

# DECLARANT GUIDE

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## TTBizLink e-Goods Declaration



## Table of Contents

OVERVIEW OF THE ONLINE PROCESS .....	2
LOGIN TO TTBIZLINK .....	3
DASHBOARD.....	5
Inbox.....	5
Menu .....	5
UPDATE PAYMENT OF TTBS FEES.....	6
Pay Via Online: .....	11
Online Payments FAQs.....	14
Upload Receipt:.....	15
Exemption .....	17
Payment Query .....	18
RESPOND TO A QUERY .....	19
CHECK DECLARATION STATUS .....	22
FURTHER ASSISTANCE.....	23

## OVERVIEW OF THE ONLINE PROCESS

Step 1: Submit your e-C82 declaration along with all required supplementary documentation to the Comptroller of Customs and Excise via the Customs and Excise Border Control System (CBCS/ASYCUDA). Upon payment of duties and taxes, Selectivity will be triggered.

Step 2: Once triggered, CBCS will transmit a data set (itemized in the Ninth Schedule) to TTBizLink in accordance with Section 279 of the Customs Act, Chap 78:01. This data set will be examined by the relevant regulatory agencies (OGAs) utilizing TTBizLink in accordance with the [List of HS Codes Requiring OGA Endorsements](#). These agencies will provide their endorsements electronically through TTBizLink to CBCS. The OGAs referred to are as follows:

- Trinidad and Tobago Bureau of Standards (TTBS)
- Trade Licence Unit (TLU) of the Ministry of Trade and Industry
- Plant Quarantine Services (PQS) of the Ministry of Agriculture, Land and Fisheries
- Chemistry, Food and Drugs Division (CFDD) of the Ministry of Health
  - Food and Drug Inspectorate
  - Pesticides and Toxic Chemicals Inspectorate

Step 3: For HS Codes requiring TTBS endorsements, update the payment details of the declaration in TTBizLink. TTBS endorsements are only provided after this step is completed successfully. Presently, the methods of payment remain unchanged. Note that updating the payment in TTBizLink is mandatory for TTBS endorsements, whether or not a physical payment is actually applicable. Please see the [Update Payment of TTBS Fees](#) section for instructions on updating a payment in TTBizLink.

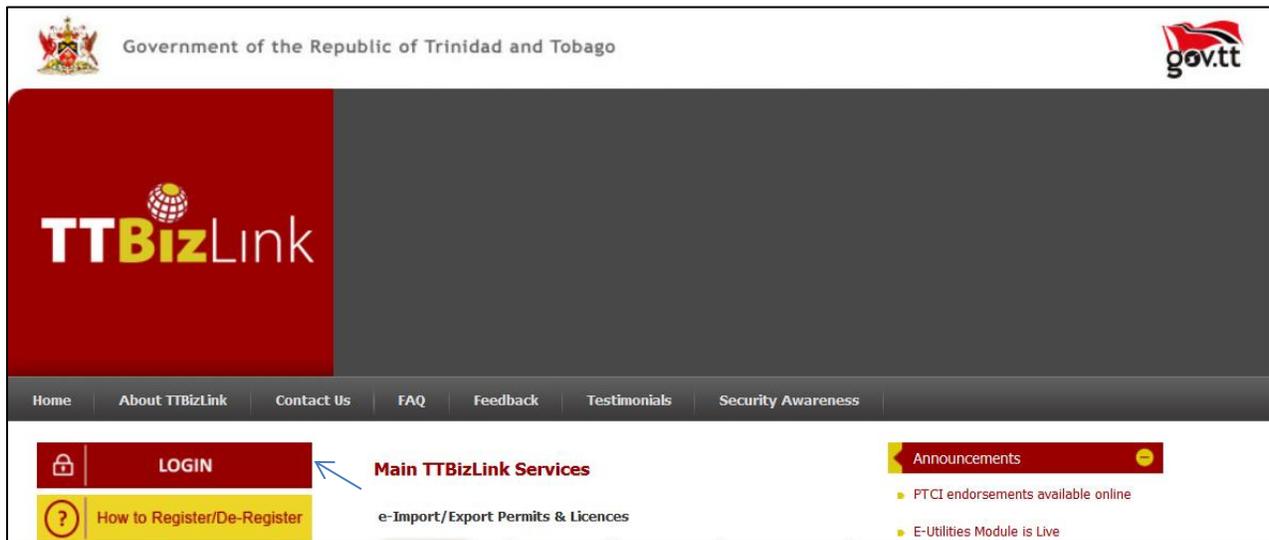
Step 4: If you receive a query from an OGA, you can utilize the query response feature in TTBizLink to respond to it. Please see the [Respond to a Query](#) section for further details on responding to a query via TTBizLink.

Step 5: Each endorsement provided by an OGA in TTBizLink will be automatically and instantaneously transmitted to the CBCS. You can check the status of OGA clearance in TTBizLink and in CBCS. For further details on checking the status of endorsements from the OGAs in TTBizLink, please see the [Check Declaration Status](#) section.

Step 6: Once the required endorsements from all relevant OGAs have been provided and you have received clearance from Customs, you can proceed with the clearance process in CBCS. Note that if you require endorsements from any agencies not currently utilizing TTBizLink, you will be required to get manually stamped endorsements in order to proceed with clearance.

## LOGIN TO TTBIZLINK

Navigate to the homepage of TTBizLink by typing [www.ttbizlink.gov.tt](http://www.ttbizlink.gov.tt) in the address bar of your web browser. Next, click the Login button.



You will be taken to an Online Security Alert page. Please read the security information carefully before proceeding. Subsequently, you can login with your TTBizLink ID (e-mail address) or your tconnect ID (13 digit number) by clicking the relevant Continue to Login button at the bottom of the Online Security Alert Page.

### Online Security Alert

**Please ensure the following before logging in**

- The URL address in the address bar of your browser must begin with "https"; the letter 's' at the end of "https" stands for 'secured'.
- Look at the SSL Certificate details to check the authenticity of the website (click on the padlock symbol in Internet Explorer and/or the site information button in Firefox next to the address bar).
- Do not enter your tconnect ID or password in any pop up window.

