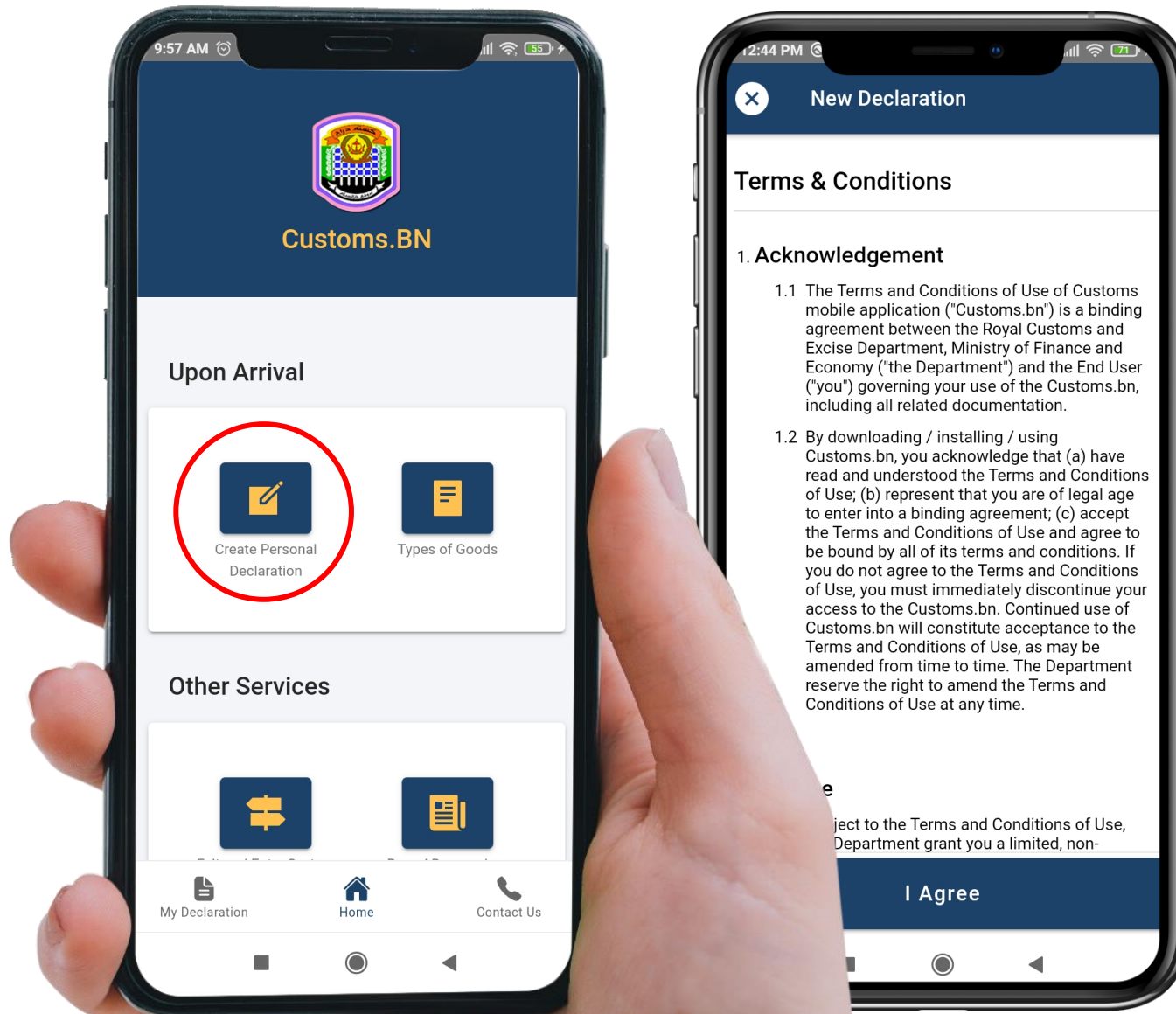# CUSTOMS.BN

Mobile App User Manual

CUSTOMS.BN

This mobile application serves as the passenger's portal for submitting customs personal declarations, eliminating the need for paper-based forms. Subsequent to the declaration submission, a QR code is generated to be presented at the customs control post.

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About Create Declaration

- Travelers are advised to prepare liquor declaration form at Customs.bn app prior arrival to Brunei – this is applicable for personal declaration only and for non-muslim. For commercial, go to BDNSW site.

