Cayman Islands
Customs & Border Control

Instruction on how to register with CBC and appoint an Agent/s.

Registration Process:

1. Go to COLS website. https://online.gov.ky/cols/faces/pages/login.jsf
2. Click "Pre-Register here"
3. Register as an Individual or Company/Business.

If you are already registered, there is no need to complete the above process or appoint an Agent you are currently using.

Once Registered:

How to submit an Appointment of Agent

1. Once logged into COLS click "Declarations.
2. In the left menu options click "Agent Authorization".
3. Select the Agent of interest in the "Available Agents" box then click the arrow button pointing to the right to move the Agent to the "Authorized Agent" box.
4. Click "Submit" to submit the application to the Agent. You will now receive a notification that "Your Agent Authorization has been saved successfully".

At this point your Trader Name and Trader Identification Number "TIN" will populate the Agent List allowing them to select in order to clear your goods on your behalf.

How to de-select an Agent previously appointed:

1. Select the Agent of interest in the "Authorized Agents" box then click the arrow button pointing to the left to move the Agent to the "Available Agent" box.
2. Click "Submit", you will now receive a notification that "Your Agent Authorization has been saved successfully".

At this point the De-selected Agent will no longer see your "Trader Name" and "TIN" available to be used.

How do Agents know that a trader has authorized them as their Agent?

1. Once logged into COLS click "Declarations.
2. In the left menu options click "Agent Authorization".
3. Now a field appears that shows all traders that have selected you to be their Agent.

If the Trader Name and TIN does not appear in the list, this means that the trader has not selected that Agent.

For importers who need help in using the Customs Online System (COLS), CBC offers a Customer Support Centre and persons can call 649-4579 or email CBCOnlineSupport@gov.ky for assistance.

It is important to note that CBC's technology systems are being implemented in phases, so from time to time there will be enhancements and changes to systems in order to improve customer experience.