



NATIONAL REVENUE AUTHORITY

# eCustom Platform Manual

Customs Declaration





The Republic of South Sudan  
National Revenue Authority

Sign In

Register



## Welcome to the Customs division of the NRA

The customs division collects revenue and tariffs from the flow of goods, into and out of the country. Beyond ensuring legal and safety standards, customs plays a crucial role in facilitating trade.



### South Sudan Citizen

This account is for South Sudan citizens only. You will need your National ID number and your first name to register.

Create an Account

### Foreign Residents

This account is for foreigners residing in South Sudan. You will need your foreigner certificate and your first name to register.

Create an Account

### Visitors

This account is for nationals who require a visa to enter the Republic of South Sudan.

Create an Account

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To register on the platform, go to <https://customs.eservices.gov.ss> and proceed to click on 'Register'.

Select either South Sudan Citizen or Foreign Resident depending on your nationality to create an account.

## Create an account

Create an account to access Government Services

Citizens

Residents

Foreigners

This account is for South Sudan citizens only. You will need your National ID number and your first name to register.

Personal Number \*

First Name as per your ID \*

Validate

Email Address \*

Confirm Email Address \*

Mobile Number \*

Password \*

Confirm Password \*

I agree to the terms and conditions \*

Create Account

## If South Sudan Citizen,

- Type in the personal Number from your Jinsia
- Type in your first name as per the Jinsia and click on validate
- Upon validation, your full name will appear together with your passport picture
- Proceed to fill in your email then phone number
- Create a password and repeat the same password to confirm
- Upon going through and agreeing to the terms and conditions, click on create account

### Create an account

Create an account to access Government Services

Citizens  Residents  Foreigners

This account is for nationals who require a visa to enter the Republic of South Sudan.

**Passport Number \***  
e.g. B000000

**First Name \***  
e.g. JAMES

**Last Name (Family Name) \***  
e.g. JONES

**Other Names**  
e.g. E

**Gender**  
▼

**Email Address \***  
e.g. john.m@gmail.com

**Confirm Email Address \***  
john.m@gmail.com

**Password \***  
.....

**Confirm Password \***  
.....

**Nationality \***  
Afghanistan ▼

I agree to the [terms and conditions](#) \*

Create Account

## If foreign Citizen,

- Type in the Passport Number
- Type in your first name as per the passport
- Type in your Last name as per the passport
- Type in your other names as per the passport
- Select your gender
- Proceed to fill in your email and confirm the same on the next field
- Create a password and repeat the same password to confirm
- Select your Nationality from the drop down list
- Upon going through and agreeing to the terms and conditions, click on create account

eServices.gov.ss

Search

Sign out

Phone

Email

TIN

**Get your TIN Certificate Now**  
All taxpayers, Citizens, foreigners, businesses, and NGOs, can now apply for a Taxpayer Identification Number (TIN) on eTax online.

Apply for TIN

**Welcome to eServices**  
View services, make applications and receive notifications in one place

**NRA, Customs Division**  
Apply for permits and clearances issued by National Revenue Authority, e.g. Certificate of Destination

Get Services

**Customs - Mombasa**  
Apply for customs accreditation permit

Get Services

Home History **Services**

Customs Revenue Division

Go to NRA, Custom Division and click on get services

## Page Overview

Home - Shows the different types of services offered under customs. It also shows the recent applications made for all services under customs.

History - This shows all applications submitted whether in draft, under review or complete.

Services - Shows the different types of services offered under customs.

There are two services currently offered;

- Custom Declaration Application
- Custom Agents license Application

Click on 'Custom Declaration Application' service.

Our Services 2 Service(s)

**Customs Declaration Application**  
Importers and Exporters can now declare their Consignments here. This service contains a unified customs workflow for Certificate Of Destination, Tax Tariff Calculation and Payment, Consignment Inspection and Clearance.

**Customs Agents License Application**  
Application for New, Renewal, Replacement and Reregistration of Customs Agents License

**Support**  
Are you experiencing an issue?  
Call any of the numbers below or email for immediate assistance.

Nairobi  
+211912388314

Juba  
+211920886200

Mombasa  
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## Application Instructions

Importers and Exporters can now declare their Consignments here. This service contains a unified customs workflow for Certificate of Destination, Tax Tariff Calculation and Payment, Consignment Inspection and Clearance.

The service is mandatory for all consignments entering, leaving or passing through the country.

### Who is Eligible to submit this Application?

The importer, primary clearing agent or handling agent can submit this application.

ALL declarations should now be made via [customs.services.gov.ss](https://customs.services.gov.ss). Manual applications will NOT be accepted.