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

- Steps:
  1. In the Home page, go to Create Declaration to start with the new application.
  2. Read the Terms & Conditions. Click **I Agree** to proceed with the application form.

3

Personal Information

As a passenger to declare for personal use (not commercial use):

1. Choose Personal Declare

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

3. Liquor declaration is only applied for non-Muslim only (selected religion is other than Islam). If selected religion is Islam, declaration cannot be proceed.

4. The age is auto calculated by given date of birth. Age of less than 17 years old cannot proceed with the declaration application.

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

6. Date of expected arrival must be within 3 days from the current date.

7. Next button will be enabled when all information is filled in correctly.

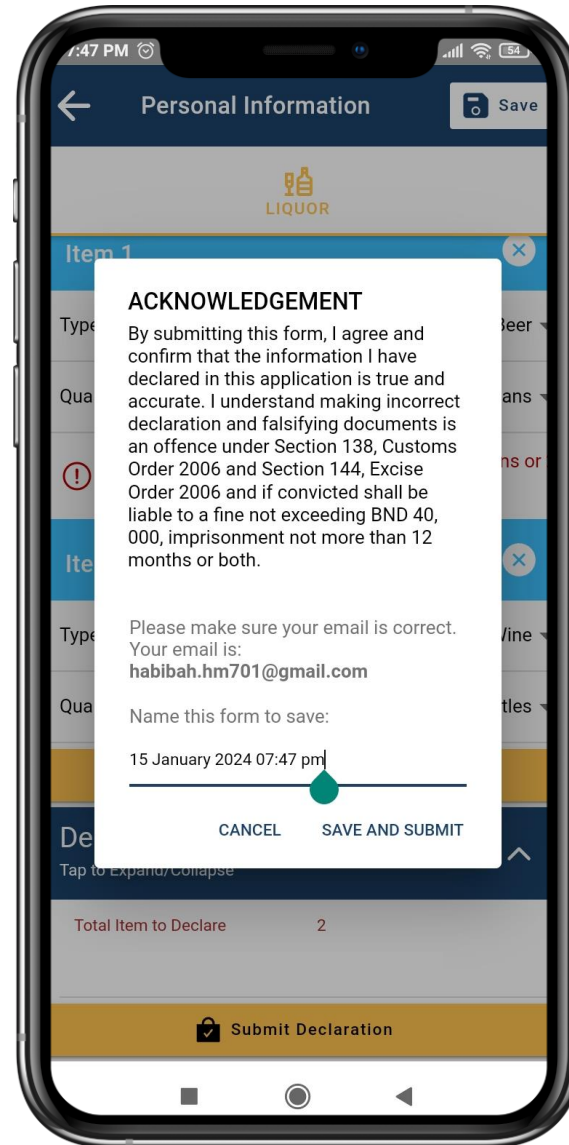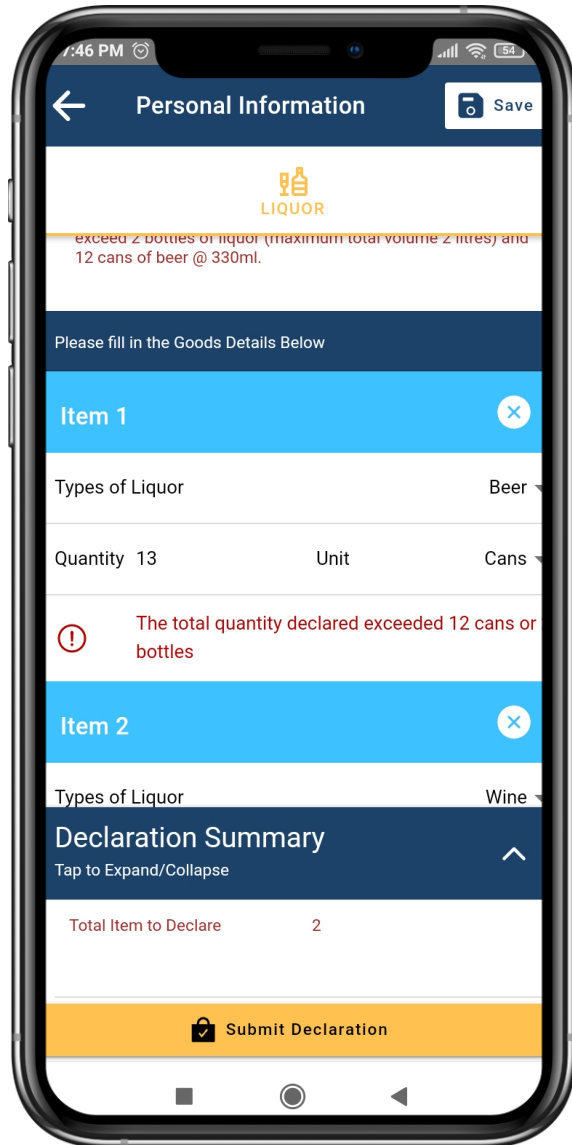8. Proceed to Next to start declaring your goods (liquor)

