



Uganda Revenue Authority  
DEVELOPING UGANDA TOGETHER



NEW

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## PUBLIC NOTICE

06/05/2023

TO: ALL CLEARING AGENTS  
ALL TRANSPORTERS  
ALL FORWARDING AGENTS



## CHANGE OF TRUCK DETAILS AND ALTERATIONS

URA MALABA OSBP MANAGEMENT HAS OBSERVED AN INCREASE IN CASES OF TRUCKS ARRIVING WITH CARGO TOTALLY DIFFERENT FROM THOSE APPEARING ON CUSTOMS DOCUMENTS. THIS HAS LED TO INCREASED REQUESTS FOR ALTERATIONS. THIS IS THEREFORE TO REMIND ALL CLEARING AGENTS, TRANSPORTERS, FORWARDERS AND THE GENERAL TRADING PUBLIC AS FOLLOWS:

1. CHANGE OF TRUCK DETAILS/TRANSPORT MEANS MUST BE PROCEDURALLY DONE BEFORE LOADING AND DEPARTING FROM OTHER STATIONS (e.g, NAIROBI, MOMBASA, KAMPALA, MBALE ETC...). THIS APPLIES TO CASES WHERE ANOTHER VEHICLE IS TO BE USED, DIFFERENT FROM THAT APPEARING ON CUSTOMS DOCUMENTS ISSUED. LOADING AND CONVEYANCE OF CARGO WITHOUT SUCH PRIOR PERMISSION IS PENALISABLE UNDER THE PROVISIONS OF SEC 203 OF THE ECCMA.
2. REQUESTS FOR ALTERATIONS DUE TO ACCIDENTS, MECHANICAL BREAKDOWNS, ERRORS DURING CAPTURING, ETC... MUST BE MADE THROUGH THE HELPTOOL SYSTEM BY THE APPOINTED CLEARING AGENT. ENDEAVOR TO ATTACH NECESSARY SUPPORT DOCUMENTS SUCH AS POLICE REPORTS, PERMISSION FOR TRANSHIPMENT, WEIGHBRIGE REPORT...ETC; ON THE TICKET

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3. IT HAS ALSO BEEN NOTED THAT CASES OF UNAUTHORIZED ALTERING OF DETAILS ON CUSTOMS DOCUMENTS (CROSSING OUT DETAILS USING PENS AND MARKERS) HAVE INCREASED. THIS IS AN OFFENCE AND PENALISABLE UNDER SEC. 203 OF THE EACCMA. YOU ARE THEREFORE CAUTIONED AGAINST THIS BEHAVIOR!
  
4. ALL REQUESTS FOR ALTERATIONS MUST BE MADE ON THE CLEARING AGENTS' LETTER HEAD AND DULY ATTACHED TO A HELPTOOL/CRM TICKET FOR FASTER HANDLING.
  
5. *ALL ALTERATIONS MUST BE MADE AFTER MANUAL ROTATION BUT STRICTLY BEFORE BORDER ARRIVAL OF ENTRIES IN THE SYSTEM (EXIT NOTES) AND THE SAD ENTRY DULY INSPECTED. NO MANUAL ALTERATIONS WILL BE ALLOWED.*
  
6. AFTER ALTERATION, ALWAYS ENSURE THAT A NEW EXIT NOTE OR SAD DOCUMENT IS PRINTED AND ATTACHED TO ENABBLE ENTRY/EXIT GATE OFFICERS CLEAR THE TRUCK FASTER.
  
7. YOU ARE ALSO REMINDED TO TAKE CAUTION WHILE CAPTURING INFORMATION AND ALWAYS CROSSCHECK DECLARATIONS BEFORE FINAL ASSESSEMENT.
  
8. YOU ARE CALLED UPON TO ADHERE TO THE PROCEDURAL GUIDELINES TO AVOID UNNECESSARY INCONVINIENCES.



**MANAGEMENT**