**Beware of Phishing Attacks**

- Phishing is a fraudulent attempt made through e-mail, phone calls, SMS etc. seeking your personal and confidential information.
- You will not be sent e-mails/SMSs or receive any phone calls from TTBizLink or any of its partners requesting your personal information or password. Any such e-mail/SMS or phone call is an attempt to steal your credentials. Never respond to such an e-mail/SMS or phone call.
- Please immediately report if you receive any such e-mail/SMS or phone call by sending a copy of the message or any related details to [support.ttbizlink@gov.tt](mailto:support.ttbizlink@gov.tt) or call us at **800-4739** between 8am to 4pm, Monday to Friday.
- Test your knowledge, click [Phishing Scams; Avoid The Bait and Take The Quiz](#) (source: OnguardOnline.gov)

**Important Security Tips**

- Access the TTBizLink website only by typing [ttbizlink.gov.tt](http://ttbizlink.gov.tt) in the address bar of your browser.
- Do not click on any link which has been received via e-mail from an unexpected/untrusted source.
- Change your tconnect ID password periodically.
- Having the following will improve your internet security:
  - Newer version of Operating System with latest security patches.
  - Latest version of Browsers (Internet Explorer 7.0 and 8.0, Mozilla Firefox 3.1 and above).
  - Firewall is enabled.
  - Antivirus signatures applied.
- Keep your computer free from malware, scan regularly with Antivirus software to ensure that the system is Virus/Trojan free.
- Never reveal your tconnect ID password to anyone and change it immediately if you have accidentally done so.
- Avoid accessing TTBizLink from cyber cafes or shared computers.
- For information on malware, click [Protect Your Computer from Malware](#) (video source: OnguardOnline.gov).
- For information on how to safely use public Wi-Fi networks, click [Public Wi-Fi Networks Advice](#) (video source: OnguardOnline.gov).



 Continue to login with tconnect ID OR  Continue to login with TTBizLink ID

 How to Register/De-Register

Once you have logged in successfully using either your TTBizLink ID (e-mail address) or ttconnect ID (13 digit number), you will be directed to the homepage where a Welcome message will be displayed and the various e-services you are subscribed for will be highlighted in red.

Welcome **DECLARANT USER** ←  
11:23 AM, 16 April 2014

**Useful Links**

- Tariff and Legislation
- InvesTT

**Document Verification Links**

- 2D Barcode Verification

**Interactive Media**

- Watch us on YouTube
- Meet us on Facebook
- Find us on LinkedIn

**Main TTBizLink Services**

**e-Import/Export Permits & Licences [Non subscribed]**

This service allows importers/exporters to apply electronically for trade permits and licences from the Ministry of Trade, Industry and Investment (MTII) - Trade Licence Unit (TLU); Ministry of Food Production (MFP) - Animal Production and Health Division, and Plant Quarantine Services. ....more

**e-Import Duty Concession [Non subscribed]**

The Ministry of Trade, Industry and Investment (MTII), through this service, allows companies seeking IDCs to complete the necessary application forms and upload supporting documents online. All applications are then processed electronically by the MTII with dynamic feedback provided to the applicant as required. ....more

**e-Company Registration [Non subscribed]**

The e-Company Registration service will enable online submission and tracking of Business Registration and Company Incorporation applications/documents to the Registrar General's Department of the Ministry of Legal Affairs (MLA) for processing. This service will also enable an online Name Search and application for Name Reservation. ....more

**Announcements**

- Services Roll-out
- TTBizLink Registration

**Business News**

**Events & Holidays**

**Awards & Recognitions**

Scroll to the relevant e-service you wish to access and then click the heading to go to your Dashboard.

**e-Goods Declaration [Subscribed]**

This service enables the Importer/Exporter or authorized agent of imported and exported goods who has submitted cargo declaration data to the Customs Border Control System (Asycuda World) to thereafter obtain regulatory approvals/endorsements from the Trade Licence Unit and Trinidad and Tobago Bureau of Standards of the Ministry of Trade, Industry and Investment; Chemistry, Food and Drugs Division of the Ministry of Health; and the Plant Quarantine Service of the Ministry of Food Production.

## DASHBOARD

Once you follow the steps to login to e-Goods Declaration as described in the [Login to TTBizLink](#) section, you will be routed to your Dashboard. The screenshot below is an illustration of a Dashboard.

Welcome **DECLARANT, USER**  
11:41 AM, 29 August 2016

**Dashboard**

**Inbox**

Page 1 of 52 | Go to Page 1 | Go

S.No.	Reference No. ↕	Importer Name ↕	Declarant Name ↕	Customs Reg No. ↕	Customs Reg Date (dd/mm/yyyy) ↕	Status ↕	Action
1	GSD2016082903957	TTBizlink Test Dec	TTBizlink	A 10001	13/03/2015	Pending Fee	
2	GSD2016082903956	TTBizlink Test Dec	TTBizlink	A 90001	01/07/2015	Pending Fee	
3	GSD2016082903955	TTBizlink Test Dec	TTBizlink	A 90000	01/07/2015	Pending Fee	
4	GSD2016082903954	TTBizlink Test Dec	TTBizlink	A 80000	01/07/2015	Pending Fee	
5	GSD2016082903953	TTBizlink Test Dec	TTBizlink	A 70000	01/07/2015	Pending Fee	
6	GSD2016082903949	TTBizlink Test Dec	TTBizlink	A 50000	13/03/2015	Pending Fee	
7	GSD2016082903948	TTBizlink Test Dec	TTBizlink	A 20000	13/03/2015	Pending Fee	
8	GSD2016082903947	TTBizlink Test Dec	TTBizlink	A 10000	13/03/2015	Pending Fee	
9	GSD2016080803906	TTBizLink High Risk Test	TTBizLink	T 10042	07/08/2016	Pending Fee/Queried	
10	GSD2016080803905	TTBizLink High Risk Test	TTBizLink	T 10041	07/08/2016	Pending Fee	

Records 1 to 10 of 515

## Inbox

Your Inbox is the main component of your Dashboard. It contains actionable declarations, that is, declarations pending a TTBS payment update and/or a response to a query from any OGA. Note that you can only access declarations successfully transmitted from CBCS with the Declarant Number corresponding to your TTBizLink Profile. Your Inbox is divided into pages and you can use the << and >> arrows or the “Go to Page” feature to navigate to a specific declaration. The declarations in your Inbox can also be sorted by column headers in ascending or descending order.

## Menu

Your Menu is located to the left of any page within e-Goods Declaration. It provides access to your Dashboard, this guide and the two Search functions. Note that processed declarations older than 6 months are automatically archived and can be accessed from the Archived Goods Declaration Search.