Create Liquor Declaration
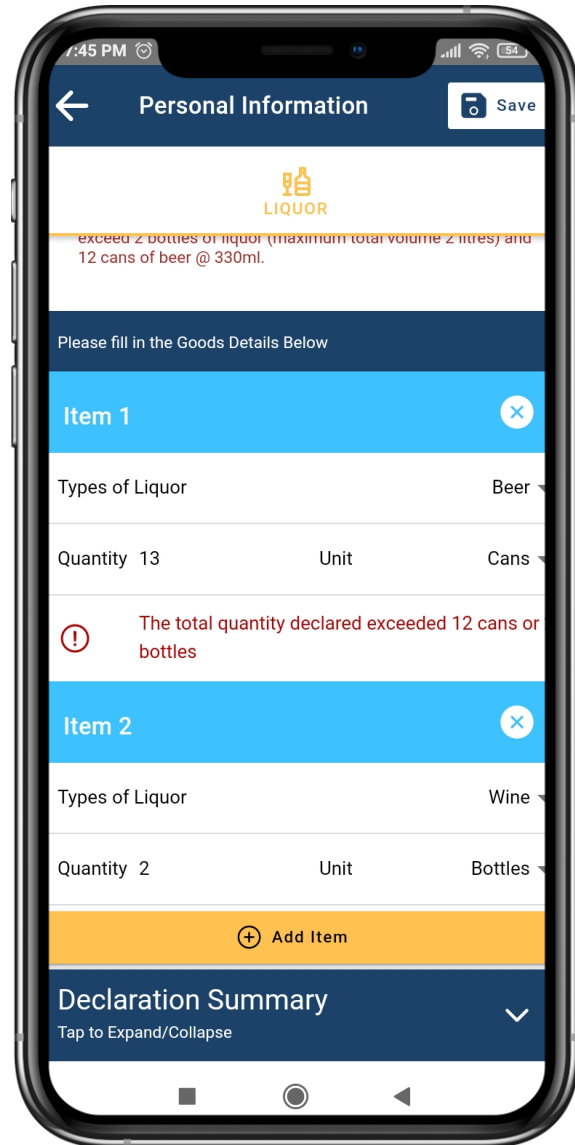
This section is only available if the selected religion is not Islam.

