CUSTOMS.BN

Mobile Application User Manual

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Endorsed by:

Royal Customs and Excise Department

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Create Personal Declaration
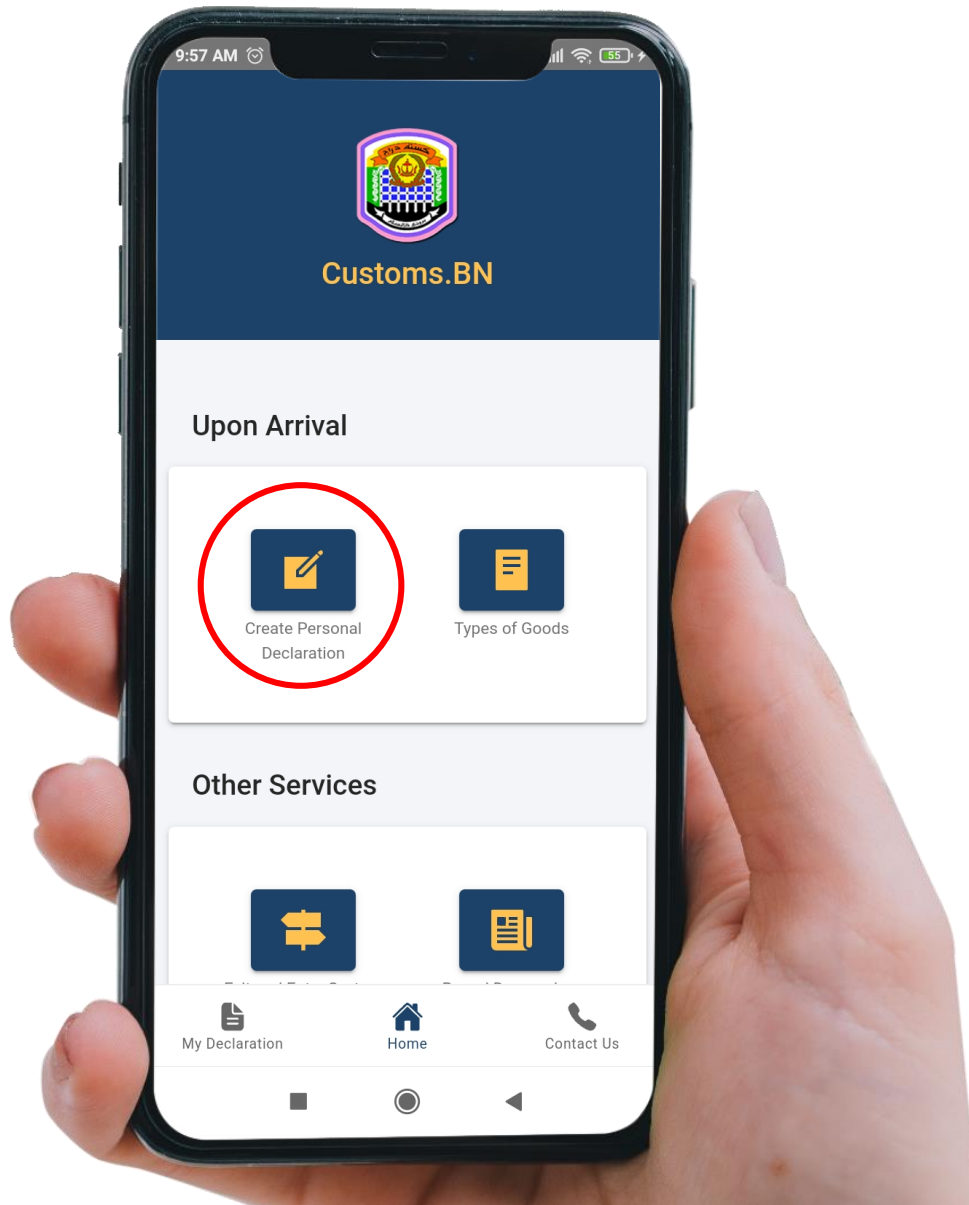
- Travellers are advised to prepare liquor declaration form at Customs.bn app within three (3) days prior arrival to Brunei – this is applicable for personal declaration only and for non-muslim.

- Internet connection is required to update the form content and submit the form.

