



# NamRA ENGAGES SMALL-SCALE BUSINESS OPERATORS

## (“ORDER WITH ME” OPERATORS)

The Namibia Revenue Agency (NamRA) is pleased to indicate that it hosted an engaging session with small-scale business operators commonly known as “Order With Me” traders on Monday, 8 December 2025.

We thank all attendees and the virtual participants for the lively conversation throughout, which aligned well with the objective of the session, being to serve as a platform to discuss issues related to customs procedures, required documentation, importation challenges, counterfeit goods, delays experienced at ports of entry and general operational issues that traders frequently encounter.

During the session, a wide range of issues were raised by operators.

### 1. Vehicle importation and valuation

NamRA clarified that assessment letters and import permits from the Ministry of International Relations and Trade are required, stressing that operators may apply for advance rulings prior to the importation of vehicles.

### 2. Delays at Hosea Kutako International Airport

Concerning delays at the airport, it was noted that priority is given to passengers going through passenger control, after which focus is then

given to commercial goods. All commercial goods must be manifested before departure and cleared through cargo to avoid delays, which are often caused by lack of authentic invoices, missing proof of payment or failure to deconsolidate parcels. Ordinarily clearance at cargo takes one day and could vary from a day to two days at land borders.

The operators also expressed concern about lost goods while in storage. NamRA explained that losses previously occurred while under the care of the ground warehouse operator and that the issue has since been resolved. Any isolated incidents to be reported would trigger an investigation.

### 3. Who issues seizures, detentions and penalties?

NamRA clarified that such notices are issued by the Officer handling the consignment and then signed off by the Senior Officer on duty, with the Head of Section informed especially in serious cases.

### 4. Are branded items allowed in Namibia?

NamRA emphasised that original branded goods such as Nike and Adidas are permitted, while counterfeit or replica versions are strictly prohibited. In cases of suspected counterfeit goods, such



goods are detained and verified through brand holder experts. The verification period is set at 10 days but may be extended subject to the brand holder's response.

### 5. Counterfeit goods found in the country, like at Chinatown

Several questions were raised about counterfeit goods found at Chinatown in Windhoek, despite being prohibited at the borders. NamRA indicated that many such goods are smuggled in or brought in unbranded and later modified locally and are generally seized when detected.

### 6. Who determines the fees charged by clearing agents?

NamRA does not regulate clearing agent fees, as these charges are based on the value of the consignment and the services provided by the clearing agents.

### 7. Why are the truck drivers and operators/owners penalised jointly?

The truck drivers often attempt to smuggle goods or assume temporary ownership of goods when owners are absent, making them liable for penalties. Drivers generally recover such penalties from the owners afterwards.



### 8. Detention of goods at the State warehouses

Detained goods are kept in State warehouses for 90 days, during which storage charges apply and unclaimed goods thereafter become State property.

### 9. Is the item-by-item search of suitcases necessary?

Yes, because different items carry different tariff codes and duty rates, with such searches having proven to be effective in detecting undeclared or counterfeit goods.

### 10. Why does NamRA reject low-value invoices mostly from China?

Such invoices are often unsupported by proof of payment and do not reflect the actual values, necessitating value uplifts.

NamRA looks forward to continued dialogue to resolve challenges and improve service delivery across all ports of entry and service points.

