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Kia Orana

Use of the Cook Islands Border Management system - On-line Import Declarations.

By now you will have received your log-in code and password with which you can gain access to the above for the purposes of lodging import entries on-line.

Although there may be scheduled outages for service and maintenance purposes, the on-line facility will generally be available, 24 hours a day, 7 days a week. As explained in the user guide, entries with a “cleared” status will be available for payment and delivery at the Cook Islands Customs Service (CICS) office or, in the case of importers approved for deferred payment, a delivery order will be emailed and the outstanding revenue debited against your RMD account.

Security of Declarant Codes and Passwords

It is imperative that you protect the integrity of your password. The declarant or user will be liable for entries submitted under his/her code.

You are encouraged to change your password to something which cannot be easily discerned by others, but not so complicated that you need to write it down. You should **not**, in any circumstances, allow anybody to use your code and password.

When the website is altered, users will be required to change their password every 90 days, although change at any time for any reason will be provided for. New users will be assigned passwords by CICS and forced to create a new password when they log-in for the first time.

The “rules” applicable to passwords are attached to this letter, for your reference as required.

Legal Obligations

Your approved use of the online declaration facility is subject to the provisions Sections 163 to 168 of the Customs Revenue and Border Protection Act 2012 (CRBPA 12), a copy of which is attached to this letter. Please familiarise yourself with this legislation and discuss any matters of concern with an officer at the Cook Island Customs Service office.



Keeping of Records

The automation of import entries, obviously means that CICS no longer get to examine and review documentation associated with import entries. To verify some imports, CICS may from time to time, request documentation, or conduct audits of specific commodities or importers. To this end, you are reminded of the provisions of Sections 129-130 of the CRBPA 12, a copy of which is also included in the Legislation printout attached.

The website application has significantly modernised our goods clearance processes, providing benefits to both Government and the importing community. As with all new systems, there will be a settling down period and we ask for your cooperation in adopting practices which may be notified to you. Similarly, we would welcome your comments, feedback and any suggestions you may have for improvement. Wherever possible, suggestions will be discussed with users and forwarded to the system administrators (New Zealand Customs Service) for consideration.

Below is the link to the CICS webpage.

<https://customs.gov.ck/web-bms/pages/login.xhtml>

Yours sincerely,