- **Steps:**

  1. In the Home page, go to Create Personal Declaration to create new application

1

Create Personal Declaration
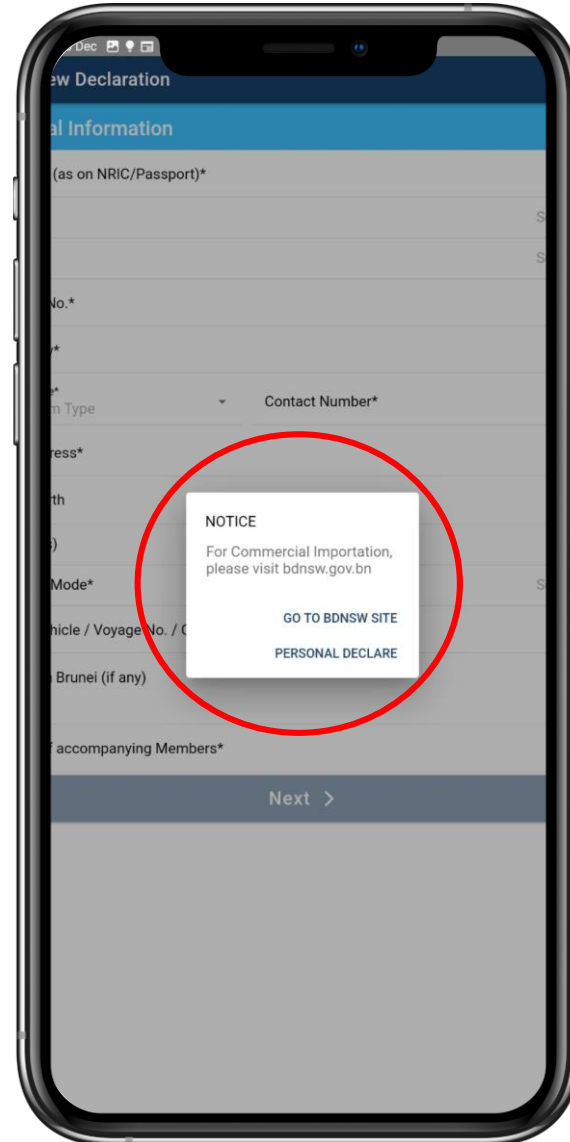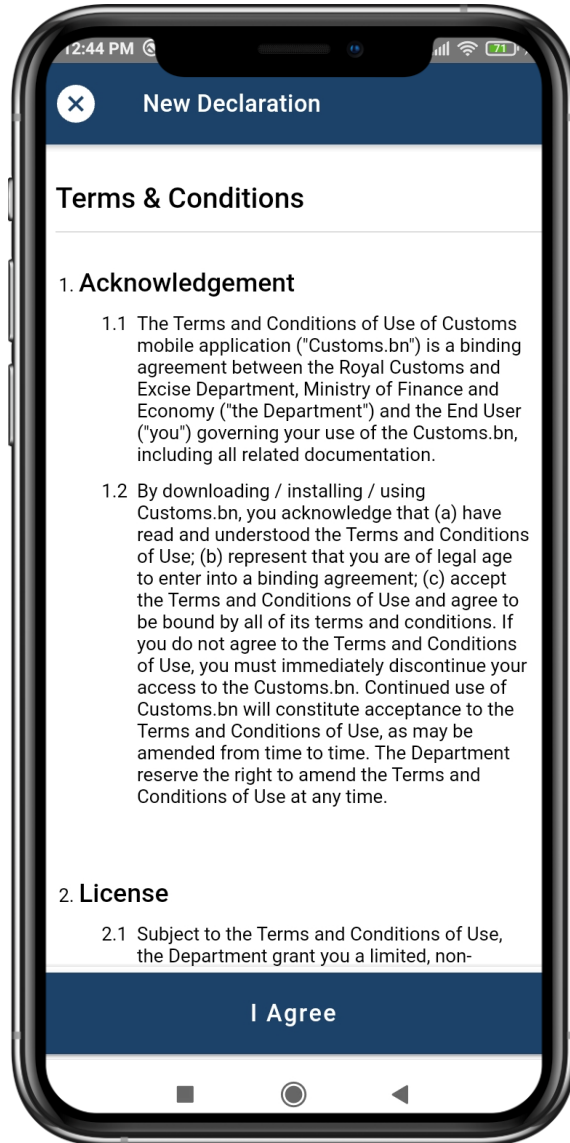
- **Steps:**
  2. Read the Terms & Conditions. Click **I Agree** to proceed with the application form.
  3. Choose Personal Declare

# Personal Information

- **Steps:**

    4. Fill in your personal information correctly. All fields with * are required.

    5. Liquor declaration is only applied for religion other than Islam). If selected religion is Islam, declaration will not be able to proceed.