Welcome **DECLARANT, USER**  
11:41 AM, 29 August 2016

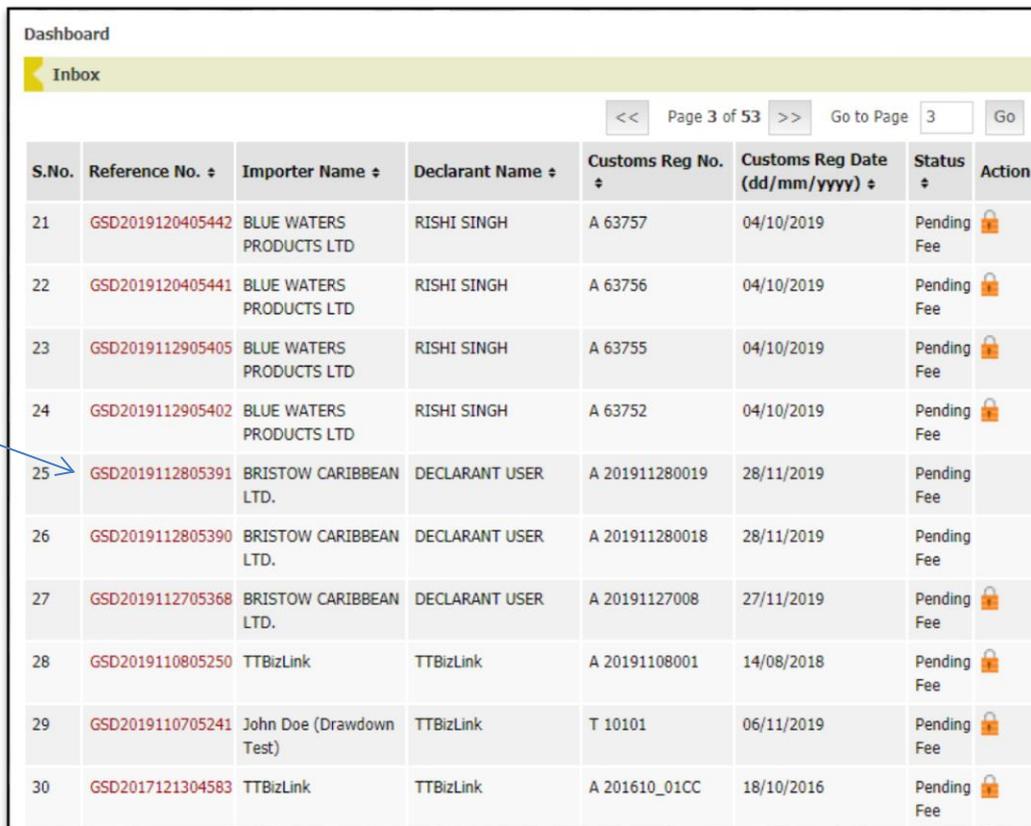
- Goods Declaration** (dropdown)
- Dashboard
- Search
- How to** (dropdown)
- Declarant Guide
- Archived Goods Declaration** (dropdown)
- Search

## UPDATE PAYMENT OF TTBS FEES

It is a prerequisite to update a TTBS payment in TTBizLink to receive endorsements from TTBS, even if a payment is not required. TTBizLink automatically calculates fees based on the HS Codes in the data set received from CBCS. HS Codes applicable to TTBS can be found in the [List of HS Codes Requiring OGA Endorsements](#). Note that the Supplementary Units field on the e-C82 is used to calculate fees in some cases. As such, if incorrect information is received from CBCS, the fee calculated will be incorrect. Once the fees are calculated, an email will be sent with the amount owing to anyone with a matching broker number. You can choose to pay the fee online via credit card or via upload receipt through a bank (First Citizens Bank or Republic Bank Limited) and manually upload the receipt.

Follow the steps below to update a payment in TTBizLink:

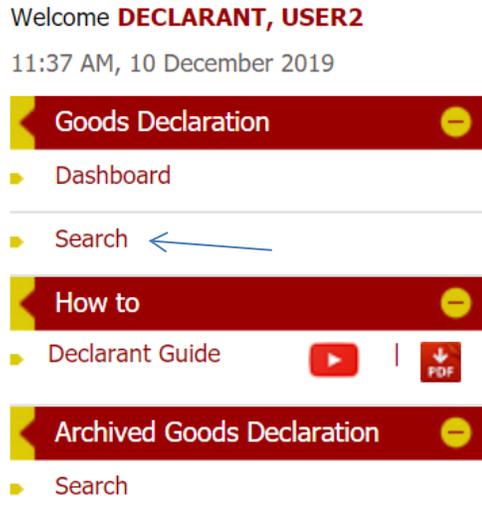
1. Login to TTBizLink e-Goods Declaration as described in the [Login to TTBizLink](#) section. Once you follow those steps you will be routed to your Dashboard.
2. Click on the Reference Number of the Declaration (that is not locked) that you want to pay and then continue from step 6 to update your payment.



The screenshot shows the 'Dashboard' page with an 'Inbox' section. It displays a table of declarations with the following columns: S.No., Reference No., Importer Name, Declarant Name, Customs Reg No., Customs Reg Date (dd/mm/yyyy), Status, and Action. The table contains 10 rows of data. A blue arrow points to the 25th row, which has a Reference No. of GSD2019112805391 and a Status of 'Pending Fee'.

S.No.	Reference No.	Importer Name	Declarant Name	Customs Reg No.	Customs Reg Date (dd/mm/yyyy)	Status	Action
21	GSD2019120405442	BLUE WATERS PRODUCTS LTD	RISHI SINGH	A 63757	04/10/2019	Pending Fee	
22	GSD2019120405441	BLUE WATERS PRODUCTS LTD	RISHI SINGH	A 63756	04/10/2019	Pending Fee	
23	GSD2019112905405	BLUE WATERS PRODUCTS LTD	RISHI SINGH	A 63755	04/10/2019	Pending Fee	
24	GSD2019112905402	BLUE WATERS PRODUCTS LTD	RISHI SINGH	A 63752	04/10/2019	Pending Fee	
25	GSD2019112805391	BRISTOW CARIBBEAN LTD.	DECLARANT USER	A 201911280019	28/11/2019	Pending Fee	
26	GSD2019112805390	BRISTOW CARIBBEAN LTD.	DECLARANT USER	A 201911280018	28/11/2019	Pending Fee	
27	GSD2019112705368	BRISTOW CARIBBEAN LTD.	DECLARANT USER	A 20191127008	27/11/2019	Pending Fee	
28	GSD2019110805250	TTBizLink	TTBizLink	A 20191108001	14/08/2018	Pending Fee	
29	GSD2019110705241	John Doe (Drawdown Test)	TTBizLink	T 10101	06/11/2019	Pending Fee	
30	GSD2017121304583	TTBizLink	TTBizLink	A 201610_01CC	18/10/2016	Pending Fee	

3. Alternatively, declaration that is pending TTBS Fees can be accessed from the Search page. First, click **Search** in the Goods Declaration Menu. You will then be routed to the Search Page to locate the declaration that needs updating.



