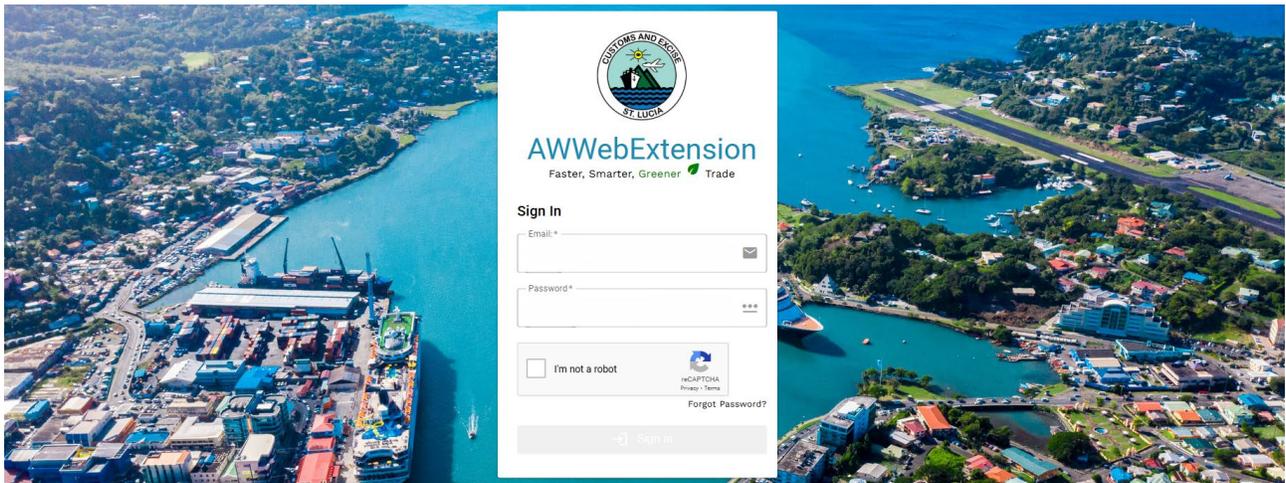




*AWWebExtension*

# AWWebExtension User Guide: Change of Ownership for Vehicles Under Concession

*Saint Lucia Customs and Excise Department*



*Date: February 27, 2026*

## 1. Introduction

This manual provides step-by-step guidance for authorized officers of the Saint Lucia Customs and Excise Department and the Transport Authority on how to process a change of ownership for vehicles that were imported under concession using the AWebExtension system.

The procedure distinguishes between vehicles that have already exceeded the five-year concession period and those that remain within that period. It also explains the actions required when the vehicle is being transferred either to another eligible concessionaire or to a non-concessionaire.

## 2. Business Rules

Before using the system, the designated customs employee should determine whether the vehicle is still within the five-year concession period.

- If the vehicle has already exceeded the five-year concession period, the designated customs employee may approve the change of ownership, and the customer may proceed with a normal transfer at the Transport Authority.
- If the vehicle is still within the five-year concession period, the customer must first satisfy any queries or documentation requirements raised by Customs before the request can proceed.
- Only when all issues have been resolved should the designated customs employee continue in AWebExtension.

## 3. Accessing the System

Once all preliminary issues have been resolved, the designated customs employee should log in to AWebExtension.

### Step 1: Log in to AWebExtension

1. Open the AWebExtension portal at <https://www.customs.gov.lc/awwebprod/manage>.
2. Enter your assigned username and password.
3. Click Sign In to access the system.



Figure 1. AWebExtension login screen

## 4. Verifying the Registered Vehicle

### Step 2: Open the Registered Vehicles Search

4. From the menu on the left, select Released Vehicles.
5. Choose Registered Vehicles from the submenu.

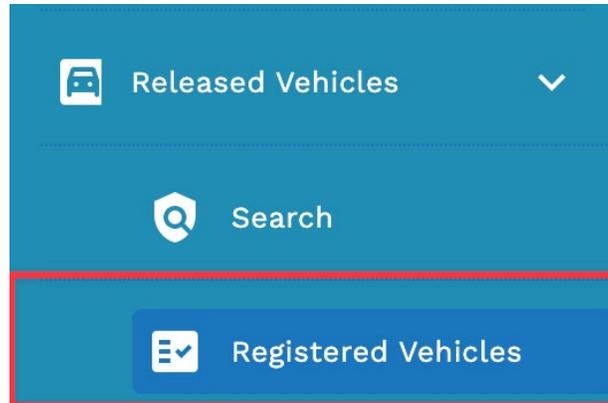


Figure 2. Accessing the Registered Vehicles option

### Step 3: Search for the Vehicle

6. On the Registered Vehicles screen, click Search.
7. Enter the relevant search criteria in the Registered Vehicles Finder.
8. Click Search again to retrieve the vehicle details.