1. Click **+ Add Item**.

2. Select **Type of Liquor**.

3. Enter **Quantity** and **Unit**.

4. Warning message will appear if quantity is more than 2 bottles or 12 cans.
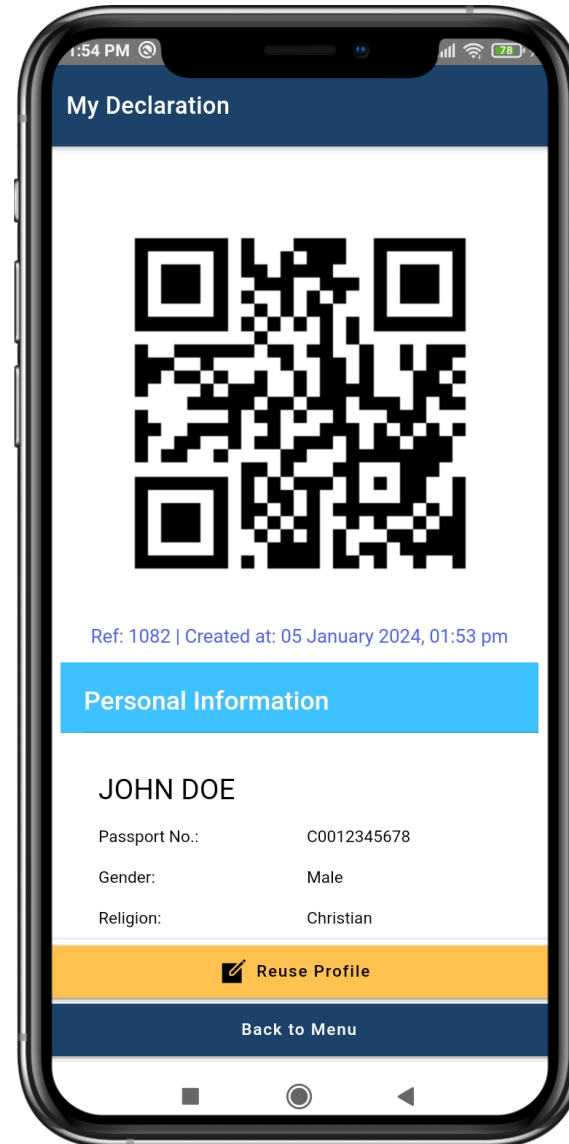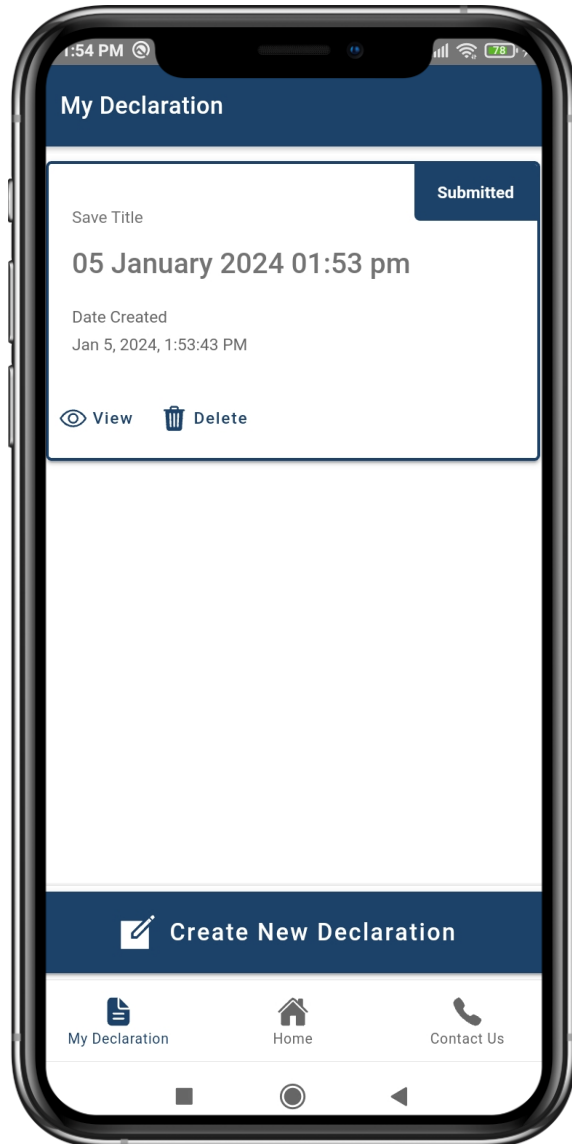
Submit Declaration