4. On the Search Page, enter information related to the declaration in one of the fields. Alternatively, select the “Pending Fee” status to view all declarations pending payment updates. Next, click the Search button.

**Search**

**Search Criteria**

Declarant No.: BR9898  
Declarant Name: DECLARANT USER  
Reference No.:   
Importer No.:   
Importer Name:   
Status: Pending Fee  
Customs Office:   
Customs Reg No.:   
Customs Reg Date (dd/mm/yyyy): From  To

Search Clear

- From the Search Results that are generated, click on the Reference No. of the declaration to be paid.

Search Result									
<< Page 3 of 50 >> Go to Page <input type="text" value="3"/> Go									
S.No.	Reference No. ↓	Importer No. ↓	Importer Name ↓	Declarant No. ↓	Declarant Name ↓	Customs Reg No. ↓	Customs Reg Date (dd/mm/yyyy) ↓	Status ↓	Action
21	<a href="#">GSD2019120405442</a>	V117085	BLUE WATERS PRODUCTS LTD	BR9898	RISHI SINGH	A 63757	04/10/2019	Pending Fee	
22	<a href="#">GSD2019120405441</a>	V117085	BLUE WATERS PRODUCTS LTD	BR9898	RISHI SINGH	A 63756	04/10/2019	Pending Fee	
23	<a href="#">GSD2019112905405</a>	V117085	BLUE WATERS PRODUCTS LTD	BR9898	RISHI SINGH	A 63755	04/10/2019	Pending Fee	
24	<a href="#">GSD2019112905402</a>	V117085	BLUE WATERS PRODUCTS LTD	BR9898	RISHI SINGH	A 63752	04/10/2019	Pending Fee	
25	<a href="#">GSD2019112805391</a>	V100722	BRISTOW CARIBBEAN LTD.	BR9898	DECLARANT USER	A 201911280019	28/11/2019	Pending Fee	
26	<a href="#">GSD2019112805390</a>	V100722	BRISTOW CARIBBEAN LTD.	BR9898	DECLARANT USER	A 201911280018	28/11/2019	Pending Fee	
27	<a href="#">GSD2019112705368</a>	V100722	BRISTOW CARIBBEAN LTD.	BR9898	DECLARANT USER	A 20191127008	27/11/2019	Pending Fee	
28	<a href="#">GSD2019110805250</a>	V118393	TTBizLink	BR9898	TTBizLink	A 20191108001	14/08/2018	Pending Fee	
29	<a href="#">GSD2019110705241</a>	V118393	John Doe (Drawdown Test)	BR9898	TTBizLink	T 10101	06/11/2019	Pending Fee	
30	<a href="#">GSD2017121304583</a>	V118393	TTBizLink	BR9898	TTBizLink	A 201610_01CC	18/10/2016	Pending Fee	

6. Next, navigate to the Decision Tab of the declaration and click on Pay Fee.

**Goods Declaration**

**Reference Header**

Reference No. : GSD2019112805391  
 Custom Office Code : TTABL - AVIATION BUSINESS LIMITED  
 Customs Reg No. : A 201911280019 28/11/2019

OGA Name	Status
Food and Drugs Inspectorate	No Action Required
Pesticide and Toxic Chemicals Inspectorate	No Action Required
Plant Quarantine Services	No Action Required
Trade License Unit	No Action Required
Trinidad and Tobago Bureau of Standards	Pending Fee

- General Info
- Item Details
- Attachments
- Fee Details
- Decision**

[Pay Fee](#)

**Decision History**

S/No	OGA Name	Status	Approver Name	Submission Date & Time	Overall Remarks	OGA Decision
1	Food and Drugs Inspectorate	No Action Required				
2	Pesticide and Toxic Chemicals Inspectorate	No Action Required				
3	Plant Quarantine Services	No Action Required				
4	Trade License Unit	No Action Required				
5	Trinidad and Tobago Bureau of Standards	Pending Fee				

**Query Reply History**

No records found

S/No	OGA Name	Query Approver Name	Query Description	Query Date	Reply to All
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Cancel

7. You can choose to pay the fee via Online or upload receipt from bank payment.

General Info	Item Details	Attachments	Fee Details	Decision
--------------	--------------	-------------	-------------	----------

**Decision History**

S/No	OGA Name	Status	Approver Name	Submission Date & Time	Overall Remarks	OGA Decision
1	Food and Drugs Inspectorate	No Action Required				
2	Pesticide and Toxic Chemicals Inspectorate	No Action Required				
3	Plant Quarantine Services	No Action Required				
4	Trade License Unit	No Action Required				
5	Trinidad and Tobago Bureau of Standards	Pending Fee				

**Query Reply History**

No records found

S/No	OGA Name	Query Approver Name	Query Description	Query Date	Reply to All
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**Fee Payment Details**

Payment Mode \* :

## Pay Via Online:

- Enter the amount to be paid and click on Continue to pay via Online.

### Query Reply History

No records found

S/No	OGA Name	Query Approver Name	Query Description	Query Date	Reply to All
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### Fee Payment Details

Payment Mode \* :

Reference No. : GSD2019112805391

Amount \* :  (56.25)

- You will be directed to the WiPay site to continue your payment. Click on Credit Card.