    6. Age is auto calculated based on the selected date of birth. Age of less than 17 years old cannot proceed with the declaration application.

    7. Make sure the email is correct – notification will be sent to this email.

    8. Date of Expected Arrival must be within 3 days prior to arrival.

    9. Next button will be enabled once all information is filled in correctly.

    10. Proceed to Next to start declaring your goods (liquor).

3

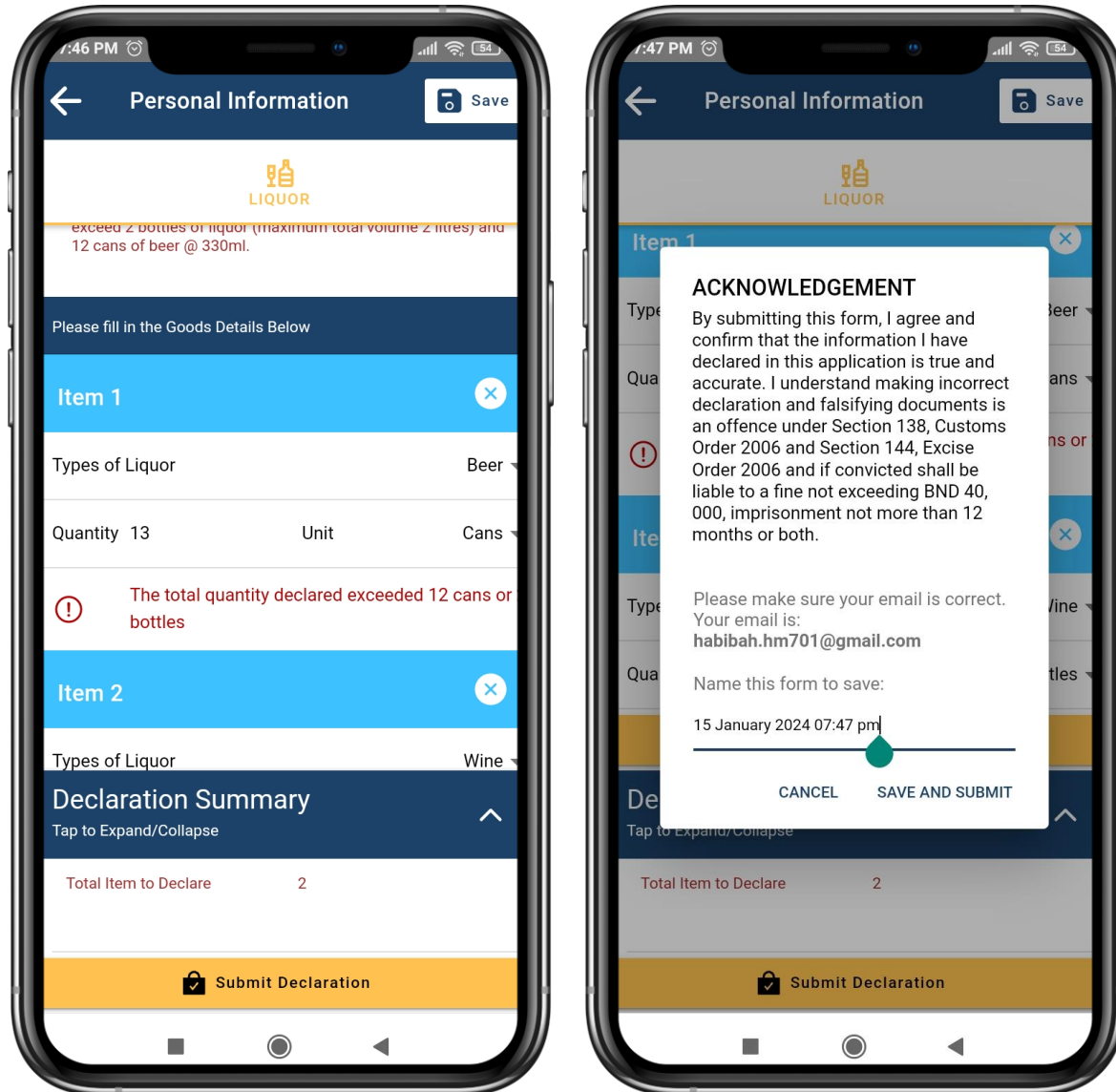# Declare Liquor
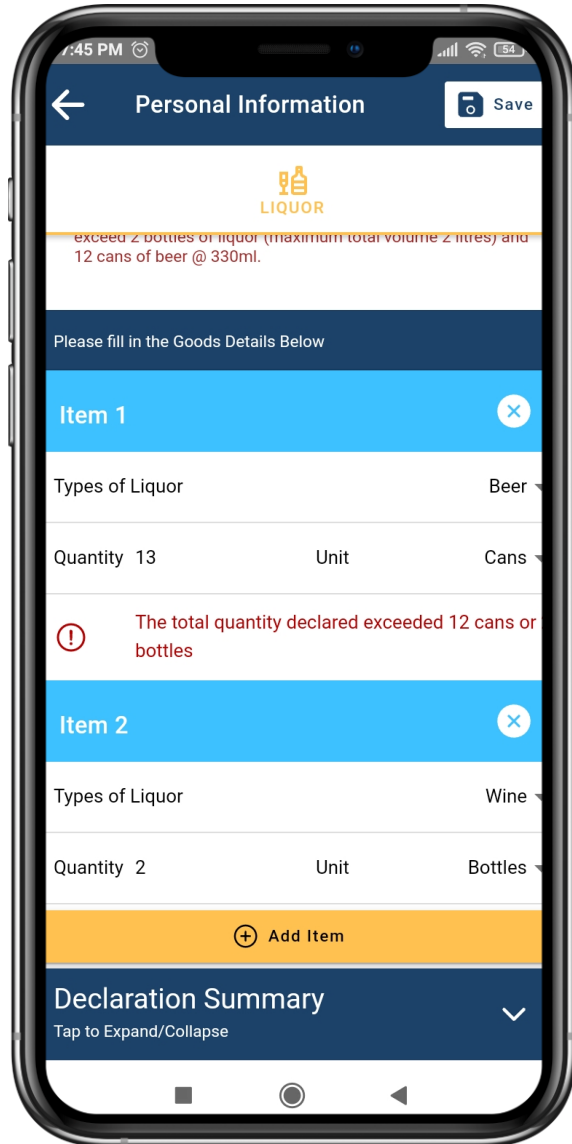
- **Steps:**

