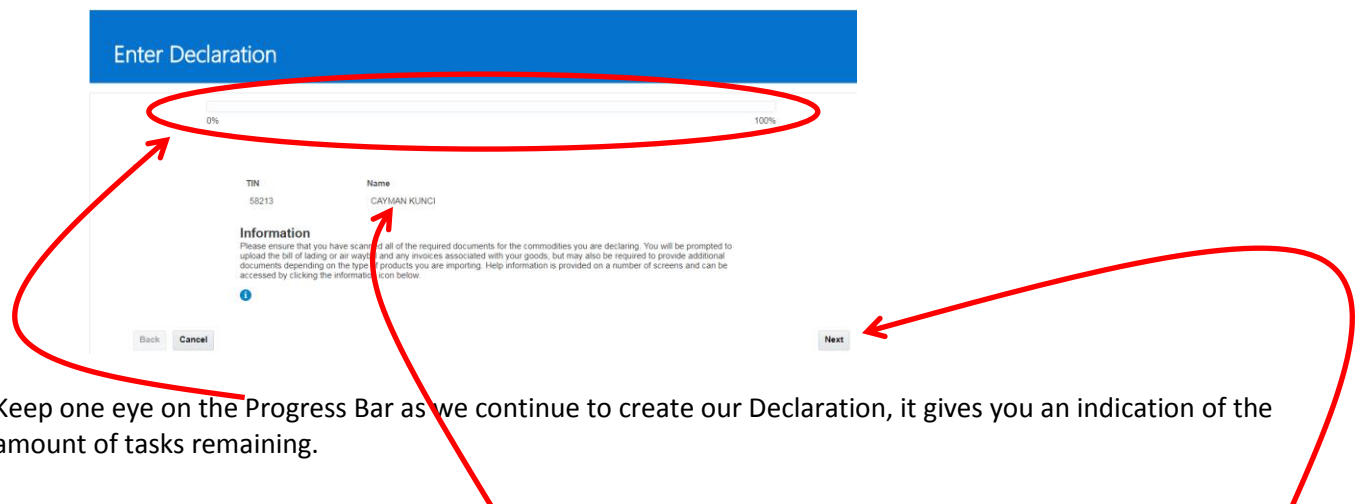
<u>**Enter Declaration – the COLS Declaration Wizard**</u>

The heart of COLS, let's get started!

You will need an electonic copy of your Bill of Lading or Air Waybill, your Invoices, and any miscellaneous Supporting Documentation. The need for Supporting Documentation is dictated by your individual Declaration. See Addendum <u>Supporting Documentation</u> for more information on this topic.

Section A, on the previous page, has 3 elements: View Declarations, Enter Declaration and XML Upload. If you have opted to generate your Declaration via your proprietary system or via the Excel XML Mapping, then use XML Upload to upload your XML File and your Supporting Documentation. That topic is covered in <u>Upload Direct XML Generation or Excel XML Map File</u>

Enter Declaration: Click Enter Declaration and let's begin to create your Declaration!
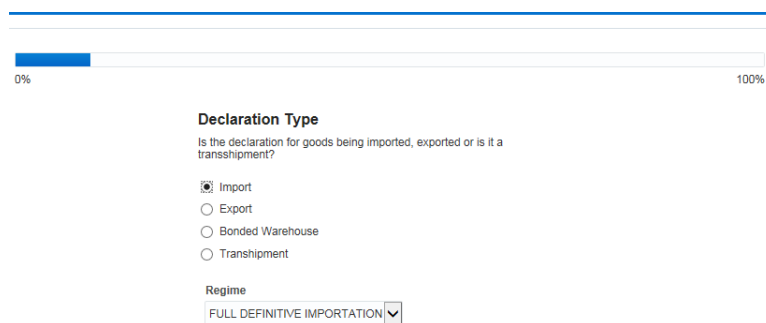
Keep one eye on the Progress Bar as we continue to create our Declaration, it gives you an indication of the amount of tasks remaining.

Screen 1 of Enter Declaration shows your TIN (Trader Identification Number) and Company Name. The Back / Cancel / Next Buttons will be with you your entire "trip". They always appear in this same position. Longish screen? Please scroll down to see and use them.