### How to apply

1. Read through the Instructions carefully
2. Fill in the application form
3. Pay For the Certificate of Destination through visa card, Capital Pay or any of the integrated Banks
4. Print copy of the Certificate of Destination
5. Pay for Tax Invoice
6. Book for Inspection
7. Present physical copies of all supporting documents, Destination certificate and form 17A to the customs office at the port of arrival.

### Requirements during submission

1. Valid etax TIN for all Importers
2. 2 Valid etax TIN for all Primary Agents (agents registered in South Sudan)
3. Information on all other agents in other countries who handle the consignment (name, registration numbers and phone numbers)
4. Full name and contact of the transporting company
5. Scanned copies of all supporting documents (PDF format)

### Special Notice

Providing wrong information will attract a penalty, please ensure that all information provided in this application is accurate

NEXT

**Read through the application instructions and requirements.**

Ensure you have all the documents necessary as per instructions.

Click on 'NEXT' to start the application.

ID-90TR8  
Customs Declaration Application

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end

Instructions **General** Transportation Package Financial Uploads Review

General Information

1. Consignment Owner \*  
Choose...

2. Model of Declaration \*  
Choose...

3. Type of Declaration \*  
Choose...

Don't have a TIN? Register Here

4. Country of Origin \*  
Choose...

5. Country of Destination \*  
Choose...

6. Trading Country \*  
Choose...

7. Country Of Last Consignment \*  
Choose...

1 US

1

Don't have a TIN? Register Here

Importer Details \*

4. TIN from eTAX \*

Validate TIN

Your TIN

6. Registration Number \*

8. Importer Name \*

7. Phone Number \*

9. Email Address \*

9. Office Location \*

Primary Clearing Agent Details \*

10. TIN from eTAX \*

Validate TIN

Your TIN

11. Company Registration Number \*

12. Company Name \*

13. Email Address \*

14. Phone Number

Office Location

15. Importation License Number \*

2

## General information of the declaration.

- Select the consignment owner – this is the importer information.
- Select the model of declaration – either Import or Export
- Select the type of declaration – this is based on the model of declaration.

Validate the Importer details by filling in the Importer TIN then click on Validate TIN. To ensure that the validation is successful, the rest of importer details are filled automatically.

Validate the Agents details by filling in the Agent TIN then click on Validate TIN. To ensure that the validation is successful, the rest of Agent details are filled automatically.

Fill in the Agent License Number and proceed to Consignors details

*NB: Agents are legally registered companies/businesses under the Company Act. Therefore, individual under agents companies applications are not accepted.*

Consignors Details \*

17. Consignor Name / Exporter \*

XYZ

18. Country of Origin of Consignor /Exporter \*

China

19. City/Town \*

20. Country of Origin \*

Choose...

21. Country of Destination \*

Choose...

22. Trading Country \*

Choose...

23. Country Of Last Consignment \*

Choose...

PREVIOUS

NEXT

## Fill in the consignor/Exporter information

Select the:

- country of Origin
- Country of destination
- Trading Country
- Country of Last consignment

Click on 'NEXT' once all the information is available.

In Case of missing information, the system will mark the unfilled fields in red as a guide on what is missing. Ensure that all the correct information is duly filled before proceeding to the next stage of declaration.

## CUD-LLTBLWV Customs Declaration Application

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end

Instructions General **Transportation** Package Financial Uploads Review

### Transportation Information

24. Port of Entry \*  
Nimule

25. Port of Dispatch \*  
Mombasa

26. Final Destination of the Consignment \*  
Abyei

27. Location of Goods \*  
Nimule

28. Clearing office \*  
Nimule

29. Border/Frontier Mode of Transport \*  
Road

30. Transporting Using \*  
40ft Container

### Transporter Details \*

Nationality of Means of Transport  
ganda

32. Vehicle Registration Number  
UG234X

1

Instructions General Transportation **Package** Financial

### Packages and Description of Goods

33. Total Number of Packages \*  
3535

34. Gross Weight (Kgs) \*  
26159

35. Containerised \*  
Yes

36. Container No \*  
MRKU 6057368

37. Proceeding Doc. REF. /AWB/BL/RCN/ Shipping Order  
800029282

38. Manifest Number  
45821

39. Marks & Numbers  
KCR 134M

40. Products Input format \*  
 Choose  
 CSV File Upload  
 Manual Form Input - Limited to 30 Items

Previous Next

2

## 1. Transportation Information Stage

Proceed to fill in the transport information.

Ensure to fill in the correct details of the transporter based on the mode of transport selected.

Click on Next once all the information is correctly filled.