  11. Click **+ Add Item**.

  12. Select **Type of Liquor**.

  13. Insert **Quantity** and **Unit**.

  Note:

  1. Please read the conditions at the beginning of Liquor page.

  2. Warning message will appear if quantity is more than 2 bottles (maximum volume of 2 Litres) or 12 cans of beer @ 330ml.

4

Submit Declaration

- **Steps:**

  14. Expand the declaration summary.

  15. If there is a warning message about incomplete form, complete the form or remove any unrequired items.

  16. The summary provides the overall number of items to declare.

  17. Submit Declaration button will be enabled when all required fields in the form are completed.

  18. Make sure data connectivity is presents before submitting.

  19. Click Submit Declaration button.

  20. Read the Acknowledgement.

  21. Rename the form if necessary – this is to save your personal information in your phone memory.

  22. Click Save and Submit.

View Declaration
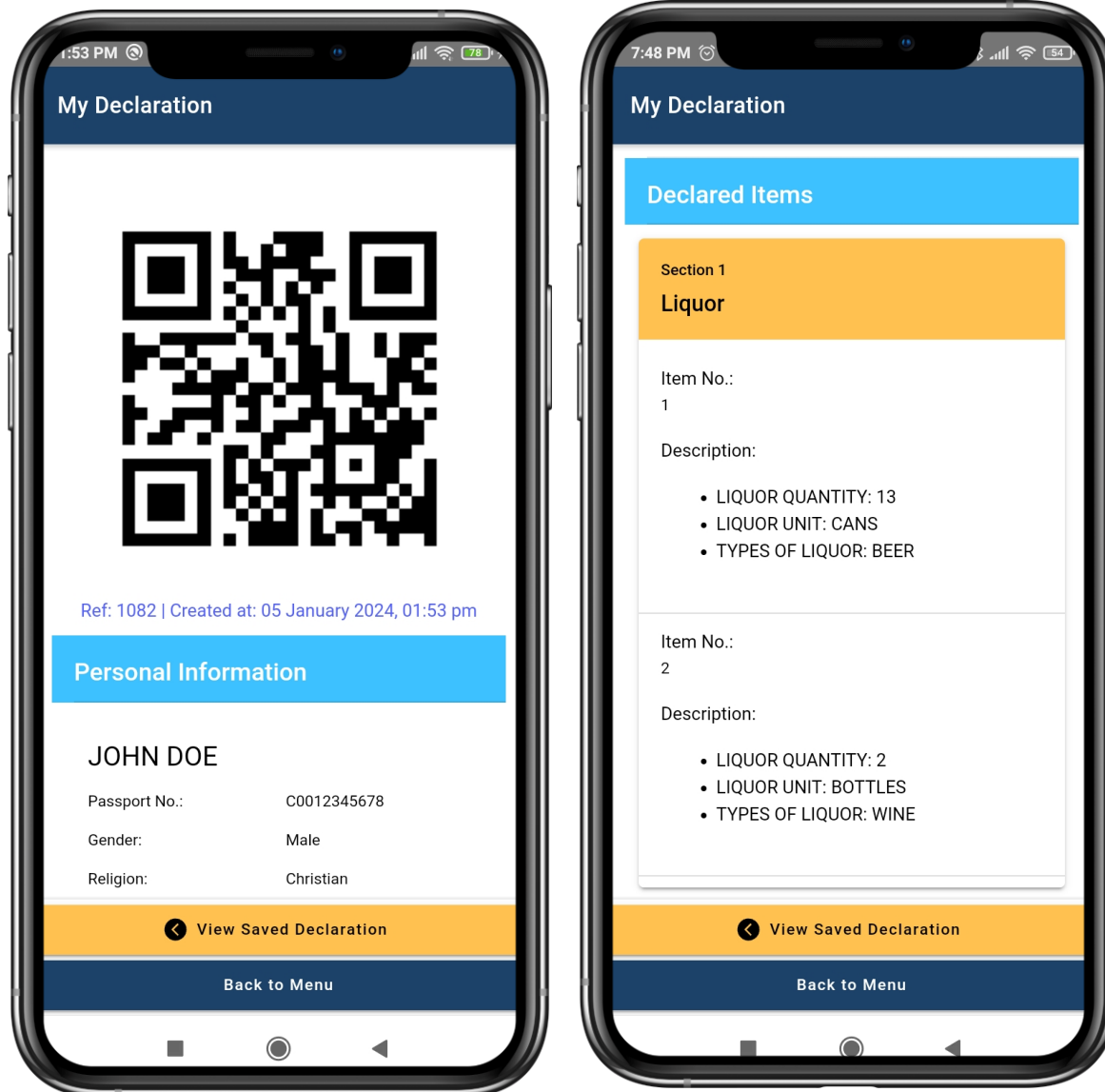
Steps:

23. If successfully submitted, a QR code will be shown and you will be receiving an email about your declaration application.