Click the Next Button
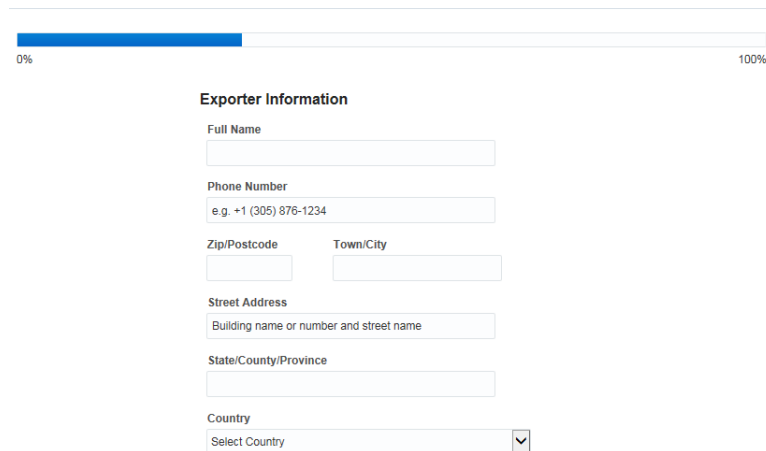
Screen 2 of Enter Declaration: Declaration Type

<div align="center">Continued on next page</div>

COLS Declarations Wizard (continued)

"99%" of Declarations are ordinary Imports, or more formally those "99%" are "Full Definitive Importations".

If you need assistance on Exports, In-Bond or Transshipment, please contact the CBC Help Centre.

Your action: click Next Button for an ordinary Import Declaration. You will electronically complete your Declaration. This is the electronic equivalent of completing a CF#1. Keep in mind, your electronic Declarations digitally signed are just as binding as your paper-based Declarations signed by hand.

Screen 3 of Enter Declaration: Exporter Information

Enter:
- Exporter Name
- Exporter Phone Number
- Exporter Address – the more complete the better!

COLS Declaration Wizard (continued)

Click Next Button

Screen 4 of Enter Declaration: Voyage Info

Enter BL/AWB Information

Aids: There are Drop Down Boxes and

Calendars to aid your data entry and accuracy

Continued on next page

<u>**COLS Declaration Wizard**</u> (continued)

Click Next Button

Screen 5 of Enter Declaration: Consignment

Use this screen to enter Package and Container Information. Note, you can make multiple entries for Containers.

If you need to add multiple Containers, click the Add More Button, an additional line is available for your use.

Click Next Button

Screen 6 of Enter Declaration: Financial

Select your Currency and Terms of Delivery.

<div align="center">Continued on next page</div>

COLS Declaration Wizard (continued)

Click Next Button

Screen 7 of Enter Declaration: Items (the HTCs)

Click Add Button

Enter:

- HTC Code
- Description – *as per your Invoice!*
- CPC
- Preference, if any
- Country of Origin
- Quantity
- Quantity Unit of Measure
- Cost – *as per your Invoice!*

Notice the Slider Bar, slide this to the right
Notice the left 2 columns stay put – they are "frozen"

Depending on your Monitor size and resolution, you may have to drag it more than once

- Insurance
- Freight
- Invoice Number

Continued on next page

COLS Declaration Wizard (continued)

Continue to Enter:
- VIN
- Vehicle Make
- Vehicle Model
- Vehicle Year
- Licence Number
- Licence Expiry Date

The HTC selected dictates whether you may or may not enter VIN, Make, Model, Year

Importation of certain Goods, e.g., Tobacco require a License, if appropriate, enter your Licence here

Click Next Button

Screen 8 of Enter Declaration: Supporting Documents

Click Add Required Documents Button

You are presented with a variety of Supporting Document Types.

