

PUBLIC NOTICE

Scheduled CAPS Migration & Temporary Manual Declaration Process

The Customs Automated Processing System (CAPS) will undergo a **scheduled migration on Friday, 21st November 2025**, beginning at **4:30 PM**. During this time, the system will be offline and **unavailable to importers and brokers** until works are completed and the system is tested.

System access is expected to resume on **Monday, 24th November 2025**.

In the interim, **all Trader Declarations (TDs) must be submitted manually using the HMC-12-2024 Version 2 Form**.

Important Instructions for Importers and Brokers

Before System Shutdown – Friday, 21st November 2025, 4:30 PM

- **Brokers must NOT attempt to submit any TD after 4:30 PM.**
 - **Brokers should ensure that all TDs submitted before 4:30 PM have been properly processed.**
Contact the Customs Office if you have pending entries to avoid declarations being stuck in the system.
 - If you are unable to complete processing before this time, please:
 - **Print the TD details and walk in the declaration on Saturday, OR**
 - **Prepare the TD in CAPS beforehand, validate for accuracy, do NOT submit, and print all information for walk-in submission. (Option 2)**
-

Manual Processing Schedule – Saturday, 22nd November 2025

Port / Declaration Type	Location	Processing Time
General TDs (Port Purcell)	CAPS Office – Qwomar Building	9:00 AM – 12:30 PM
Duty-Free, Concession & Related Declarations	Customs Office – Water Front Drive (Upstairs Road Town Jetty)	9:00 AM – 12:30 PM

Port / Declaration Type	Location	Processing Time
All other ports	Designated Port of Arrival	Based on operational hours

Manual Declaration Requirements

- All TDs must be prepared on the **HMC-12-2024 Version 2 (Excel) Form**.
 - No handwritten TDs will be accepted.
 - Importers must **physically walk in declarations** to the designated location.
 - **Brokers must ensure that all persons clearing cargo are registered with CAPS** before presenting declarations.
-

Standing Deposits

- Couriers and businesses using **standing deposits** must:
 - Submit declarations using the **HMC-12-2024 Form**, and
 - Select the importer type **“Deposit.”**
-

System Resumption

CAPS is expected to return to full service on:
Monday, 24th November 2025.

An updated public notice will be issued upon successful completion of the migration and system validation.

Reminder

To avoid delays in cargo clearance:

- Follow all instructions carefully.
 - Ensure correctness of TDs prior to submission.
 - Avoid leaving declarations pending after system shutdown.
-

For assistance or clarification, please contact the Customs Office.

We thank you for your cooperation as we work to improve the efficiency and reliability of our systems.