**Important information to Door-to-Door operators for customs clearance of gift parcels arriving under the streamlined “Door-to-Door delivery service”**

Bona fide Gift packages sent under the streamlined Door-to-Door delivery service shall be handled and cleared from Customs in line with the mechanism laid down in the Standard Operating Procedure (SOP) introduced for the said purpose. Main points in this procedure are highlighted below.

Registered Door-to-door operators, herein after referred to as the operators only will be permitted to handle the packages brought in to Sri Lanka to be delivered under this mechanism. Gift packages sent under the Door-to-Door delivery service shall be received, handled and cleared at RCT facilitation center through the Customs in line with the mechanism laid down in the SOP.

**Registration Of DOOR-TO-DOOR operators**

Business entities/persons who wish to operate a Door-to-Door operator shall electronically register with the TIN/VAT unit of Sri Lanka Customs duly furnishing all information, and annexing all documents stipulated therein.

The operator shall request the TIN/VAT unit to verify the accuracy of registration process and report to Director of Customs (Passenger Services)/ Charges Officer (CO) in that regard.

Once the registration is completed, the operator shall request the Director of Customs (Passenger Services)/ Charges Officer (CO)to verify the accuracy of his registration.

If satisfied, Director of Customs (Passenger Services)/ Charges Officer (CO) will ask the operator to make a refundable security deposit of Rs. 5,000,000.00 (Five million) and to upload the scan image of the receipt to his registration portal authorizing the TIN/VAT unit to activate the TIN.

**Responsibilities of the DOOR-TO-DOOR operators**

1. Operators shall be entirely responsible for the safe delivery of packages from the time they are collected from the senders overseas until the same are handed over to respective consignees/addressees under acknowledgement.
2. Operators shall put in place an effective mechanism to,

* Make their counterpart in the country of shipping to adhere to the laws, regulations and conditions applicable for imports into Sri Lanka, and also to abide by guidelines governing the operation of this streamlined Door-to-Door delivery system.
* Refrain from accepting Door-to-Door packages other than through an agent whose details are furnished to SL Customs in the format specified in DTD 01.
* Refrain from accepting or sending goods which are prohibited and/or restricted to import into Sri Lanka and are of commercial nature.
* Refrain from introducing any goods into the packages handed over to the collector by any bona-fide sender or from sending any goods other than those have been handed over by such senders themselves.
* Obtain a “Sender’s Declaration,” in the format specified as, duly filled and signed by every sender, in triplicate, and to send one copy along with the shipping documents, hand over one copy to the sender, and to place the other copy inside one of the packages
* Pack the goods in a secure manner, number all packages according to a distinguishable numerical order in the format specified in DTD 02 and DTD 03 and refer the same in the import gift manifest (DTD 02) prepared for the Door-to-Door delivery service.

**MANIFEST REPORTING**

Business entities/persons registered with the Customs as Door-to-Door operators shall report electronically the import gift manifest to the Customs in the format specified as DTD 02 for packages brought in to Sri Lanka under Door-to-Door delivery service, 72 hours prior to the arrival of the goods in Sri Lanka.

**CUSDEC SUBMISSION**

On arrival of the cargo, the operator who handles the Door-to-Door container or the service provider shall submit a Customs Declaration (CusDec) in the format specified for Door-to-Door operation, along with the scanned images of “Sender’s Declarations” (DTD 03) submitted by each sender, and other shipping documents.

(The CusDec will be updated and keyed in with the values in LKR and HS codes determined by the Appraiser/ACO after the examination of the content of the packages)

**DOCUMENTS TO BE SUBMITTED FOR CLEARANCE OF DOOR-TO-DOOR PACKAGES**

Door-to Door operators shall submit below documents to DC (PS)/ Charges Officer (CO) prior to commencement of the clearance process at the warehouse;

1. A copy of the CusDec and supporting shipping documents.
2. Originals of “Sender’s declarations” (DTD 03)
3. Detailed Door-to Door gift manifest (DTD 02) for whole container including the details of package owners and contents in each and every package.

**EXAMINATION AREA**

The containers carrying packages of business entities/persons, registered with Customs as Door-to-Door operators, shall be transferred to a designated warehouse (RCT “Door-to-facilitation center”) for physical examination. A dedicated Customs staff deployed at RCT will facilitate the clearance of cargo after Customs formalities.

**EXAMINATION OF PARCELS**

Examine the package/s will be carried out by officers appointed to do so in the presence of the operator or his representative.

Examination of parcels will be done by officers appointed to do so and report accordingly.

Content of the package/s will be verified against the “Sender’s Declaration” (DTD 03) and “Import Gift Manifest” (DTD 02) uploaded along with the CusDec submitted by the operator.

In the event of any Customs violations being revealed, the officer will immediately inform the operator or his representative, and record the same.

In the event of any declared items being not found at the examination, the officer will immediately bring it to the notice of the operator or his representative and will make notes accordingly.

All forfeitures and penalties recovered for non-compliance will be recorded by the officer. The operator, if agrees with the report and has no complaints about any losses or damages, shall acknowledge the receipt of goods in good order.

The Senior Deputy Director of Customs deployed at the warehouse shall authorize the clearance having satisfied that all formalities have been followed and the payment of Customs levies have been made.

**PAYMENT OF DUTIES AND ISSUANCE OF RECIEPT**

The operator shall pay the total amount of Customs duties and other levies payable on the CusDec as indicated in the Assessment notice.

The operator shall issue a receipt as specified in DTD 04 to the consignee/addressee indicating the charges recovered from the consignee/shipper and the Customs duties/levies/penalties. These charges shall be the exact amount paid to Customs.

The operator shall retain all documents pertaining to the gift packages handled by them for a minimum of three years from the date of the CusDec either in pdf or hard copy format.

**DELIVERY OF THE GOODS TO CONSIGNEE.**

Goods shall be released to the operator to be delivered to the consignee/addressee within a reasonable period. It shall be the sole responsibility of the operator to safely deliver the goods to the consignee/addressee and recover operator’s dues, if any. Customs shall bear no responsibility on the packages or contents once the packages have been taken over by the operator.

**All payments applicable for disposal of forfeited goods brought as Door-to-Door in to the Sri Lanka should be paid by the relevant Door-to Door operator on behalf of the consignee/addressee of such goods.**