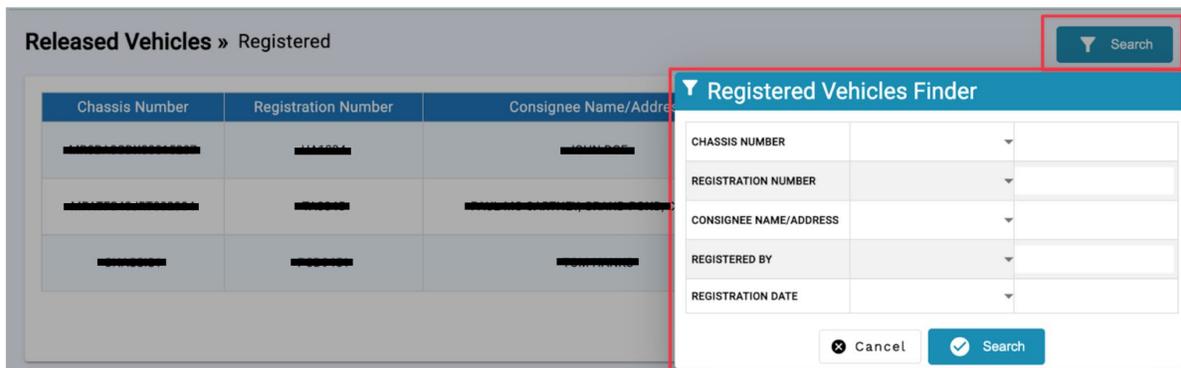


Figure 3. Using the Registered Vehicles Finder

### Step 4: Review the Vehicle Record

9. Locate the relevant record in the search results.
10. Under the Actions column, click the View icon to open the vehicle details.
11. Confirm that the vehicle remains within the concession period before proceeding.



Figure 4. Viewing the registered vehicle record

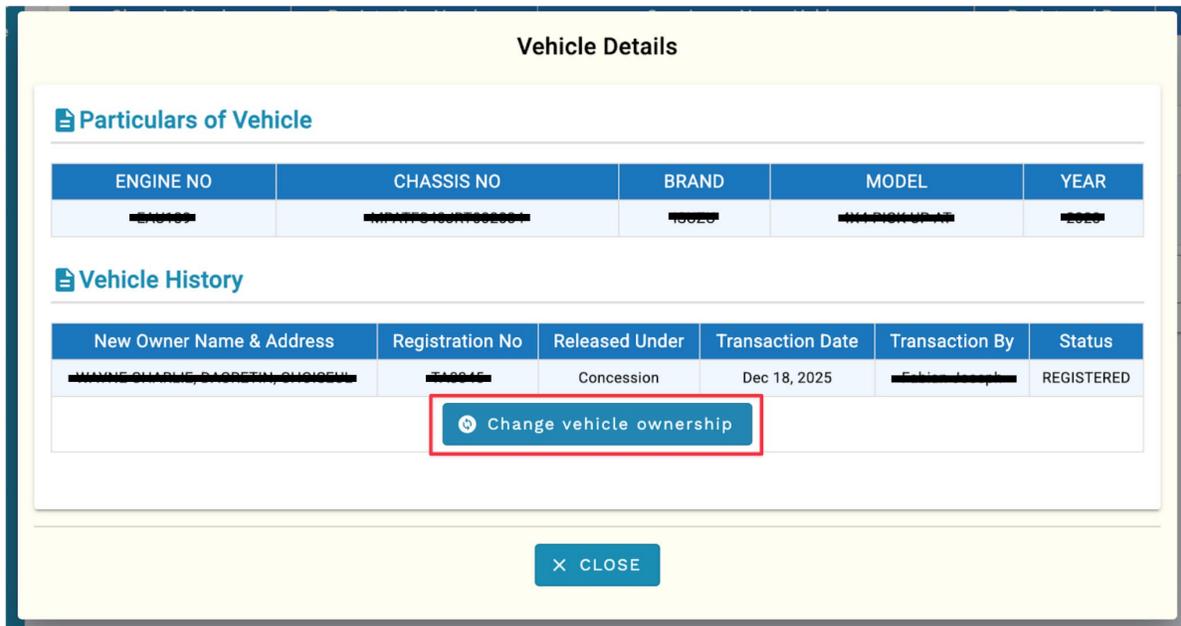


Figure 5. Vehicle details screen showing the Change vehicle ownership option

## 5. Transfer to Another Eligible Concessionaire

Where the concession is being transferred to another eligible entity, the following procedure applies:

12. The designated customs employee initiates the Change of Ownership operation in AWWebExtension.
13. The system notifies the Transport Authority that the transfer may proceed.
14. An authorized employee of the Transport Authority registers the new owner and updates the record for Customs through AWWebExtension, including the new registration number where applicable.

