NEED HELP?

CUSTOMS HELP DESK

New Providence – 604-3004-7, 3011-3014, 3168, 3360-62

Freeport, G.B – 602-9419/29/49/53, 602-9530, 605-9549

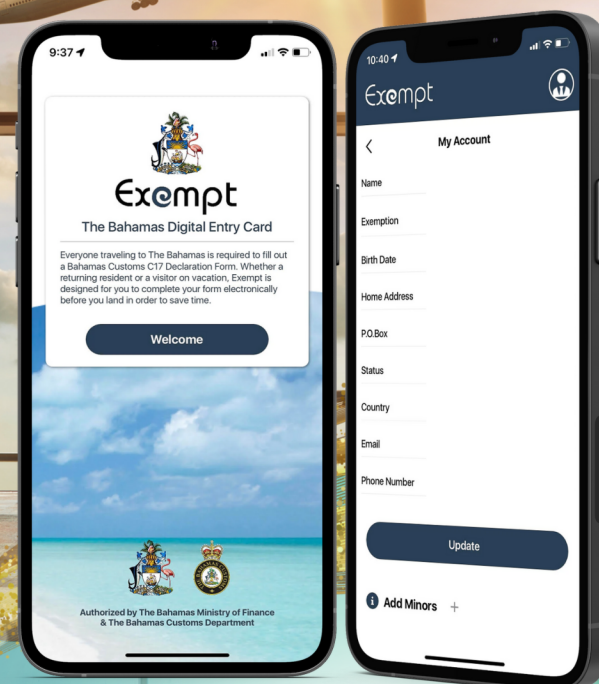Email: click2clear@bahamas.gov.bs

HELPFUL TIPS:

- When downloading the app, make sure to allow the app to have permission to your camera, send you notifications, and keep track of your location for the app to work properly.

- Before applying for your Declaration, let your entire family sign up in advance so you can add them as passengers and make one declaration for all members.

- When declaring your items, you have the option of itemizing or categorizing by group (Clothing, Shoes, Laptop, Toiletries, etc...) by leaving the quantity as one and putting the total amount of each grouping as the amount to save time.

FREQUENTLY ASKED QUESTIONS

1) If I am travelling for vacation, do I need to register for Exempt?
- Yes. All returning residents and visitors having items to declare are required to sign up and complete the form.

2) Do I need to use the Exempt App as a visitor with nothing to declare?
- No. Visitors without anything to declare are not required to sign up.

3) When I scan my relative's passport, I cannot add them as a passenger in the 'add passenger' section. What do I do?
- Ensure that your relative or the passenger travelling with you is signed up with the app already, has scanned their passport and filled out the information in their user profile before trying to add them as a passenger.

4) Where do I add minors under 13 years of age?
- In your user profile at the bottom, you can add minors by scanning their passports and saving them.

5) What payment options can I use?
- Visa & Master Card providers can be used except American Express. You can also pay at the Cashier.
- Pay Now: to pay Online.
- Submit to Customs: to pay at the Cashier upon arrival.

6) If each member of my family has signed up with the app, do we have to make separate declarations per person if we are travelling together?
- No. Once all members are signed up, one declaration can be made for everyone.

BAHAMAS CUSTOMS HAS GONE DIGITAL!

Exempt
The Bahamas Digital Entry Card

Everyone traveling to The Bahamas is required to fill out a Bahamas Customs C17 Declaration Form. Whether a returning resident or a visitor on vacation, Exempt is designed for you to complete your form electronically before you land in order to save time.

Welcome

Authorized by The Bahamas Ministry of Finance & The Bahamas Customs Department

Exempt — My Account

Name
Exemption
Birth Date
Home Address
P.O.Box
Status
Country
Email
Phone Number

Update

Add Minors +

DON'T WAIT UNTIL YOU GET HOME!

DECLARE IN ADVANCE WITH

Exempt
MAKING CUSTOMS SIMPLE

Available on the **Google Play**
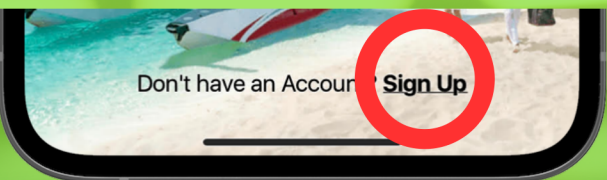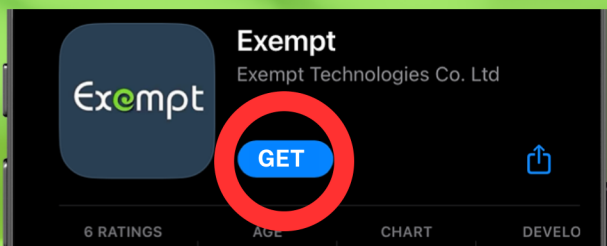
Download on the **App Store**
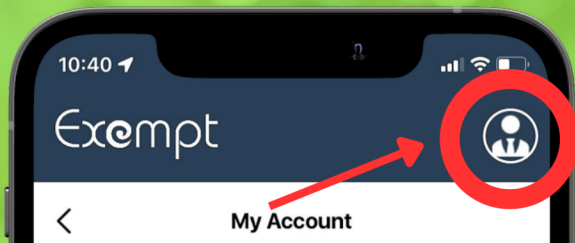
DOWNLOAD NOW

www.bahamascustoms.gov.bs

HOW DO I SIGN UP?