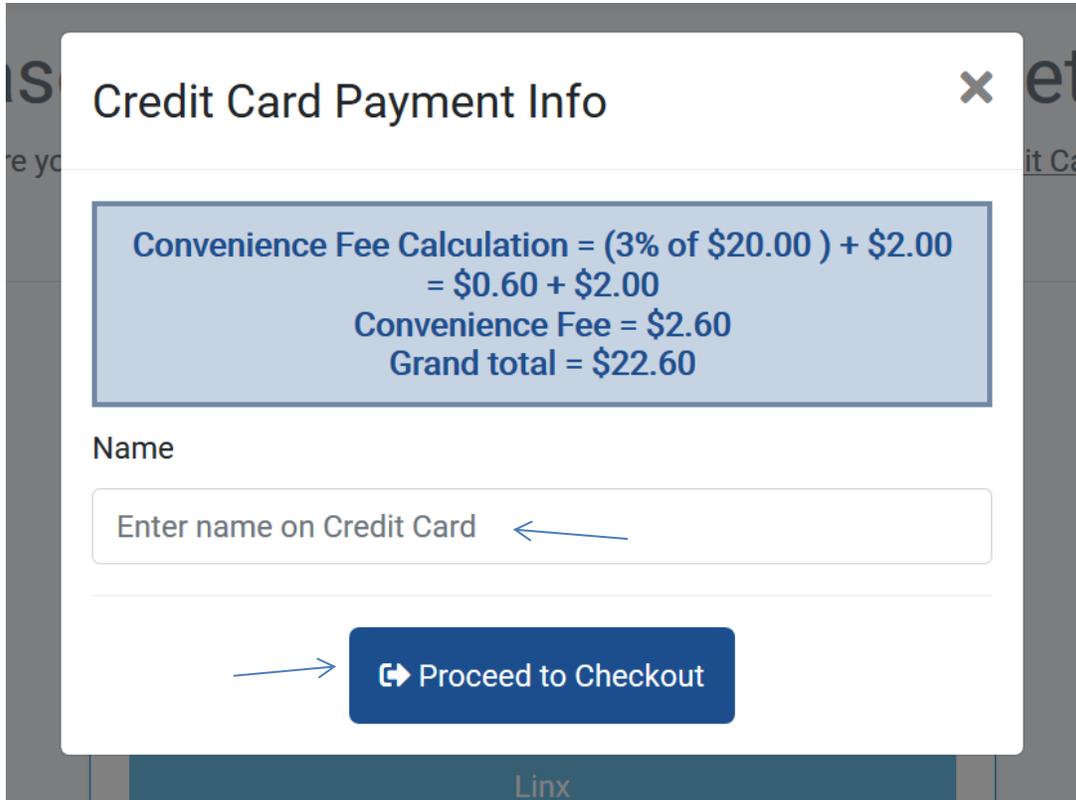
## Please select a WiPay Payment Method

Here you can pay your Order via [WiPay Cash Voucher](#), [Credit Card](#), or [Linx\Debit Card](#).  
Please select a method below to Pay.

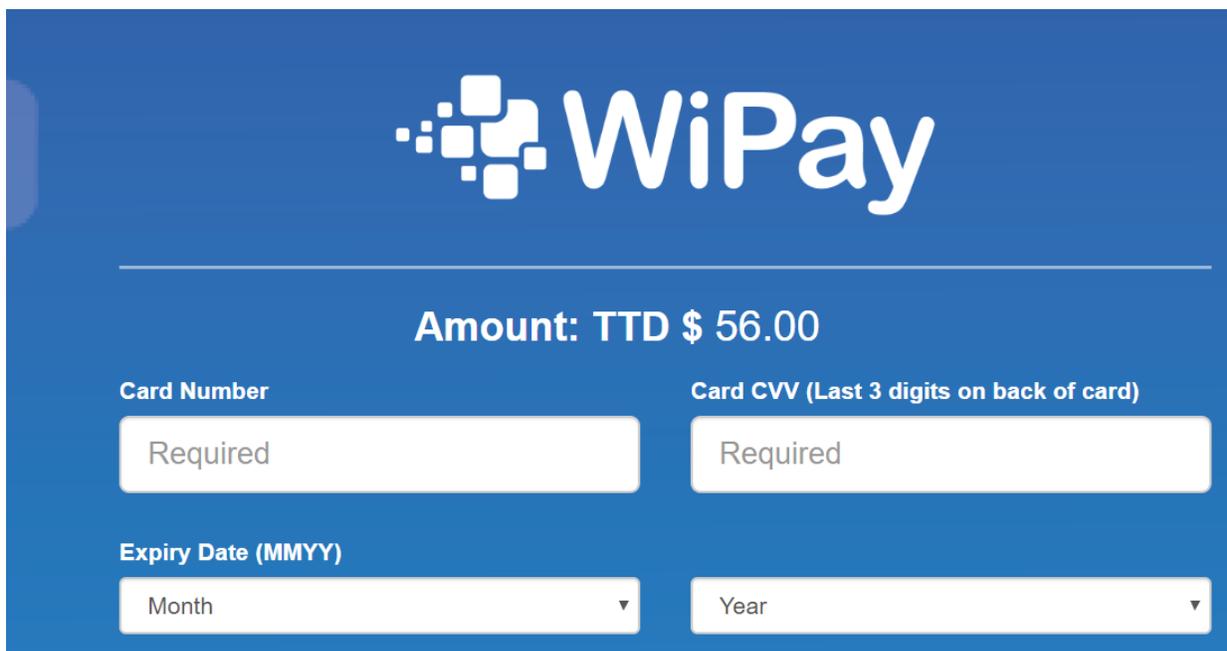
Total Due for Order #GSD2019112805391:

