



Guernsey Electronic Manifest System (GEMS) Creating a basic user account

The Guernsey Customs and Excise division operate a bespoke computer software system called the Guernsey Electronic Manifesting System (GEMS). This software is semi-customisable, in that once registered a user will have the minimum amount of access on GEMS, and only with their successful application for further accessibilities will the user be able to complete these additional functions. Eg. Submit manifests or apply for refunds.

GEMS is used by all freight agents to manifest their shipments both in and out of the Bailiwick, including between Guernsey and Alderney. If any individual consignments on GEMS require further action, an online declaration can be made through this software, including the ability to pay any duties that may potentially be liable. Eg. Excise duty on alcohol, tobacco, or fuel; or import duty from goods that arrive from outside the Customs Territory.¹

¹ As of 1st January 2021 the UK customs Territory will only consist of the UK, Jersey, Guernsey, and the Isle of Man. Goods arriving from **ANY OTHER** country, including EU countries, have the potential to be liable for Import Duty.

Creating an account on GEMS

1.



Open <http://gems.gov.gg/> and select 'Register' to sign up for an account to clear your goods with Customs.

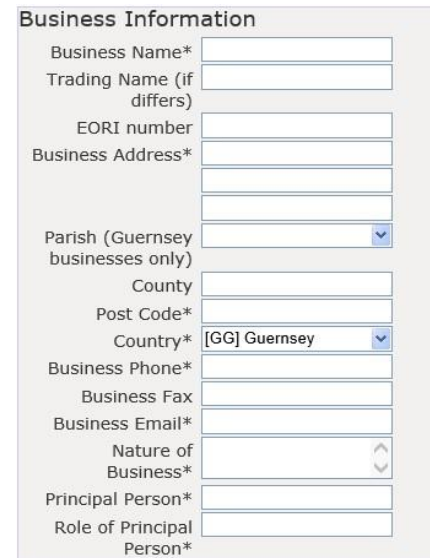
2. Select either a business or individual account, depending on your circumstances, by using the drop down function, then press next.

This screenshot shows the 'Create Account with the Guernsey Border Agency' form. It includes the same 'Customs & Excise' and 'GEMS' logos as the previous image. The form contains a dropdown menu labeled 'Business or Individual' with a red arrow pointing to it. Below the dropdown is a 'Next' button, also indicated by a red arrow. To the right of the dropdown, there is explanatory text: 'If you are running a business as a sole trader or otherwise and import goods into Guernsey please select "business". If you import goods into the island solely for your own personal use, for example clothing or collectables then please select "individual"'. At the bottom of this text, it says 'If you require further information please telephone 44 1481741431 or email enquiries@gba.gov.gg'.

Creating an account on GEMS

3. Complete the Business Information section with accurate information.

- Note that all mandatory fields are marked with a star (*).
- The 'Principal Person' may not be yourself; this could be the Managing Director of a company who does not deal with the day to day running of the business.
- An EORI number is a unique number for a registered EU company, and may be necessary, or make any dealings with the EU easier, after 1st January 2021. For further information visit <https://www.gov.uk/eori>



Business Information

Business Name*

Trading Name (if differs)

EORI number

Business Address*

Parish (Guernsey businesses only)

County

Post Code*

Country* [GG] Guernsey

Business Phone*

Business Fax

Business Email*

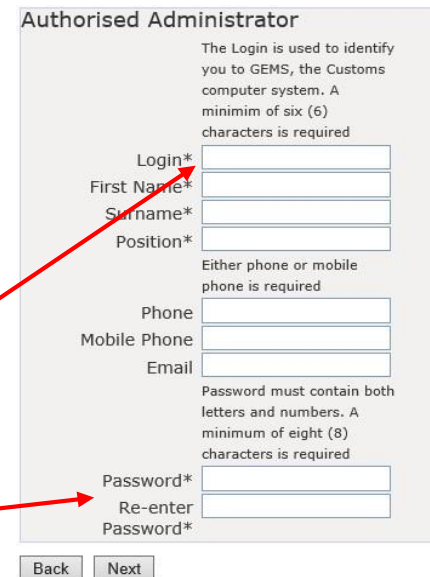
Nature of Business*

Principal Person*

Role of Principal Person*

4. Complete the Authorised Administrator section with accurate information.

- This is your opportunity to create your personalised 'Login' and 'Password'.
- The Login information can be whatever you want it to be.
- Due to security procedures you will be prompted to change your password immediately after leaving this page. Therefore, use a non-memorable password initially.



Authorised Administrator

The Login is used to identify you to GEMS, the Customs computer system. A minimum of six (6) characters is required

Login*

First Name*

Surname*

Position*

Either phone or mobile phone is required

Phone

Mobile Phone

Email

Password must contain both letters and numbers. A minimum of eight (8) characters is required

Password*

Re-enter Password*


Back Next

Creating an account on GEMS

5. Once you have created your account, and reset your password, you will be redirected to the home screen, or 'Statement of Account.'