## 2. Packages and Description of Goods

Fill in total number of packages, gross weight of the consignment. Select containerised option, if containerised provide the container Number. If not, proceed the next field.

There are two options of filling in the product details:

- Manual Input - where you fill in the information of the packages on the system
- File Uploads - You download a template where you fill the information and upload.

40. Products input format \*

Manual Form Input - Limited to 30 Items

41. Product Details \*

Type of Product \*

Choose...

Product Name/Brand/Description \*

Extended Procedure Codes/CPC \*

Choose...

Additional Procedure Code

Choose...

Product Category - Commodity Code \*

Choose...

Product Category - Specific HSCODE \*

Choose...

Gross Weight (Kgs) \*

Net Weight (Kgs) \*

Type of Packaging \*

Choose...

Number of Packages \*

Item Currency \*

Choose...

Item Total cost \*

Indicate the total unit cost of the specific product.

Country of Origin \*

Choose...

Supplementary Units \*

Choose...

REMOVE

Add new

PREVIOUS

NEXT

## Manual Input Option

Fill in the package information. Select if the product is Allowed or restricted. If restricted ensure to have a valid certification for this.

Give a clear description of the product. Select the CPC and additional procedure code from the drop down list.

Commodity Code - this is the first 4 digits of the HSCODE. Specific HSCODE brings the rest of the digits - 6 digits.

Once all the information is given, you can either go to Next or Add New Product incase of a mixed item consignment.

Instructions General Transportation **Package** Financial Uploads Review

### Packages and Description of Goods

33. Total Number of Packages \*

34. Gross Weight (Kgs) \*

35. Containerized \*  
Choose...

36. Proceeding Doc. REF. (AWB/BL/RCN) Shipping Order

37. Manifest Number

38. Marks & Numbers

39. Products input format \*  
CSV File Upload

Click on the link below to download an excel sheet template, fill it with your product details, save as .csv and re-upload.  
[Download Template](#)  
[HS Codes Reference Sheet](#)

40. Upload Filled CSV File \*  
Choose File

PREVIOUS NEXT

1

A	B	C	D	E	F	G	H	I
quantity	Unit Cost	hrcode	currency	gross_weight	net_weight	type_of_packaging	number_of_packages	Total Unit Cost

2

## File Uploads Option

Under 'Products Input Format', select the 'CSV upload option'.

1. Click on 'Download Template'

2. Proceed to fill in the information requested for under the template. Once done, save the template .

1. Click on the 'Choose file' option under 'Upload Filled File'. Select the file that you have saved and upload.

Click on 'Next' to proceed.



ID-LLT3A  
Customs Declaration Application

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end



43. Delivery Terms Code \*

Cost Insurance Freight

44. Total Invoice Value \*

1000

45. Total Invoice Currency \*

US Dollar

46. Preferred Currency for Tax Declaration \*

South Sudanese Pound

PREVIOUS

NEXT

1



43. Delivery Terms Code \*

Free On Board

Additional Information \*

43. Guarantee/ Bond Security No.

44. External Freight Charges \*

45. Currency \*

Choose...

46. Insurance \*

47. Currency \*

Choose...

48. Deductions

49. Currency

Choose...

50. Other Charges

51. Currency

Choose...

52. Total Invoice Value \*

3888

53. Total Invoice Currency \*

US Dollar

54. Preferred Currency for Tax Declaration \*

South Sudanese Pound

2

PREVIOUS

NEXT

## Financial Data

Select the 'Delivery Terms Code' of the consignment.

1. For Cost Insurance Freight - Provide the invoice amount and currency of invoice

2. For Free on Board, Delivery Duty paid, Delivery Duty Unpaid and ex Works option, you will be required to provide the following:

- Freight charges and currency
- Insurance amount and Currency
- Deductions and Currency
- Other Charges and Currency

Fill in the total Invoice value, the invoice currency and currency of declaration. Upon confirmation of the data filled, click on 'Next'.

*NB: The invoice value and currency should be the same as per the actual invoice document.*



## Uploads

We only accept PDF Uploads upto 300kb.

### 45. Import license \*

Choose File

### 46. Operations license \*

Choose File

### 47. Original Packing List \*

Choose File

### 48. Commercial Invoice \*

Choose File

### 49. Bill of Lading \*

Choose File

### 50. Export Certificate from Country of Origin \*

Choose File

### 51. Other Supporting Documents

Choose File

[PREVIOUS](#)

## Documentation Upload


Scan and attach the documents based on the request.

Attach any other document required under supporting document. In case of restricted commodities, attach the required authorised documents under 'other supporting documents'.