**TT\$56.00**

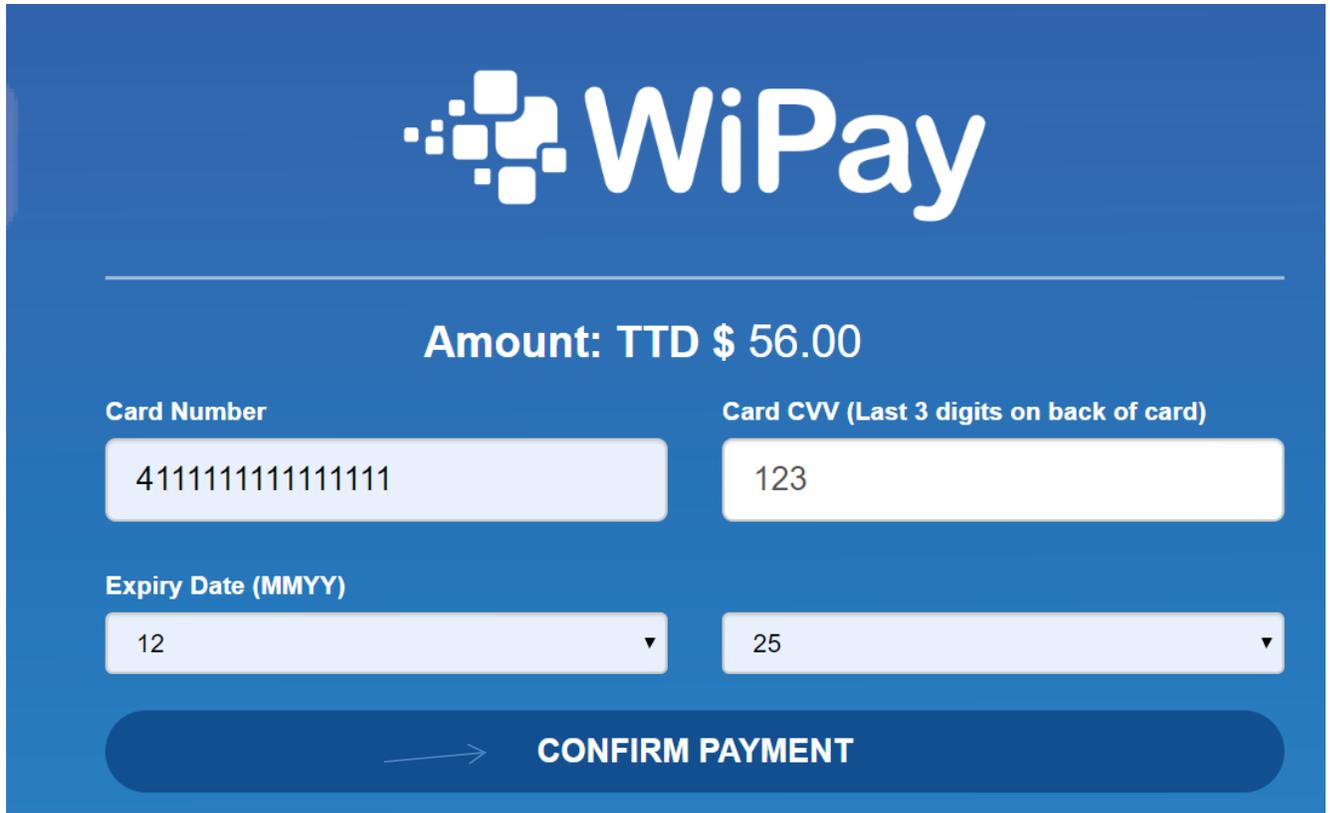
- c. You will see how the fees are calculated in a pop up box with the Grand Total shown. Enter your name on the Credit Card and click Proceed to Checkout.



- d. Now you will be able to enter your Credit Card Information (Card Number, Expiry Date and Card CVV)



e. Click on Confirm Payment.



The image shows a blue WiPay payment confirmation interface. At the top, the WiPay logo is displayed in white. Below the logo, the amount to be paid is shown as "Amount: TTD \$ 56.00". The form contains four input fields: "Card Number" with the value "4111111111111111", "Card CVV (Last 3 digits on back of card)" with the value "123", "Expiry Date (MMYY)" with the month "12" and year "25" selected from dropdown menus, and a large blue button with a white arrow and the text "CONFIRM PAYMENT".

f. You will be redirected back to TTBizLink where stating that payment details are updated successfully.

---

 Fee Payment Details are updated successfully for GSD2019112805391.

## Online Payments FAQs

Question	Answer
1. What forms of payment are being allowed online?	Credit card.
2. Is there a limit on the amount that can be paid?	There is no maximum limit on the amount that can be paid. There is currently a minimum limit of \$3.00 TTD which may be revised in the future.
3. How will I know if my credit card online payment was successful?	<p>You will see a green confirmation message at the top of the screen indicating that payment was successfully made. In addition, you will receive an email confirming the details of the payment made online.</p> <p>Alternatively, if it was not successful you will see an error message in red at the top of the screen.</p>
4. What should I do if my payment is not successful?	Contact the SEW help desk at 800-4SEW or 800-4739.
5. Is there an additional cost for paying online?	There is a convenience fee for paying via credit card. This is calculated as (3% of value) + \$2 TTD but will be confirmed and shown on the payment provider's site at checkout.
6. What if I realise that I paid too much?	You must contact the TTBS and go through the normal TTBS refund process. Your credit card cannot be refunded directly.

## Upload Receipt:

- a. Fill in the payment details. The fields marked with an asterisk (\*) are mandatory. If omitted or the data is entered in an incorrect format, a red prompt will appear below the relevant field.

### Fee Payment Details

Payment Mode \* :

Payment Mode \* :  Bank  Other  Exempt

Bank Name \* :

Receipt Number \* :  i

Receipt Date \* :

Amount \* :  (22208.06)

Depositor Name \* :

Remarks:

### Supporting Documents

Max file size = 1MB. Accepted file types = jpeg, bmp, gif, png, doc, txt, xls, pdf. Total attachments = 10.

S/No	Description	Attachment
<input type="button" value="Attach/Edit Payment Receipt"/>		

- b. Next, upload your receipt. Click the Attach/Edit Payment Receipt button and a pop-up window will open. Note that a clear copy of the receipt must be uploaded as evidence of payment.

### Supporting Documents

Max file size = 1MB. Accepted file types = jpeg, bmp, gif, png, doc, txt, xls, pdf. Total attachments = 10.

S/No	Description	Attachment
<input type="button" value="Attach/Edit Payment Receipt"/>		

- c. The Description field in the pop-up window can be used to provide a name for the attachment. Click the Browse or Choose File button to locate the file on your computer and then click the Submit button to upload it.

S/No	Description	Attachment
1		Browse... No file selected.

Submit Cancel

- d. Note that a receipt can be removed but only prior to clicking Update Payment. Once you have filled in the Fee Payment Details section and attached the receipt, click the Update Payment button to complete the process.

**Fee Payment Details**

Payment Mode \* :  Bank  Other  Exempt

Bank Name \* : First Citizens Bank

Receipt Number \* : 12345

Receipt Date \* : 27/02/2015

Amount \* : 1492.87 (1492.87)

Depositor Name \* : John Doe

Remarks:

**Supporting Documents**

Max file size = 1MB. Accepted file types = jpeg, bmp, gif, png, doc, txt, xls, pdf. Total attachments = 10.

S/No	Description	Attachment
1	TTBS Receipt	Sample Receipt.pdf Remove

Attach/Edit Payment Receipt

Update Payment Cancel

- e. A green confirmation message will be displayed at the top of the page if the payment details were updated successfully. The Status of the declaration will also change from “Pending Fee” to “Pending Decision”.

✔ Fee Payment Details are updated successfully for GSD2014032000608.