24. Present the QR code to customs officers at control post for their next action.

25. The page also shows the summary of your submitted application.

26. Click **View Saved Declaration** to see all your past declarations.

My Declaration
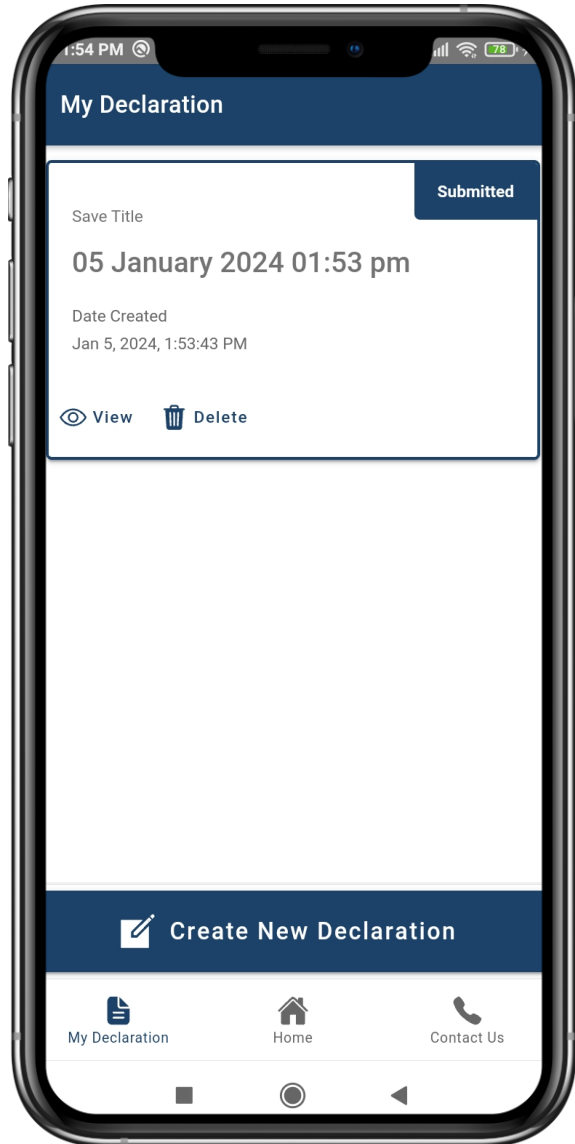
- Past declaration applications can be viewed in My Declaration

