



ENDS

Lockdown Delivery

*Please pass on this training memo to anyone who will benefit.
Visit www.smallbusinessportal.com for business support*



Your best interest at heart.



September 02, 2021



ENDS - All you need to know

What is “ENDS” ?

The ENDS - E-commerce National Delivery Solution - is a registration portal for compliant business to operate during the curfew hours.

The aim of this programme is to facilitate business continuity in a controlled manner while containing the spread of covid-19 cases on the island. The programme is built on inclusivity and equity for all.

ENDS is a collaboration between the Government of Jamaica and the Private Sector Organization of Jamaica.

How does ENDS work?

ENDS operates on two levels:

1. For businesses and couriers
2. For customers

Businesses and couriers

Businesses and couriers are required to complete their application entirely online at <https://www.ends.gov.jm/vendor/> and <https://www.ends.gov.jm/courier> respectively. Approval for vendors and businesses are done by the Ministry of Local Government, through the respective municipalities, while courier companies and courier individuals are approved by the Ministry of Transport and Mining through the Transport Authority.

Once the application is submitted online, vetting takes place over an average of 5 business days, and once approved the ENDS Approval Certificate will be sent to the business email address used in the signup process. This letter can be stored digitally or printed.



ENDS - All you need to know

Businesses and couriers cont'd

Approved businesses are permitted to be in operation up until 12:00 am and all employees are expected to have a copy of their ENDS Approval Certificate and a national ID on them. The business will also be listed in the approved business directory on the platform.

Customers

When customers visit <https://www.ends.gov.jm/>, they can type in the category of business that they are seeking to patronize and/or their location to see the list of purveyors that have been approved.

They are then able to go to the social media pages or websites for those businesses to ascertain their hours of operations and transact business.

Things to consider when signing a business up on ENDS

- **Types of businesses that are accommodated** - Presently, ENDS accommodates vendors, restaurants, pharmacies, cooking gas companies, gas stations, café, e-commerce providers, newspaper companies and supermarkets/wholesales.
- **Compliance** - ENDS is endorsed by the Government of Jamaica and as such the businesses must be compliant with regular standards. For example you must have a business registration certificate, TRN for the business, if you are dealing in consumer goods then a Food Handler's Permit is required for your employees, if you resell items a Trade License is required, the requisite carrier's license for the vehicles and motorbikes is necessary, etc. A phone number is required to sign up.



ENDS - All you need to know

Things to consider when signing a business up on ENDS

- **Cost** - There is no cost to use ENDS as a business, courier or customer.
- **Ecommerce and Delivery** - Two very important questions that a company should ask before signing-up are:
 - How will I facilitate payments online to satisfy E-commerce?
 - How will I get the products to the customer to satisfy safe deliveries?

These are necessary components of operating on the ENDS platform, as to eliminate the amount of cash being physically on the employees and couriers during the curfew hours, it is encouraged that all businesses and customers conduct payments online.

There are a range of local providers that can assist businesses in facilitating online transactions at reasonable costs, including local banks such as National Commercial Bank (NCB), Scotiabank and Sagicor Bank. Additionally, ecommerce providers such as Wipay, Qmall, SobeStores, Ezee Payments, Amber Pay help businesses to facilitate online transactions. Some delivery services provide this option as well.

Once a website link is obtained at which ecommerce can take place, it is necessary to add that link to the ENDS application for your business.



TITLE/ TOPIC

ENDS Sign up page - <https://www.ends.gov.jm/> - click vendor sign in, circled below, and follow the next steps

ENDS
E-commerce National Delivery Solution

Home About Us FAQ Contact

Courier Sign in Vendor Sign in

Find the best places

ENDS IS THE HASSLE-FREE WAY OF DISCOVERING SERVICES IN JAMAICA

Select Municipality Select Category Sub Category Search

Business Name



RESOURCES

Memo Contributor - Amashika Lorne, Project Manager, ENDS

- Email: amashikalorne@gmail.com