Click Choose file Button on the one you are about to add

File Explorer opens, navigate to desired file and either
- Click on File Name to highlight and Click Open Button, or
- Double Click on File Name

COLS Declaration Wizard (continued)
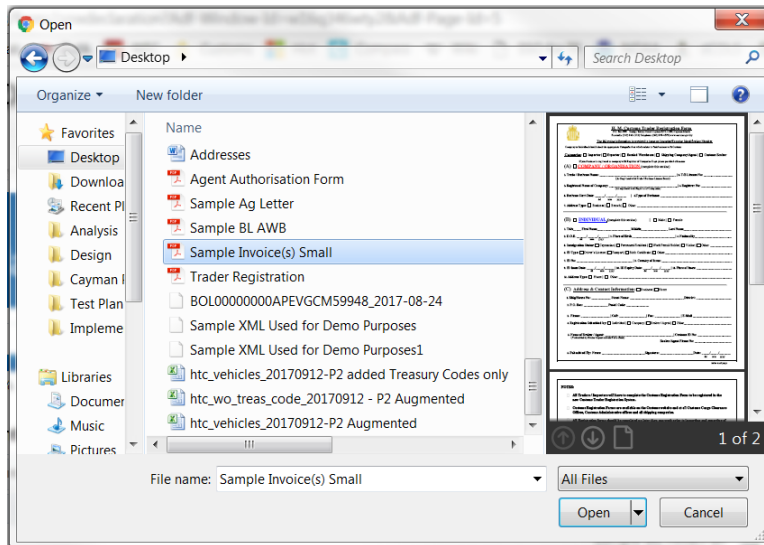
Screen 9 of Enter Declaration: Review and Confirm

Now that you have entered your Declaration and attached all appropriate Supporting Documentation, scroll through your Declaration, look for inadvertent errors. If any are detected, please hit Back Button and correct.

(here's the top of the Review and Confirm Screen)

If you are satisfied your Declaration is accurately entered, at the bottom of the Review and Confirm Screen
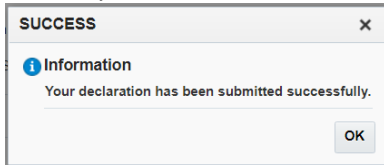

Click Declaration Acknowledgement Check Box, click Save and Submit Button.
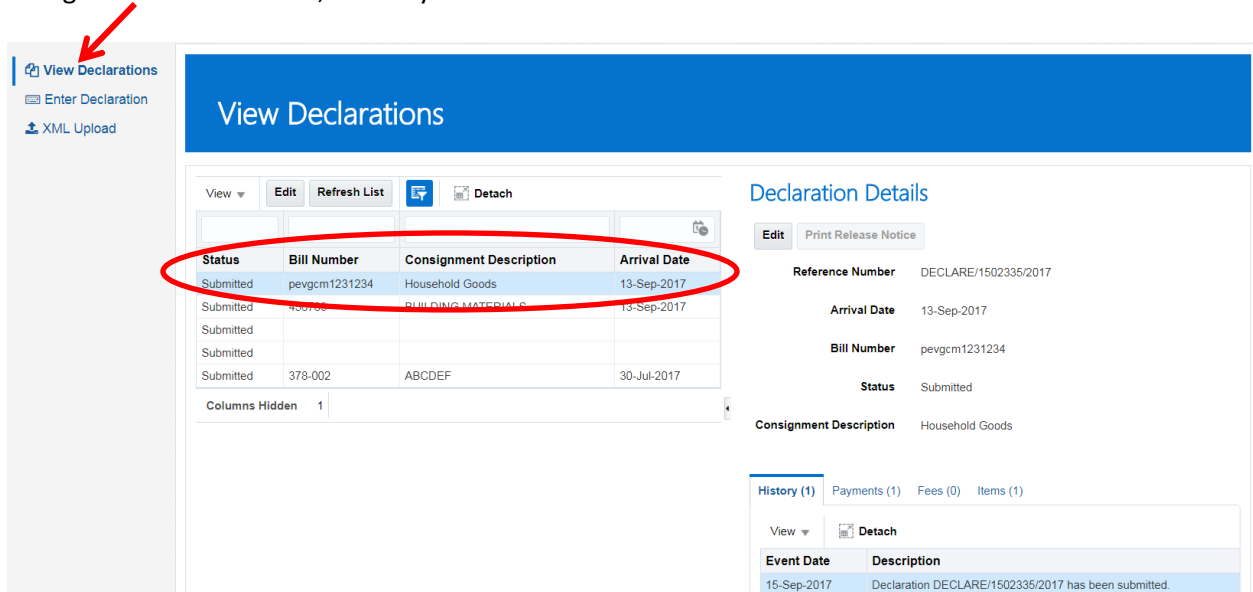
COLS Declaration Wizard (continued)

Note Well: These last two actions constitute your electronic signature. It is as legally binding as your physical signature upon a physical Customs Declarations Form.