**Goods Declaration**

**Reference Header**

Reference No. : GSD2014032000608      Custom Office Code : TTPOS - Port of Spain  
 Status : Pending Decision ←      Customs Reg No. : A 9047 19/03/2014

General Info   Item Details   Attachments   Fee Details   **Decision**

**Query Reply History**

S/No	OGA Name	Query Approver Name	Query Description	Query Date	Reply Description	Reply Date	Query Attachment	Action
No records found								

**Decision History**

S/No	OGA Name	Approver Name	Process Date & Time	Overall Remarks	OGA Decision
No records found					

Cancel

**Exemption:** If payment is not applicable, update the payment details as follows:

- Payment Mode: select the Exempt option
- Remarks: enter a justification for the exemption from fees
- Receipt Attachment: where appropriate, attach documentary evidence that payment is not applicable

**Payment Query:** If your payment information is queried by TTBS, the declaration will revert to the “Pending Fee” Status. You will have to update the payment details with the required change before the declaration can be processed. You can follow the same steps above to respond to a payment query. Note that the details of the query can be found in the Payment Query History section on the Decision Tab.

Payment Query History										
Number	Receipt Date	Amount	Depositor Name	Payment Remarks	Payment Date	Payment Attachments	Payment Queried By	Payment Query Remarks	Payment Query Date	Payment Query Attachments
				tesat PRasad	2015-08-26 02:04	MARdoc03.pdf	TTBS GD APPROVER	test	2015-08-26 02:05	
50602163	06/08/2015	4545.00	test	test	2015-08-26 02:00	MARdoc03.pdf	TTBS GD APPROVER	tesat	2015-08-26 02:03	
50602163	20/05/2015	23.00	test	update payment 1	2015-05-28 15:53	Fcb2.gif	TTBS GD APPROVER	The receipt uploaded and information entered do not match, please clarify.	2015-05-29 09:08	
50602163	20/05/2015	23.00	test	update payment 1	2015-05-25 00:56	reply_1.pdf	TTBS GD APPROVER	query 2	2015-05-25 00:57	query2.pdf
50602163	20/05/2015	23.00	test	payment 1	2015-05-25 00:38	MARdoc01.pdf	TTBS GD APPROVER	approver query1	2015-05-25 00:49	query1.pdf

## RESPOND TO A QUERY

If an OGA Officer queries your declaration, an email notification will be sent to you. Follow the steps below to respond to the query. If the declaration is queried by multiple OGAs, respond to each individually.

1. Login to TTBizLink e-Goods Declaration as detailed in the [Login to TTBizLink](#) section. Once successful, you will be routed to your Dashboard. Locate the queried declaration and click on the Reference Number.

Welcome **DECLARANT, USER**  
2:04 PM, 19 October 2016

**Dashboard**

**Inbox**

Page 1 of 52    Go to Page 1    Go

S.No.	Reference No. ↕	Importer Name ↕	Declarant Name ↕	Customs Reg No. ↕	Customs Reg Date (dd/mm/yyyy) ↕	Status ↕	Action
1	<a href="#">GSD2016101904103</a>	TTBizLink	TTBizLink	A 201610_03	18/10/2016	Pending Fee	
2	<a href="#">GSD2016101904102</a>	TTBizLink	TTBizLink	A 201610_02	18/10/2016	Pending Fee	
3	<a href="#">GSD2016101904101</a>	TTBizLink	TTBizLink	A 201610_01	18/10/2016	Pending Fee	
4	<a href="#">GSD2016082903957</a>	TTBizlink Test Dec	TTBizlink	A 10001	13/03/2015	Pending Fee	
5	<a href="#">GSD2016082903955</a>	TTBizlink Test Dec	TTBizlink	A 90000	01/07/2015	Queried	
6	<a href="#">GSD2016082903954</a>	TTBizlink Test Dec	TTBizlink	A 80000	01/07/2015	Pending Fee	
7	<a href="#">GSD2016082903953</a>	TTBizlink Test Dec	TTBizlink	A 70000	01/07/2015	Pending Fee	
8	<a href="#">GSD2016082903949</a>	TTBizlink Test Dec	TTBizlink	A 50000	13/03/2015	Pending Fee	
9	<a href="#">GSD2016082903948</a>	TTBizlink Test Dec	TTBizlink	A 20000	13/03/2015	Pending Fee	
10	<a href="#">GSD2016082903947</a>	TTBizlink Test Dec	TTBizlink	A 10000	13/03/2015	Pending Fee	

Records 1 to 10 of 516

2. Navigate to the Decision Tab and click the Reply to Query button. The Query Reply History section will open.

General Info    Item Details    Attachments    Fee Details    **Decision** ←

→ **Reply to Query**

**Decision History**

S/No	OGA Name	Status	Approver Name	Submission Date & Time	Overall Remarks	OGA Decision
1	Food and Drugs Inspectorate	Pending Decision				
2	Pesticide and Toxic Chemicals Inspectorate	No Action Required				
3	Plant Quarantine Services	No Action Required				
4	Trade License Unit	Queried	TLU GD APPROVER	2016-08-16 04:45:01	<a href="#">View</a>	<a href="#">View</a>
5	Trinidad and Tobago Bureau of Standards	Pending Fee				

- Click **Respond** for one item or **Respond All** to reply with one response to all the items queried by that OGA.

Query Reply History

<< Page 1 of 1 >> Go to Page 1 Go

S/No	OGA Name	Query Approver Name	Query Description	Query Date							Reply to All
1	Plant Quarantine Services	PQ INSPECTION OFFICER 7	Test Query	2016-10-19 14:03	Item No.	Query Attachment	Reply Description	Reply Date	Reply Attachment	Action	Respond All
					2					Respond	

- Enter your response in the Remarks text box and upload any requested supporting documents by clicking the Attach/Edit Documents button.

Query Reply History

<< Page 1 of 1 >> Go to Page 1 Go

S/No	OGA Name	Query Approver Name	Query Description	Query Date							Reply to All
1	Plant Quarantine Services	PQ INSPECTION OFFICER 7	Test Query	2016-10-19 14:03	Item No.	Query Attachment	Reply Description	Reply Date	Reply Attachment	Action	Respond All
					2					Respond	

Payment Query History

S/No	Payment Mode	Bank Name	Receipt Number	Receipt Date	Amount	Depositor Name	Payment Remarks	Payment Date	Payment Attachments	Payment Queried By	Payment Query Remarks	F (C) I
No records found												

Remarks

Supporting Documents

Max file size = 1MB. Accepted file types = jpeg, bmp, gif, png, doc, txt, xls, pdf. Total attachments = 10.

