



19<sup>th</sup> of May 2026

Dear Valued Stakeholders,

**RE: TEMPORARY SONCAP DEFAULT**

1. On behalf of the National Single Window (NSW) Secretariat, we sincerely appreciate your cooperation, patience, and continued support during the implementation phase of the NSW Platform since its launch on 27<sup>th</sup> of March 2026.
2. Further to our earlier communication regarding the **Temporary SONCAP Default** measure introduced by the Standards Organisation of Nigeria (SON), we wish to inform all stakeholders that it will officially expire on **20<sup>th</sup> of May 2026, 23:59 pm**. This is after an additional ten (10) days extension was granted to the 10<sup>th</sup> of May 2026, as previously communicated.
3. The Temporary SONCAP Default was introduced as an interim facilitation measure to support importers who were experiencing challenges in activating their Shipment Certificates (SCs) during the go-live period.
4. We are pleased to note that we have resolved the initial data migration issues. Accordingly, from the **21<sup>st</sup> of May 2026**, all importers are required to process their SONCAP and Import Permit documentation through the standard NSW procedures, without recourse to the Temporary SONCAP Default process.
5. Stakeholders are therefore advised to ensure that any outstanding issues are promptly escalated through the designated NSW support channels.
6. The NSW Secretariat and SON remain committed to continuous system improvement and stakeholder support to ensure a seamless, transparent, and efficient trade facilitation process.
7. If you have any questions or clarifications, please reach out to us through the channels below:

**Phone:** 02018870011

**WhatsApp:** 07047002215

**Email:** helpdesk@nsw.gov.ng

**Walk-in Support Centre:** NSW Support Centre, 34 Wharf Road, Apapa, Lagos.

Thank you.

On behalf of the NSW Secretariat