If all's well, you will see

Returning to View Declaration, here is your latest Declaration

Upload Direct XML Generation or Excel XML Map File

As mentioned in <u>Electronic Declaration Creation Techniques – Some Pros & Cons</u>, there are some reasons why and some reasons why not, you'd want to use Direct XML Generation or the Excel XML Map. If you do choose to use either of these, and have made that decision after discussing the options with your IT Support, you will follow these basic steps:

1. Produce your Declaration in XML Format according to the proscribed CBC Definition

2. Prepare your Supporting Documentation in pdf format

3. Select, via COLS, 1) Declarations and 2) XML Upload
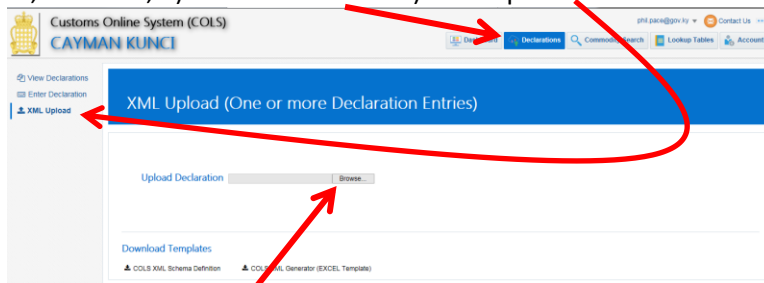
4. Browse to your XML File

5. Highlight your XML File, Click Open Button
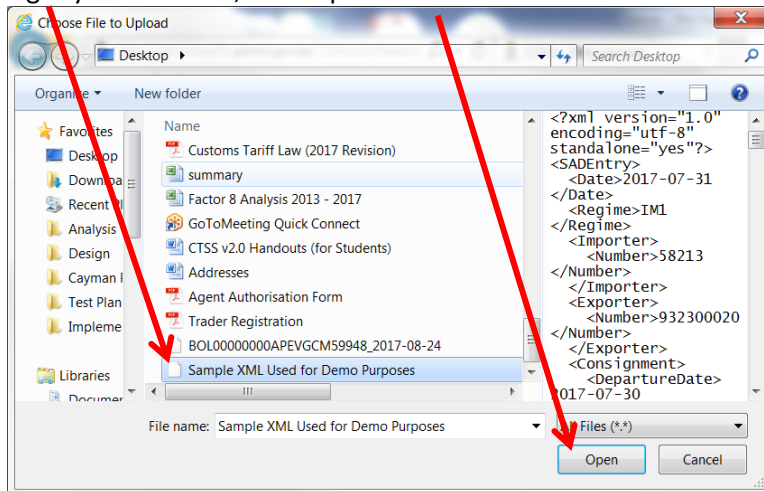
Display changes to:
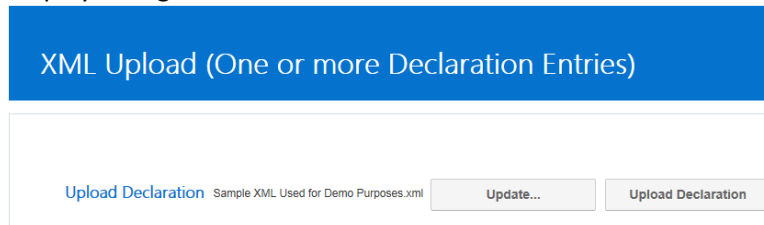
XML Upload (continued)

6. If you select Update…Button, then you have opportunity to change the file you selected.

7. If you choose Upload Button, your XML Declaration will be validated against the XSD. Notice "Passed" (Failed is described on the next page.)