Here is the Step-By-Step Process on how to Sign up for Exempt:

- Visit the Google Play or Apple App Store.
- Search for the word '**Exempt**'.
- Download the <u>Exempt App</u> from the app store.

- Once the app has completed downloading, select "**Welcome**" to open the main dashboard and "**Sign Up**" at the bottom of the screen as shown above.

- Select the '**User Profile**' logo on the upper right, scroll down to the bottom of the screen and select '**Update**'.
- Select '**Scan Passport**' and hover your camera above to read the full ID page of your passport.
- Finally, enter the remainder of your missing profile information and '**Save**' your progress. (Street Address, House #, Phone Number, Island, etc...)

FILLING OUT YOUR C17 ACCOMPANIED BAGGAGE DECLARATION

- Select '**Bahamas Digital Entry Card**' to begin filling out your declaration.
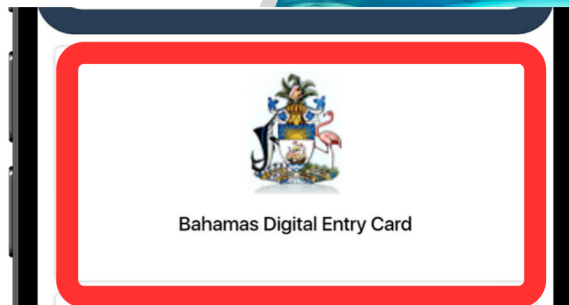
- Add Passengers on the first page if you are travelling with others. (please note that they must be signed up with the app and completed with their user profiles)
- Select 'Next' and enter your Travel Information in the fields provided.
  (*If you have nothing to declare, check the 'Nothing to Declare' checkbox before continuing the form.*)

  ⓘ ☐ Nothing to Declare

- If you have items to declare, select "**Next**"
  - Select '**Add Item**' and categorize your items into groupings. (Clothes, Shoes, Toiletries, etc.)

    Add Items ✛

  - If you have any alcohol or tobacco products, declare them separately in the next two screens.
- Answer the Currency Declaration question, decide whether to use your Exemption and select '**Calculate/Save**'.
- You can then choose your Payment Method. (Online or Pay at the Cashier Window)

HOW TO ADD ITEMS:

The simplest way to add items to your declarations is by grouping them into headings such as Clothes, Shoes, Laptops, Toiletries and more.
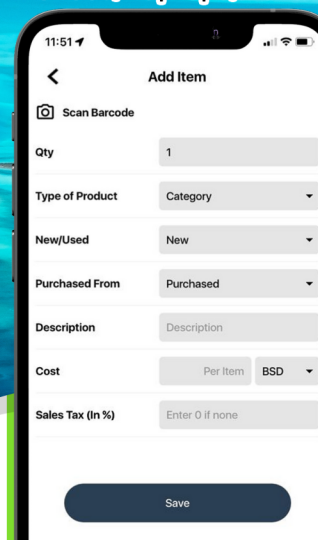

- Enter the Category of the item you are Declaring.
- State whether the item is NEW or USED.
- State where the item was purchased from. (if the store is not listed, erase 'Purchased' and type it in.
- Enter the description of the item (optional)
- Enter the Cost of the grouping or item.
- Select the currency type.
- Enter Sales Tax (if applicable)
- Save your item.

Repeat for as many groupings or items you have.

HOW TO ADD MINORS:

- Go to your User Profile and scroll down to the bottom of the page.
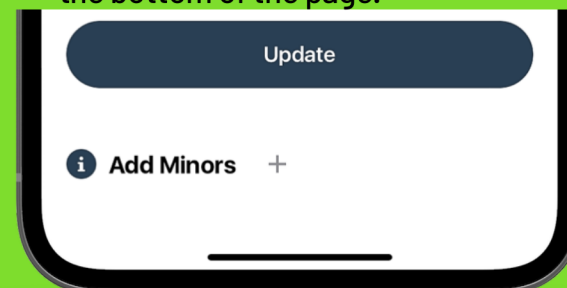
- Beneath the '**Update**' button, select '**Add Minors**' and scan their passport.
- Finally save the minor on the account.
- Now you will be able to **add them to your declarations** via the '**Add Passenger**' option.
- Select the '**Relation**' to the adult whose account they are being declared under.
- Select '**Yes**' or '**No**' to using the child's exemption and finally, select '**Save**'.