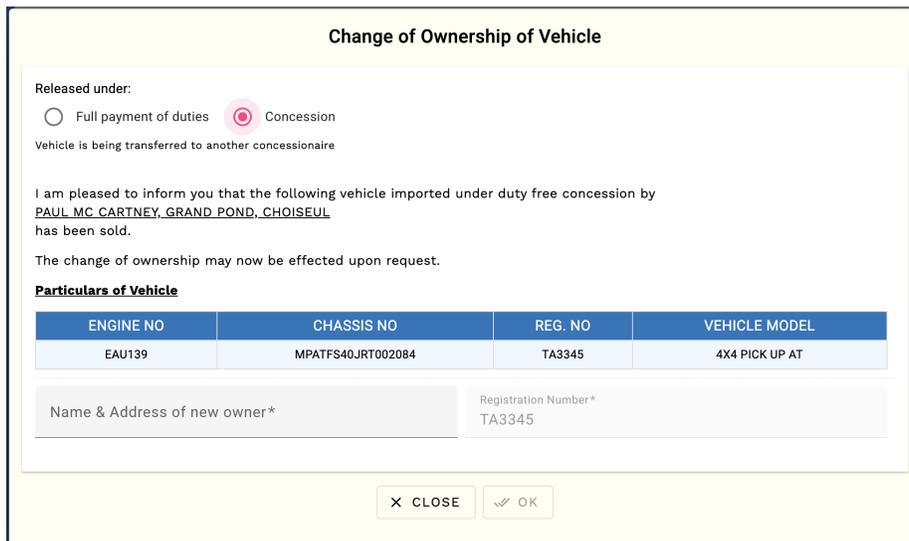


Figure 6. Change of ownership to another concessionaire

## 6. Transfer to a Non-concessionaire

Where the vehicle is being transferred to a non-concessionaire while still within the concession period, the following procedure applies:

15. The customer must first pay any outstanding customs duties.
16. After confirmation of payment, the designated customs employee approves the transfer in AWWebExtension.
17. An authorized employee of the Transport Authority then registers the vehicle to the new owner.
18. Notification of the vehicle registration number to Customs is not required unless otherwise instructed.

**Change of Ownership of Vehicle**

Released under:

Full payment of duties     Concession

Vehicle is not being transferred to another concessionaire

I am pleased to inform you that the following vehicle imported under duty free concession by [REDACTED] has been sold and all duties and taxes has been paid/settled with Customs. The change of ownership may now be effected upon request.

**Particulars of Vehicle**

ENGINE NO	CHASSIS NO	REG. NO	VEHICLE MODEL
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Name & Address of new owner\*      Registration Number\*

[REDACTED]

X CLOSE    ✓ OK

Figure 7. Change of ownership of a concession vehicle to a non-concessionaire

## 7. Important Notes

- The officer should always verify the concession status before approving any change of ownership.
- Where the concession period has already expired, the customer may proceed with a normal transfer at the Transport Authority once Customs approval has been given.
- Where the concession period is still active, all Customs queries and document requirements must be resolved before the transfer is processed.
- System access must be restricted to authorized personnel only.

## 8. Process Summary

19. Determine whether the vehicle is within or beyond the five-year concession period.
20. If the vehicle is beyond the five-year period, approve the transfer and allow the customer to proceed with a standard change of ownership at the Transport Authority.
21. If the vehicle is still within the five-year period, ensure all outstanding issues have been resolved.
22. Log in to AWWebExtension.
23. Go to Released Vehicles and then Registered Vehicles.
24. Search for the vehicle and open the record.
25. If the transfer is to another eligible concessionaire, initiate the Change of Ownership operation and allow the Transport Authority to complete registration and update Customs.
26. If the transfer is to a non-concessionaire, ensure duties are paid, approve the transfer, and allow the Transport Authority to complete registration.

## Change of Ownership for Concession Vehicles