1. Expand the declaration summary.

2. If there is a warning message about incomplete form, complete the form or remove not required items.

3. The summary also provides the overall number of items to declare and grand total duty payable.

4. The Declare Goods button will be enabled when all required fields in the form are completed.

5. Make sure that you have checked all forms and data connectivity is presents before submitting.

6. Click the Declare Goods button.

7. Read the Acknowledgement and check your email.

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

9. Click Save and Submit.

6

# Submit Declaration (continuation)
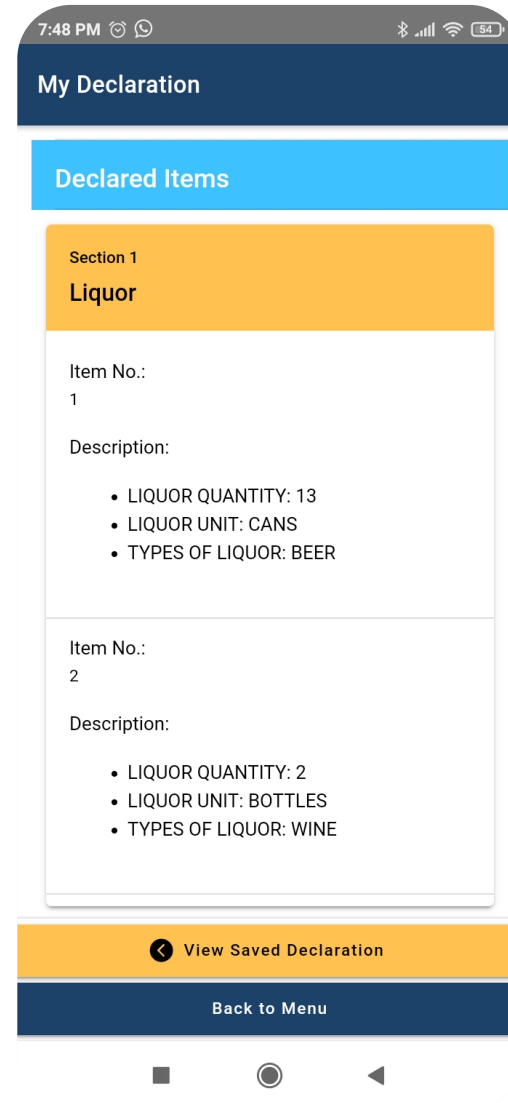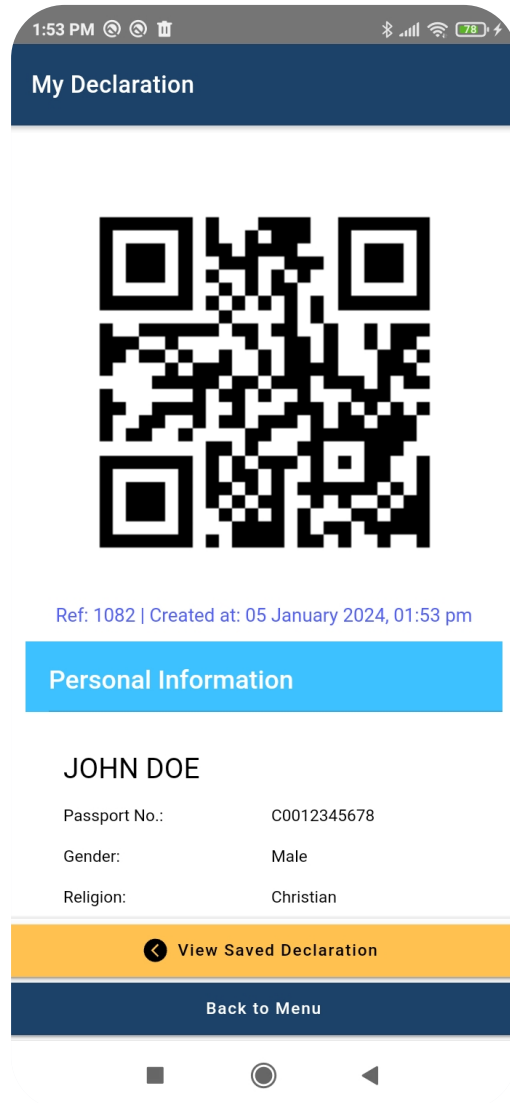
10. If successfully submitted, a QR code will be shown and you will be receiving an email about your declaration application.

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

12. The page also shows the summary of your submitted application. Click the **View Saved Declaration** to see all your past declarations.