*NB: that the documents need to be in PDF format and have a size limit of 300kb*

## Customs Declaration Application

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end



Review Application

52. Declaration \*

I hereby confirm that I have provided accurate information as required in regard to this application. Providing false or inaccurate information will attract a fine of up to USD 10,000

PREVIOUS PR

Review Application

52. Declaration \*

I hereby confirm that I have provided accurate information as required in regard to this application. Providing false or inaccurate information will attract a fine of up to USD 10,000

EDIT

COMPLETE

## Review Application

Read through the declaration and click on the small circle as shown on the diagram as confirmation.

Click on 'Preview'

## Complete Application

Review the application to confirm that the information provided is correct. In case you need to amend, click on 'Edit' on the stage you need amendment on. You will be redirected back to the application to make the amendments.

Click 'COMPLETE' to submit the application for review.

## Customs Declaration Application

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end

# Thank you for completing the Customs Declaration Application

1

### Ref: ID-LLT3A

Customs Declaration Application

Fri Jul 15 11:48:53 UTC 2022

STAGE REVIEW

#### Appointments

View/Book appointments

No Appointments

Form Data

Signed Attachments

Go to...

## Application Instructions

Importers and Exporters can now declare their Consignments here. This service contains a unified customs workflow for Certificate of Destination, Tax Tariff Calculation and Payment, Consignment Inspection and Clearance.

The service is mandatory for all consignments entering, leaving or passing through the country.

### Who is Eligible to submit this Application?

The importer, primary clearing agent or handling agent can submit this application.

2

## Acknowledgement

Upon submission of the declaration.

1. You will get an acknowledgment of completing the declaration.
2. The system will redirect you to the home page.

At this stage on review, a declaration cannot be edited unless a request to correct is sent.

eServices.gov.s

Home History Services

National Revenue Authority

You have 3 application(s) that require correction

Recent Applications [VIEW HISTORY](#)

ID-9QTR8	Customs Declaration Application Submitted Jul 12 4:07 am STAGE TAX CALCULATION
ID-OLTLE	Customs Declaration Application Submitted May 13 8:05 am STAGE TAX CALCULATION
ID-LLT3A	Customs Declaration Application Submitted Jul 15 11:07 am STAGE REVIEW

1

## REQUIRED CORRECTIONS

ID-PPTPB	Customs Declaration Application noen	STATUS TAX CALCULATION	<a href="#">CORRECT</a>
ID-5OTDJ	Customs Declaration Application JXXX	STATUS TAX PAYMENT	<a href="#">CORRECT</a>
ID-5OTZO	Customs Declaration Application weight	STATUS TAX CALCULATION	<a href="#">CORRECT</a>

2

ID-PPTPB

Required Correction  
noen

Customs Declaration Application

Changes you make will be saved as draft and will not reflect in the application until you submit the form at the end



## Application Instructions

Importers and Exporters can now declare their Consignments here. This service contains a unified customs workflow for Certificate of Destination, Tax Tariff Calculation and Payment, Consignment Inspection and Clearance.

The service is mandatory for all consignments entering, leaving or passing through the country.

Who is Eligible to submit this Application?

3

• importer, primary clearing agent or handling agent can submit this application.

## Request for Correction

Incase a declaration needs to be amended, the reviewer will send it back to correction with a comment on what needs to be corrected. A notification will be sent to the registered email with instructions to amend the declaration.

1. To amend, click on the red banner 'You have X application that require correction'.
2. Then click on 'Correct' to start the amendment based on the instructions given. This follows the normal application process, ensure to amend and confirm before complete and submit.

## Declaration Stages

- I. **Draft** – This is an application that is yet to be completed and submitted for review.
- II. **Review** – The application is complete and submitted to Customs review under Manifest.
- III. **Approval** – The application which has been reviewed goes for approval for final review. Under Manifest head of section or an officer with the approval stage.  
Document to expect
  - SAD Form 17A
  - Custom Declaration Certificate
- IV. **Tax Calculation** – The application has been passed for tax estimation and calculation. This process entails different approval levels to ensure that calculations are well done.
- V. **Tax Payment** – the application has been approved by Tariff and an invoice for payment generated. At this stage, the applicant should expect an invoice shared as a notification on email and on the system interface.  
Document to expect
  - Invoice
  - Tax Payment/ Receipt
- VI. **Inspection** – Once applicant settles the invoice fully, the declaration automatically moves to inspection where the consignment is inspected.
- VII. **Release** – The declaration is moved to administration for a final review and clearance.  
Document to expect – Release Note
- VIII. **Exit** – The declaration/consignment is allowed to leave the custom port. This is upon proper review and confirmation.