- **Steps:**

1. Click **My Declarations** tab to view declaration history.

2. Click **Reuse Profile** to reuse the personal information for your next application.
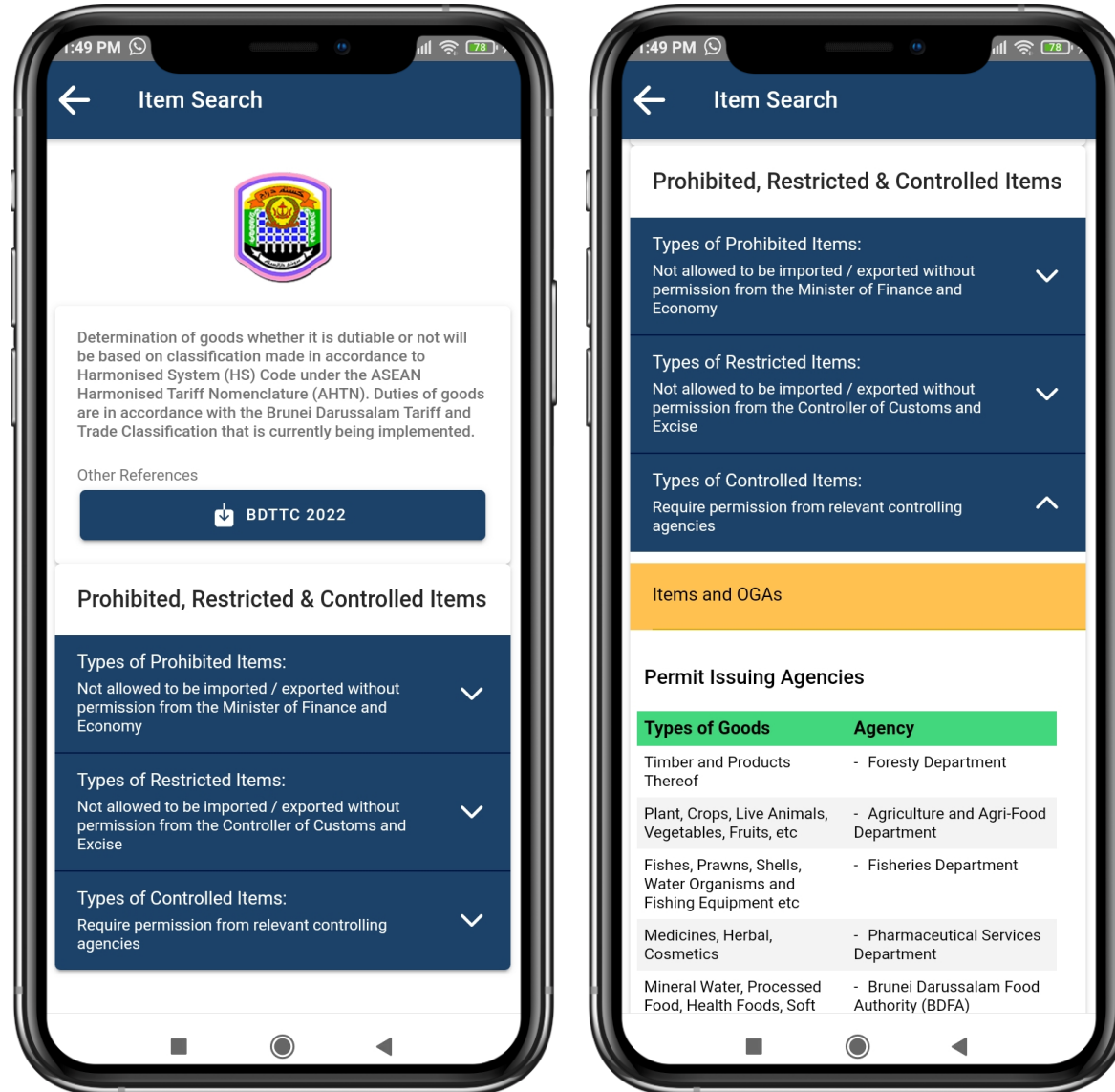
7
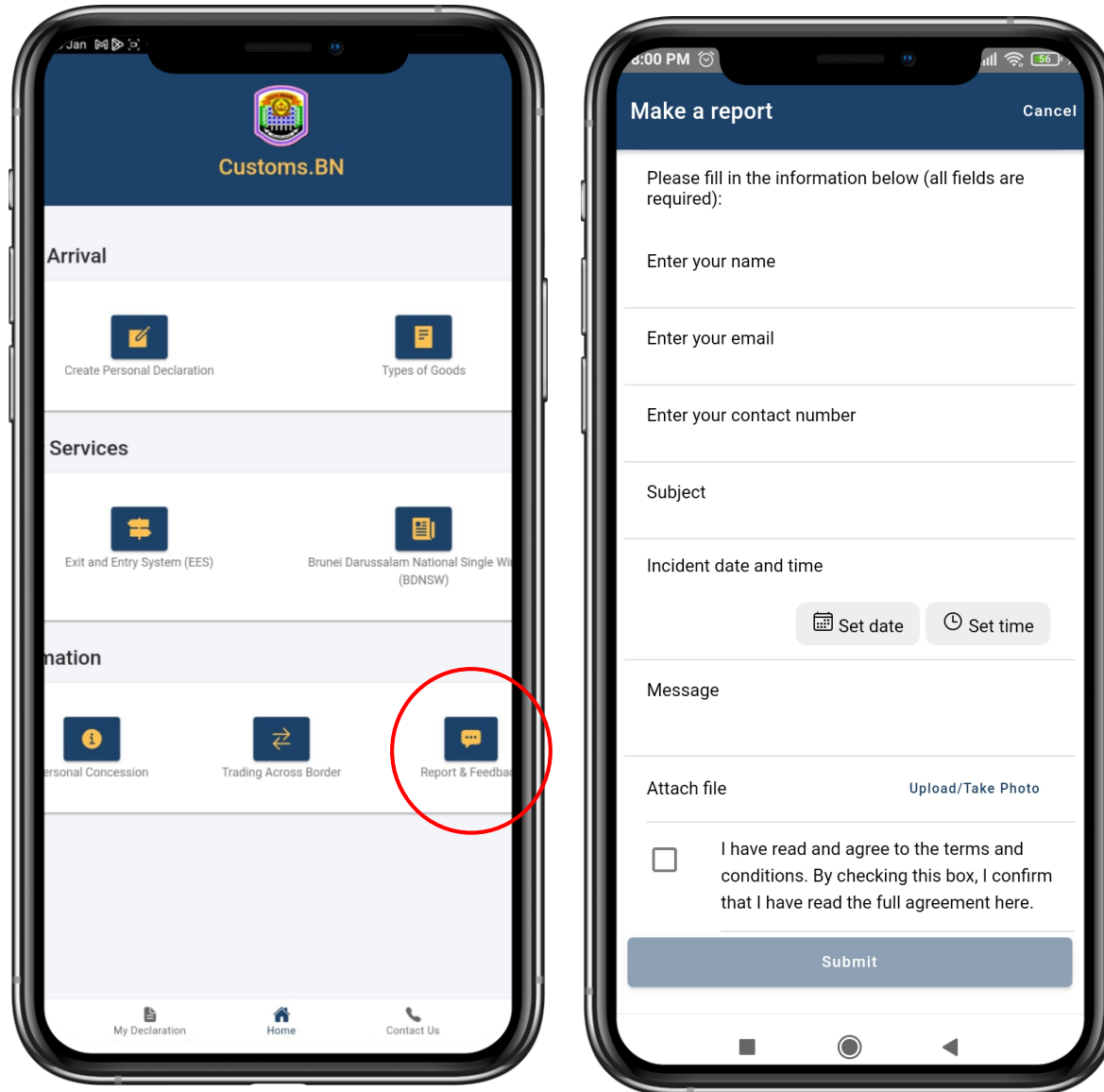
Report & Feedback