8. Upload your Supporting Documentation.

9. Add your BL/AWB & Invoice(s) (these two are mandatory) and any other Supporting Documentation required for your particular Declaration.
    a. Mandatory – Browse to and upload your BL/AWB
    b. Mandatory – Browse to and upload your Invoices – see addendum on Uploading Invoices
    c. Optional – Click List of Document Types Down Arrow to see list of Document Labels

        i.   Select Document Type
        ii. Click Add Document Button
        iii. Browse to your optional Document(s)
    d. Mandatory – Click Upload Button
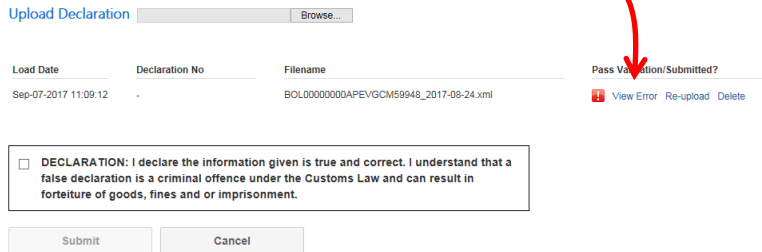
10. Finally, you acknowledge your Declaration and electronically sign your Declaration
    a. Click Declaration Check Box
    b. Click Submit Button
    c. Notice Declaration Number assigned

XML Upload – View Error

1. Keep an eye for View Error
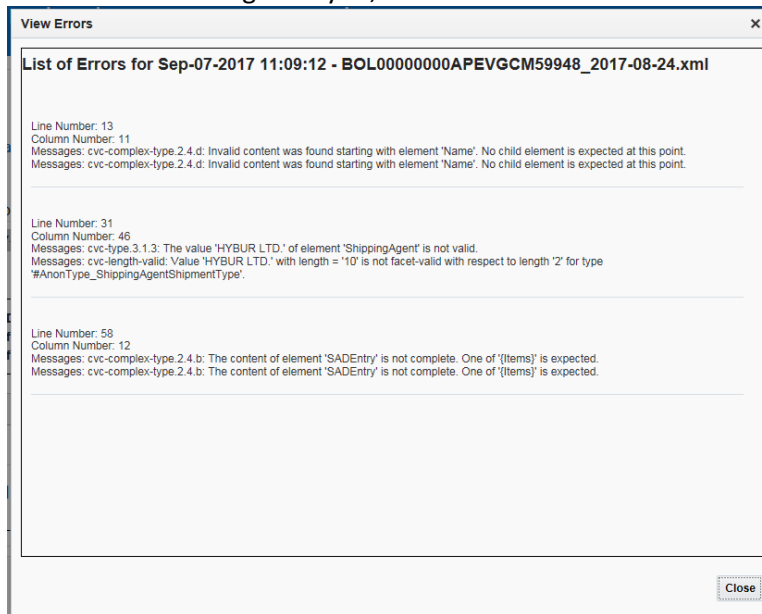
    Click View Error to … View Error(s)

    a. If the errors are meaningful to you, address them and resubmit

    b. If the errors are not meaningful to you, consult your IT Support

2. Document Size Limitation – see Attachment Size Limit
    Of the Supporting Documents, Invoices can be of significant size. If your Invoices exceed the the size limit, split the Invoices into multiple logical parcels and attach all bits. Notice you can add multiple Invoices.

Addendum
File Naming Suggestions

When you use the generation technique of your choice, you will produce a XML file which you, or your system, must name. When you receive or create/scan Supporting Documentation, you will produce, most likely, a pdf which you, or your system must name, or which you may rename.

What and how you name or rename these files is important to your ability to locate them at the time of submission, and can be critical to your ability to locate a file at a later time if you should need it.

The suggestion that follows is just that, a suggestion. You may employ any naming convention of your choice.

CBC suggest you set up a Directory Structure such as this:
Local directory\Declarations
    \2017 01 January   (the mm is there to properly sort the directories, the month is there
    \2017 02 February   to quicken your recognition of the month)
    …
    \2017 12 December

And, within those directories save: (assuming you will use the actual dates and times)
For 17th of October at 08:51 am
    \2017 10 October \ SADEntry_PEVGCM53513_20171017.XLSM
    \2017 10 October \ SADEntry_PEVGCM53513_20171017085127.XML
    Put the pdfs here too!