This is the screen that you will see when you log in each time.

Manifests	Consignments	Import Declarations	Export Declarations	Clearance Agent	Payments	Refunds	My Info	Downloads	Contact Us	Log out
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**Customs & Excise**
A Division of the Guernsey Border Agency

GEMS

Welcome, Goods Manager - account number **GB6424**

Statement of Account


From here you can use the tabs above to look at your consignment history, make declarations or payments, update your account details or apply for approved status.
The Statement of Account shown here lists all of your current consignments. If a consignment for which you have been given a CLC does not appear in this list please use the **Add Consignment to This Account** field below to add it to your Statement of Account.
If you have received goods which do not appear in the list below, and you have not received a CLC, please create a Voluntary Declaration.
If you are to claim a relief please declare just one consignment at a time.

Add Consignment to This Account
Please enter CLC number

Options
[Apply for Approved Status](#)

6. If you have set up a 'Business' account on GEMS, you can add other users to this account via the 'My Details' section.

Manifests	Consignments	Import Declarations	Export Declarations	Clearance Agent	Payments	Refunds	My Info	Downloads
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My Details
Change My Password
Apply for Approved Status
Apply to Terminate Status
Request Change Details
My Approved Status
My Customers

Creating an account on GEMS

7. Scrolling down through your details page you will find a section titled 'Authorised Signatories.' Selecting 'Create New' will allow you to add any other new individual users for your account, if required, and they will be automatically attached to your business account.

Authorised Signatories

Login	Name	Position	Phone	Mobile Phone	Email	Is Clearance Agent	Disabled	Locked
GuernseyLogistics	Goods Manager	manager	123456	(none)	gl@gsy.net	(none)	No	No

[\[Export to Excel\]](#)

Create New

Delivery Addresses

Manage Delivery Addresses

- A users log in and password are unique to that individual, and they **SHOULD NOT** be shared. When a user completes any action in GEMS the users details are logged. At the end of all major actions on GEMS the user must input their individual password, and by doing this, they are in effect signing a legal declaration that their statement is correct and true. If your password is shared among other people, you as an individual potentially open yourself up to prosecution should that other individual deliberately mislead Customs with their declaration or manifesting.

Creating an account on GEMS

8. If you have a consignment which requires further action, and it has been matched to your account, it will appear on your 'Statement of Account' when you have logged in.

From here you can use the tabs above to look at your consignment history, make declarations or payments, update your account details or apply for approved status.

The Statement of Account shown here lists all of your current consignments. If a consignment for which you have been given a CLC does not appear in this list please use the **Add Consignment to This Account** field below to add it to your Statement of Account.

If you have received goods which do not appear in the list below, and you have not received a CLC, please create a Voluntary Declaration.

If you are to claim a relief please declare just one consignment at a time.

Add Consignment to This Account

Please enter CLC number

Options
[Apply for Approved Status](#)

Manifest Consignments Awaiting Declaration

	CLC	Arrival Date	Status	Detained or Released	Carrier	Consignor (Supplier)	Items, Descriptions, Values
<input type="checkbox"/>	QZR5783270	19/07/2019	Awaiting Entry	Detained	(GB6424) Guernsey Logistics	China Exports	1 2x electric folding bike, 800.00 EUR = £713.78
<input type="checkbox"/>	QGJ6693495	10/09/2020	Awaiting Entry	Detained	(GB6422) Guernsey Shipping	alcohol uk	57 alcohol, £2 500.00

- The Consignment Line Code (CLC) is a unique GEMS reference code for that individual item. Anything that is blue and underlined is a hyperlink and can be opened by you.
- The Status of the goods describes what action is necessary. In the two instances above, both of these consignments require an online entry to be completed. This section is also where additional information appears; eg. Officer Interventions Required, Under Customs Review, Flagged for Shipper, or Flagged for Trader.
- When an item is flagged as Officer Interventions Required or Under Customs Review, these items are awaiting clearance from Customs in order to proceed. However, when an item is flagged as Flagged for Shipper or Flagged for Trader, Customs are requesting additional information from that relevant party. Eg. An invoice or an import licence.
- All goods that are 'Detained' will remain with their shipping agent until all aspects of Customs clearance have been completed.
- If your item is not matched to your account you can add it to your account using the 'Add Consignment to This Account' link shown in the picture above, provided you obtain the unique CLC from your shipper.

Creating an account on GEMS

Further advice about Brexit or government matters can be found at

www.gov.gg



GOV.GG

The official website for the
States of Guernsey

For specific enquiries of further assistance with Customs and Excise matters, please contact customsandexcise@gcis.gov.gg or telephone 01481 741450



Customs & Excise

A Division of the Guernsey Border Agency

0800 318 318

Confidential Drugline

Call anonymously with any information on drug trafficking



BAILIWICK OF GUERNSEY
LAW ENFORCEMENT