- **Steps:**

  1. Click **Report & Feedback** to make a report or send feedback

  2. Insert all required information

  3. Read and Tick the acknowledgement

  4. Click Submit button
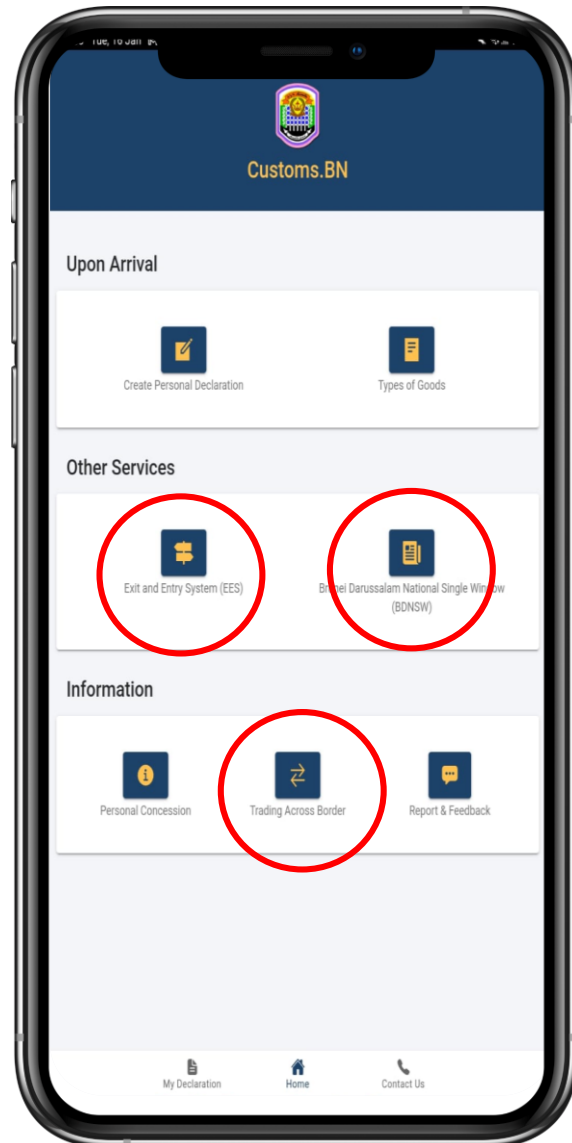
Types of Goods

- Item information can be viewed in Types of Goods

- **Steps:**

  1. Click BDTTC 2022 to download Brunei Darussalam Trade and Tariff Classification 2022 pdf file.

  2. This page provides more information about dutiable goods and prohibited/restricted/controlled items.

Other Services & Information

- **Steps:**

  1. Click Exit and Entry System (EES), Brunei Darussalam National Single Window (BDNSW) and Trading Across Border, then it will be directed to the respective websites or links

  2. Click Personal Concession to view the respective information