BL AWB number for easy reference

For 23rd of October at 12:11 pm
    \2017 10 October \. SADEntry_PEVGCM53101_20171023XLSM
    \2017 10 October \ SADEntry_PEVGCM53101_20171023121148.XML

For 23rd of October at 03:27 pm
    \2017 10 October \ SADEntry_PEVGCM53101_20171023.XLSM
    \2017 10 October \ SADEntry_PEVGCM53102_20171023152705.XML

Blue: physically set by you
Black: generated by XLSM

CBC Supporting Documentation By Type

Note	Import		Export	Bonded	Temp In	Temp Out	Tranship
0	Manifest			Manifest	Manifest		Manifest
1	**BL/AWB**	**M**	**BL/AWB**	**BL/AWB**	**BL/AWB**	**BL/AWB**	
2							In-Bound BL
3							Out-Bound BL
4	**Invoice(s)**	**M**	**Invoice(s)**	**Invoice(s)**	**Invoice(s)**	**Invoice(s)**	**Invoice(s)**
5			Statement of Value	Statement of Value	Statement of Value	Statement of Value	
6	Proof of Payment	O					
7	Ag Dept Letter	O		Ag Dept Letter	Ag Dept Letter		Ag Dept Letter
8	CITES Certificate	O		CITES Certificate	CITES Certificate		CITES Certificate
9	T&B License	O	T&B License	T&B License	T&B License	T&B License	T&B License
10	HSA Letter	O					HSA Letter
11					Ministry Letter		
12			Weigh Scale Letter		Weigh Scale Letter	Weigh Scale Letter	
13	Duty Waiver	O					
14	Duty Deferral	O					
15	Duty Deferral Payment Plan	O					
16	Fee Waiver	O					
17	Dept Transport Letter	O					
18	Vehicle Title	O			Vehicle Title		Vehicle Title
19	House BL	O					
20	Cargo Load List (Packed)	O					
21	Report of International Transportation of Money	O	Cash, perhaps bullion				Cash, perhaps bullion

Comments:

0. **Manifest:** All Air and Sea Manifests are provided to CBC. Sea Manifests are provided to Port Authority. Collections requires Manifests for Consolidated Consignments. Collections does not require Manifest for non-Consolidated Consignments.

1. **BL/AWB (Bill of Lading or Air Waybill):** Mandatory for all Declarations

2. **In-Bound BL:** Transhipment requires 2 BLs, one for inbound and one for outbound

CBC Supporting Documentation By Type (continued)

3. **Out-Bound BL:** Must mate to Transhipment's In-Bound BL

4. **Invoice(s):** Invoice(s) must accompany Imports and may accompany other Types

5. **Statement of Value:** In some instances, where an Invoice is not practical, a Statement of Value may suffice, an example is export of used Household Goods

6. **Proof of Payment:** If Invoice(s) are suspect, CBC may opt to require Proof of Payment, e.g, Wire Transfer or Cancelled Cheque

7. **Department of Agriculture Stamp/Letter/Inspection Receipt/Import Permit:** For certain Goods, Agriculture Department documentation required to permit importation
    *   Stamp: may be provided directly on draft Declaration
    *   Letter
    *   Inspection Fee Receipt: Bonded Import of Cigars requires Inspection Fee Receipt/Stamp
    *   Import Permit: Livestock or pets require Import Permit

8. **CITES Certificate:** required if product is from endangered animals/plants, e.g., alligator watch bands. The tricky thing is whilst there is a HTC for "watch bands", there is no specific HTC for CITES covered watch bands, thus ethical behaviour on part of Trader and vigilance on part of CO is required

9. **Trade & Business License:** Current TBL required if Trader or Agent seeks 2% Traders Discount

10. **HSA Medical Release:** required for prescription drugs or other medical material

11. **Ministry Letter Approving Temporary Import:** Temp-Import must be preceded by authorisation letter. The letter may come from Ministry of Finance or CBC Director. Standard term is 6 months, may be renewed via additional letter from same source

12. **Weigh Station Letter:** Temporary Imports and Temporary Exports may require Weigh Station Letters at both ends of the transaction to ensure what came in is what is leaving. Exports may provide Weigh Stations Letter to substantiate valuation, e.g., weight of exported waste cardboard determines value

13. **Duty Waiver Letter:** Cabinet and/or Minister of Finance may, at their discretion, exempt Goods from Duty. The exemption may be by Product (e.g., cameras), by Class (e.g., Trader vs. Individual), by Importer (e.g., Governor), by Island (e.g., Sister Islands), or whatever suits
    There is no form or guidance, each letter is an individualised document
    Exemption has start date, end date, may include or exclude certain Goods, may be full exemption or partial – by $ or %, may have cap limit
    Exemptions and Waivers are frequently interchangeable terms