My Declaration

1. You can view your past declarations in **My Declarations** tab.

2. Click **Reuse Profile** to reuse the personal information for your next application.

Types of Goods
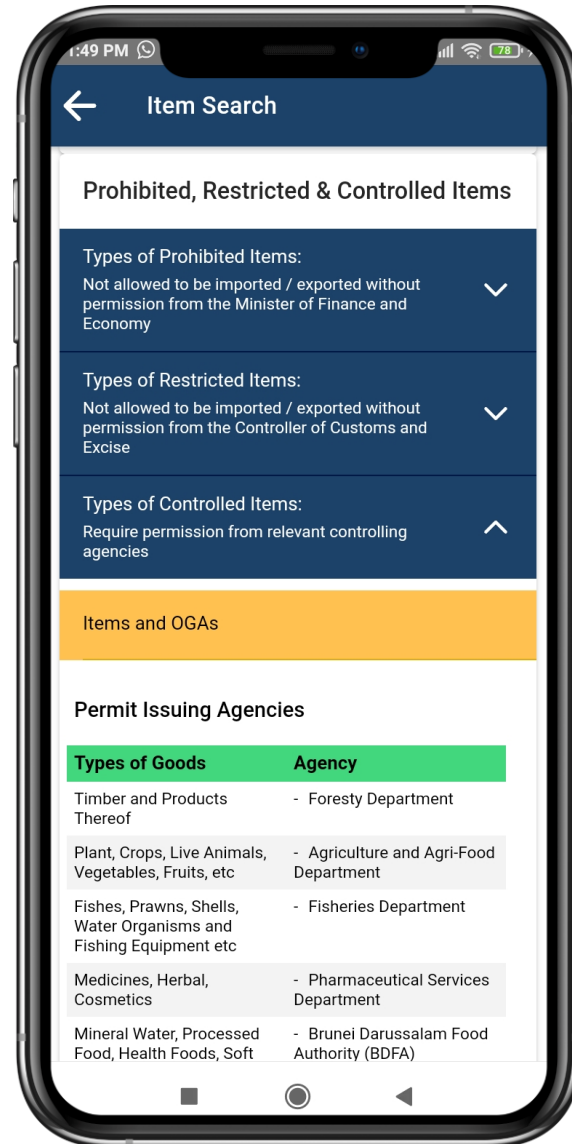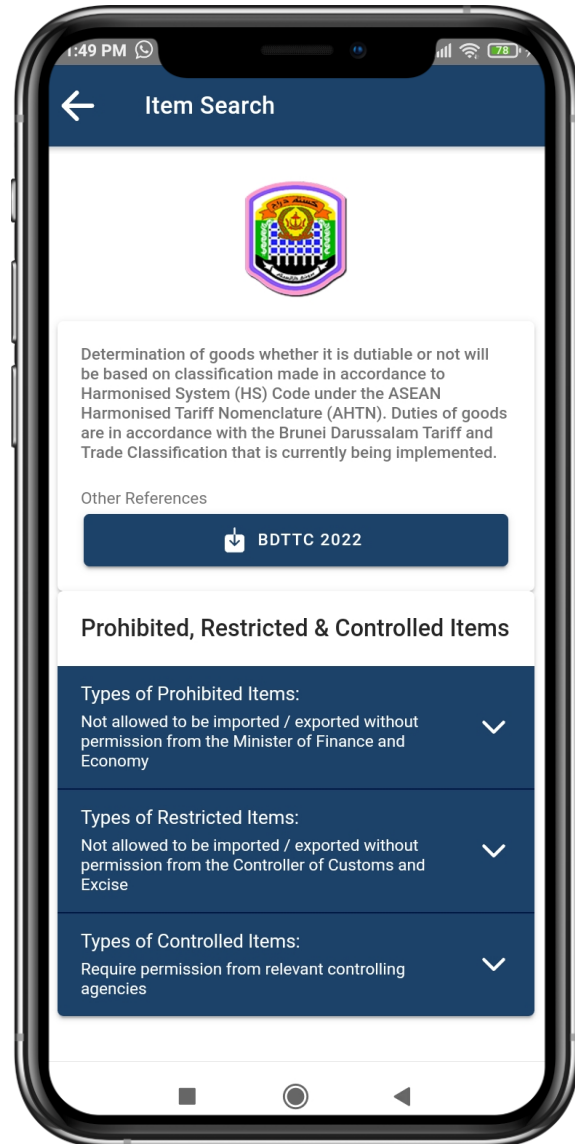
1. This page provides more information about dutiable goods and prohibited/restricted/controlled items.

Other Services, Information, Send complaint form

1. Go to **Other Services** (this will redirect you to an external link) to access services associated with the Royal Customs and Excise Department.

2. Pages under **Information** provides in-depth information about **Personal Concession** and **Trading Across Border** (external link)

3. Inside **Report & Feedback**, you can make a report or send feedback:
   a. Enter all the required information
   b. Depending on your selection, your message will be submitted to:
      i. info@customs.gov.bn – Feedback
      ii. sb.jked@customs.gov.bn – Report