S/No	Attachment Code - Description	Attachment
Attach/Edit Documents		

Submit Cancel

- To attach a document, click the Browse or Choose File button in the pop-up window that opens and locate the file on your computer. Double click the file or select it and click the Open button. The Description field can be used to provide a name for the attachment. Repeat this process if multiple documents were requested. Click the Submit button at the bottom of the pop-up window to upload attachments.

**Supporting Documents**

S/No	Attachment Code - Description	Attachment
1	<input type="text" value="Sample"/>	<input type="button" value="Browse..."/> Sample Attachment.png
2	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
3	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
4	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
5	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
6	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
7	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
8	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
9	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.
10	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.

- Once satisfied, click the Submit button at the bottom of the page to send the response and attachments to the relevant OGA. Note that attachments can be removed only prior to sending the response by clicking **Remove**.

**Remarks**

Sample Response

**Supporting Documents**

Max file size = 1MB. Accepted file types = jpeg, bmp, gif, png, doc, txt, xls, pdf. Total attachments = 10.

S/No	Attachment Code - Description	Attachment
1	Sample	Sample Attachment.pdf <input type="button" value="Remove"/>

- If successful, a green confirmation message will display at the top of the page. Additionally, the declaration Status for that OGA would change from Queried to Pending Decision.

## CHECK DECLARATION STATUS

1. Login to TTBizLink e-Goods Declaration as described in the [Login to TTBizLink](#) section. Once you login successfully, locate the relevant declaration and click on the Reference Number.
2. The overall status of the declaration per OGA will be listed in the Reference Header section.

Reference No. :	GSD2016101104089													
Custom Office Code :	TTPOS - PORT OF SPAIN													
Customs Reg No. :	T 10148 11/10/2016													
		<table border="1"> <thead> <tr> <th>OGA Name</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Food and Drugs Inspectorate</td> <td>Inspection Required</td> </tr> <tr> <td>Pesticide and Toxic Chemicals Inspectorate</td> <td>No Action Required</td> </tr> <tr> <td>Plant Quarantine Services</td> <td>No Action Required</td> </tr> <tr> <td>Trade License Unit</td> <td>Processed</td> </tr> <tr> <td>Trinidad and Tobago Bureau of Standards</td> <td>No Action Required</td> </tr> </tbody> </table>	OGA Name	Status	Food and Drugs Inspectorate	Inspection Required	Pesticide and Toxic Chemicals Inspectorate	No Action Required	Plant Quarantine Services	No Action Required	Trade License Unit	Processed	Trinidad and Tobago Bureau of Standards	No Action Required
OGA Name	Status													
Food and Drugs Inspectorate	Inspection Required													
Pesticide and Toxic Chemicals Inspectorate	No Action Required													
Plant Quarantine Services	No Action Required													
Trade License Unit	Processed													
Trinidad and Tobago Bureau of Standards	No Action Required													

3. Navigate to the Decision History section on the Decision Tab and click **View** in the relevant OGA Decision column to see the individual item decision history for that OGA.

General Info	Item Details	Attachments	Fee Details	Decision		
<b>Decision History</b>						
S/No	OGA Name	Status	Approver Name	Submission Date & Time	Overall Remarks	OGA Decision
1	Food and Drugs Inspectorate	Inspection Required	CFDD GD APPROVER	2016-10-11 15:22:59	View	View
2	Pesticide and Toxic Chemicals Inspectorate	No Action Required				
3	Plant Quarantine Services	No Action Required				
4	Trade License Unit	Processed	TLU GD APPROVER	2016-10-11 12:42:47	View	View
5	Trinidad and Tobago Bureau of Standards	No Action Required				
<b>Query Reply History</b>					No records found	
S/No	OGA Name	Query Approver Name	Query Description	Query Date	Reply to All	
Cancel						

4. The corresponding pop-up window will display the decisions provided by that OGA for each applicable item.

Decision History					
Item No.	Commodity Code	Approver Name	Decision	Process Date & Time	Remarks
2	03043100	TLU GD APPROVER	Release	2016-10-11 12:42:47	
Close					

## FURTHER ASSISTANCE

For further assistance or clarification on the above steps you can contact the **TTBizLink Help Desk** at 800-4SEW/4739 or email [support.ttbizlink@gov.tt](mailto:support.ttbizlink@gov.tt).

For specific assistance regarding fees or a query please contact the relevant OGA below:

### **Ministry of Trade and Industry**

Trade Licence Unit  
Level 16, Nicholas Tower  
63-65 Independence Square, Port of Spain  
The Republic of Trinidad and Tobago  
Tel: (868) 623-2931 Ext. 2615

### **Ministry of Agriculture, Land and Fisheries**

Plant Quarantine Service

#### **Trinidad:**

Centeno Tel/Fax: (868) 642-0718  
Port of Spain Tel: (868) 625-3266  
Piarco Tel: (868) 669-4860  
Point Lisas Tel: (868) 679-5277

#### **Tobago:**

Scarborough Custom House  
Tel: (868) 639-5582  
ANR Robinson Airport  
Tel: (868) 639-0634  
Email: [plantquarantine.centeno@fp.gov.tt](mailto:plantquarantine.centeno@fp.gov.tt)  
Website: [www.agriculture.gov.tt](http://www.agriculture.gov.tt)

### **Ministry of Health**

Chemistry, Food and Drugs Division  
92 Frederick Street  
Port of Spain  
The Republic of Trinidad and Tobago  
Website: [www.health.gov.tt](http://www.health.gov.tt)  
Opening hours: Monday to Friday 8:00am to 4:00pm

#### **Food and Drug Inspectorate**

Tel: (868) 624-5968, 623-5242  
Fax: (868) 623-2477  
Email: [cfdd@health.gov.tt](mailto:cfdd@health.gov.tt)

#### **Pesticides and Toxic Chemicals Inspectorate**

Tel: (868) 623-7544 Ext. 1303  
Fax: (868) 623-9014  
Email: [ptcmoh@yahoo.com](mailto:ptcmoh@yahoo.com)

### **Trinidad and Tobago Bureau of Standards**

1-2 Century Drive  
Trincity Industrial Estate  
Macoya, Tunapuna  
The Republic of Trinidad and Tobago  
Tel: (868) 662-8827 Ext. 2411, 2416, 2417, 2418, 2419,  
2422, 2428, 2429  
Fax: (868) 663-4335  
Email: [ttbs@ttbs.org.tt](mailto:ttbs@ttbs.org.tt)  
Website: [www.ttbs.org.tt](http://www.ttbs.org.tt)