CBC Supporting Documentation By Type (continued)

14. **Duty Deferral Letter:** As above, except Duty is to be paid later

15. **Duty Deferral Payment Plan:** Deferral Letters occasionally cite the terms under which the Duty must be paid

16. **Fee Waiver Letter:** CBC Director may, at his discretion, waive Customs Fees. Letter would cite all or specific fees to be waived

    Certain fees, e.g. SPWH, belongs to Department of Environmental Health and thus cannot be waived by CBC Director

17. **Department of Transportation Letter:** certain Goods, e.g., heavy machinery, require approval of Department of Transportation Letter prior to release

18. **Vehicle Title:** Vehicle Title required if Goods are motor vehicles

19. **House BL:** Consolidator, when they make their Declarations must submit a Master BL and House BLs. The Master BL overviews the entire shipment. The House BLs break the shipment into the component parts of these bits are for Trader 1, these bits for Trader 2, etc.

20. **Cargo Load List (Packed):** Consolidators, when they submit House BLs, provide an overview of the House BLs. This overview is the Cargo Load List (Packed). Note, the name of this document may vary from Shipper to Shipper.

21. **Report of International Transportation of Money:** Must be provided, per Importer / Exporter, to document the transportation of Cash (bills and coins in any combination) where the amount per Importer, or Exporter, is greater than KYD $15,000.00.
    - Consolidated Shipment of KYD 28,000, Trader A's portion 14,000, Trader B's portion 14,000 requires 0 Reports
    - Consolidate Shipment of KYD 28,000, Trader A's portion, 15,000, Trader B's portion 13,000 requires 1 Report for Trader A
    - Consolidate Shipment of KYD 30,000, Trader A's portion 15,000, Trader B's portion 15,000 requires 2 Reports, one for Trader A and one for Trader B

Organisation of Supporting Documentation

End-to-end, if your BL/AWB, Invoice(s), and any other Supporting Documentation are organised and legible, your Declaration will be processed without needless delay.

If your Uploaded Supporting Documentation is disorganised and/or illegible, your Declaration *will be rejected*. End-to-end, *you* will have negatively impacted the processing of your own Declaration.

What do we mean by organised and legible? First and foremost is this question: do you have electronic copies of all Supporting Documentation required for your Declaration? If not, source that documentation and scan it competently. And then submit your Declaration.

Organised?, e.g.:
- Is the document you labelled as BL/AWB actually the Ag Letter, is the Invoice listed as the BL/AWB?
- If you are submitting multiple Invoice pdfs, are they named well so that the Customs Officer knows what has been provided?
- ***Submit competently scanned pdf documents!***
    - Rule 1: Resist the temptation to submit a snapshot from your phone!
    - Rule 2: Resist the temptation to submit a snapshot from your phone!
- If you have portrait and landscape documents, separate them if possible. That is, you want to minimise the number of times the Customs Officer has to rotate your image. If they are repeatedly "twisted around", your Declaration will be rejected.

Legibility?, e.g.:
- Document's cleanliness?
- Scanner's cleanliness?
- Scanner's Contrast Setting?
- Image "Square"? or askew?
- Document feed Head Up?
- Proper face-up/face-down according to scanner's design?
- Legibility of any Comments hand-written on Documents
- Legibility of any wet-stamps on Documents

Attachment Size Limit

There is an attachment size limit.

Many elements contribute to the file size of your pdf attachment. Very notable among those elements is graphics. If your BL AWB, Invoices, or, letterhead contains graphic which you have captured under very high resolution, your attachment will be large. You must balance the need to provide readable attachments and provide attachments under the size limit.

Your first guideline is to separate your attachments according to the Document Types. E.g., do not scan and supply your Trade and Business Licence with your BL AWB.

The Document Types are:

> Bill of Lading or Air Waybill
> Invoice(s)
> Proof of Payment
> Ag Dept Letter
> CITES Certificate
> T & B License
> HSA Letter
> Duty Exemption
> Duty Deferral
> Duty Deferral Payment Plan
> Fees Waiver
> Dept Transport Letter
> Vehicle Title

Your second guideline is to separate your attachments logically.

Keep this in mind: whilst there is no document type to attach a "miscellaneous notes" or "cover memo", you can type or neatly print a note of instructions to CBC and include that as the first page of a complex attachment.

Frequently Asked Questions - FAQs

Do I have to use a Shipper (or Carrier) to Import to the Cayman Islands?
For those of us who do not have a private yacht capable of sailing international waters, or our own executive airplane, yes, you would use a Shipper to Import to, or Export from, the Cayman Islands.

This, of course, is different from when you are an International Air Arrival Passenger (and in the very rare case, an International Cruise Ship Arrival Passenger). When you "carry your own luggage", in essence, you are the Shipper.

Remember, within this booklet we also mean "Import to, or Export from".

Do I have to use an Agent to Import to the Cayman Islands?
To use, or not use an Agent is your personal choice. You are not required to have one! / Agents do provide value for money!

Can I use COLS for personal and business Declarations?
YES, you must use COLS for Personal Declarations!
YES, you must use COLS for Business Declarations!

Do I need to register with CBC before using COLS?
YES!

What do I need to register with CBC as a COLS user?
Individuals – (You will use your Individual COLS Identity Credentials (ID and Password) to represent yourself. If you will also use COLS to represent a business, you must first be recognised as an Individual.)
- Proof of Identity
- E-mail address

Business – the above plus:
- Trade & Business Licence
- Proof of Responsibility, that is, proof you, the Individual, can commit a particular business
- Business E-mail address

Agents – the above plus:
- Authorisation to represent a business

Once I submit a Declaration complete with all of its Supporting Documentation, how long will I have to wait till my Declaration is ready for payment?
CBC is in the process of transitioning to its Risk-Based Model. When this transition is complete, CBC will be able to publish into Service Level Targets and associated Statistics. (More on this in a few questions.)

Can I pay for my Declaration online?
In a later phase, you will be able to pay for your Declaration online.

Why does Cayman require those HTCs?

Harmonised Tariff Codes, otherwise known as HTCs, are the internationally accepted list of Goods. The HTCs were created by the World Customs Organisation. Whilst many Importers consider these codes a recently-imposed nuisance, it is important for everyone to realise the importance of the HTCs. They have been in use since the late 1980s having been adopted by over 200 countries.

They are critically important and are used to standardise:

- Customs tariffs
- Collection of international trade statistics
- Rules of origin
- Collection of fees, where applicable, e.g., the Environmental Fee
- Trade negotiations (e.g., the World Trade Organization schedules of tariff concessions)
- Transport tariffs and statistics
- Monitoring of controlled goods such as harmful materials, legal and illegal drugs and narcotics, weapons of all types, endangered species, etc.
- Areas of CBC controls and procedures, including risk assessment, information technology and compliance.

Cayman, as have all countries, have tailored the WCO Master List to meet our unique needs.

What is the CBC Risk Based Model? What is my personal "risk"? What is my business' "risk"?

CBC has made a numerous presentations to the Trader Community to conceptually introduce the Risk Based Model. The following brief comments are not a replacement for those presentations:

- High Risk Group: These Traders and their Declared Goods will receive the highest degree of scrutiny. A Trader in this classification should anticipate the appropriate lead time when ordering and clearing Goods.
- Medium Risk Group: These Traders and their Declared Goods will receive a moderate degree of scrutiny.
- Low Risk Group: These Traders and their Declared Goods can anticipate expeditious clearing.

For this topic and for all other questions, please contact the CBC Help Centre.

COLS UAT Testing & Training IDs

Traders
- Business Names are Months of the Year
- Trader IDs are "month.user@gov.ky"

Company	TIN						
January	58276	April	58279	July	58282	October	58285
February	58277	May	58280	August	58283	November	58286
March	58278	June	58281	September	58284	December	58287

Agents
- Company Names are "month The Agency"
- Agent IDs are "month.theagent@gov.ky"
- Each Agency represents the three months within their season
  - for example, May The Agency represents Businesses April, May, & June

Agency	TIN						
January The Agency	58333	April The Agency	58336	July The Agency	58339	October The Agency	58342
February The Agency	58334	May The Agency	58337	August The Agency	58340	November The Agency	58343
March The Agency	58335	June The Agency	58338	September The Agency	58341	December The Agency	58344