

SINGAPORE CUSTOMS NEWSLETTER
OCTOBER – DECEMBER 2015



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Protecting Singapore's Trading System Against Illicit Trade

As the authority on customs and trade regulatory matters, Singapore Customs firmly believes in facilitating legitimate trade, while ensuring that Singapore's trading system is not exploited for illicit purposes.

To this end, Singapore Customs implemented new measures in October 2015 to mitigate the risk of zero-GST warehouses – which allow for the storage of imported non-dutiable goods with Goods and Services Tax suspended – being used for money laundering and terrorist financing activities. Find out more on the facing page.

Singapore shares the concern of the international community on the proliferation of weapons of mass destruction. It has put in place safeguards against the illicit movement through its ports of strategic goods, or items that can contribute to such proliferation. Singapore Customs updated its control list for strategic goods in November 2015 to bring it in line with international practices. Turn to page 04 to find out more.

A seminar on strategic trade management jointly organised by the United States Bureau of Industry and Security, the United States Export Control and Related Border Security, and Singapore Customs was also held for the local freight forwarding and logistics industry in September 2015. Read more about this seminar on page 03.

With the opening of its second export inspection station at Pulau Brani, Singapore Customs has also enhanced its capacity to detect and prevent illicit cargo from leaving Singapore. Get the details on page 06.

Patricia Bay
Editor

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Strengthening Controls on Money Laundering and Terrorist Financing

Singapore Customs implemented new measures to counter money laundering and terrorist financing threats associated with the Zero-GST Warehouse Scheme with effect from 1 October 2015.

The Zero-GST Warehouse Scheme is administered by Singapore Customs for companies who wish to suspend Goods and Services Tax (GST) on their imported non-dutiable goods.

To mitigate the risk of zero-GST warehouses being used for money laundering and terrorist financing activities, Singapore Customs implemented two new measures for licensees under the scheme.

These measures apply to zero-GST warehouse licensees storing four categories of goods identified to be more vulnerable to money laundering and terrorist financing risks. They are: precious stones and precious metals, works of art such as paintings and sculptures, antiques of over 100 years old, and watches with

precious metal casing or clad with precious metal.

Under the new measures, zero-GST warehouse licensees are encouraged to conduct screening on customers who deposit goods of these four categories, and the owners of the goods or persons with control over the goods, to protect their business from being used as a conduit for money laundering or terrorist financing.

In addition, under the amended Zero-GST Warehouse Scheme licensing conditions, the warehouse licensees are required to obtain and maintain information on the value of the goods stored, the identity of the customer who deposited the goods and the owners or persons with control over the goods.

MONEY LAUNDERING AND TERRORIST FINANCING RISK-MITIGATING MEASURES FOR ZERO-GST WAREHOUSE SCHEME LICENSEES

01 Conduct screening on customers who deposit goods under the these four categories, and the persons with control over the goods or beneficial ownership of the goods:


- Precious stones and precious metals
- Works of art
- Antiques over 100 years old
- Watches with case of precious metal, or of metal clad with precious metal

02 Obtain and maintain the following required information:

- Value of the goods deposited,
- Identity of the customer who deposited the goods, and
- Identity of the persons with control over the goods or beneficial ownership of the goods.

Singapore conducted a National Risk Assessment (NRA) in 2013 to better understand the money laundering and terrorism financing risks in the country. This enabled the relevant authorities and the private sector to better adopt risk-appropriate anti-money laundering and counter-terrorism financing measures.

analyse the money laundering and terrorist financing risks associated with the Zero-GST Warehouse Scheme, which led to the review of the scheme.

Based on international typologies, the four categories of goods were identified to be more vulnerable to money laundering and terrorist financing risks due to their high value and relative ease of being carried around. With the list of goods narrowed down, Singapore Customs began an extensive series of consultations to better understand industry practices as well as the business needs of the licensees. With the support of the licensees, Singapore Customs was able to implement the risk-mitigating measures in the revised zero-GST licensing conditions. 



Role of the Logistics Industry in Strategic Trade Management

A seminar on strategic trade management was held for the freight forwarding and logistics industry in Singapore on 2 September 2015 at the Concorde Hotel. The event was jointly organised by the United States Bureau of Industry and Security and the United States Export Control and Related Border Security, with support from Singapore Customs.

The seminar provided logistics providers and freight forwarders dealing with strategic goods or strategic goods technology the opportunity to hear from both government and private sector experts in logistics and supply chain security, and be updated on recent developments in the field.

The event was attended by close to 100 participants from the logistics and freight forwarding industries, as well as enforcement and border control authorities.

Recognising the crucial role played by the freight forwarding and logistics industry in the movement of cargo and enabling the smooth flow of the global supply chain, the event served as a platform for the sharing of regulatory requirements and best practices of how freight forwarders can contribute to global supply chain security.

Speakers included experts from the US Bureau of Industry and Security, US Immigration and Customs Enforcement, Australian Border Force and Singapore Police Force, who provided their perspectives on the management of strategic trade controls, the important role of freight forwarders in securing the global supply chain, and the identification of red flags for avoidance of high-risk transactions.

Private sector representatives – from Global Trade Security Consulting, Akin Gump Strauss Hauer & Feld (Hong Kong), and DHL Express (Singapore) – shared best practices and tips on how to strengthen internal compliance measures, and case studies on trade compliance.

Singapore Customs' Senior Company Compliance Officer Mohana Priya spoke about trade compliance and the need to exercise due diligence when making customs declarations. The presentation was well received, with a number of participants taking the opportunity to clarify procedural matters.

The event also included a panel session on the partnership between government, industry and logistics, which facilitated discussions between the speakers and audience on the role played by each party in securing the supply chain, and how government and industry can partner each other to secure global trade without hindering business operations. 



Experts from regulatory agencies and the private sector shared best practices on strengthening internal compliance measures, and case studies on trade compliance with the freight forwarding and logistics industry at a seminar on Strategic Trade Management on 2 September 2015. (Photo: US Commercial Service, US Embassy Singapore)

Singapore Updates its Strategic Goods Control List

Singapore Customs regularly updates its control list for strategic goods to bring it in line with international practices. The latest update to the control list came into effect on 2 November 2015.

Strategic goods refer to items and related technology that can be used to produce weapons of mass destruction (WMD) and missiles capable of delivering such weapons. They include arms and military equipment, as well as commercial items that can be used to develop WMD.

Singapore implemented the Strategic Goods (Control) Act in 2003 to regulate the trade in strategic goods and strategic goods technology to safeguard against the illicit movement of items through its ports that can contribute to the proliferation of WMD. Goods and technology that meet the technical specifications described in the strategic goods control list are controlled under the Act.

The Strategic Goods (Control) Order 2015, which took effect on 2 November 2015, incorporates the revisions in the 2014 Wassenaar Arrangement Munitions List and the 2014 European Union's List of Dual-Use Items (EUDL). The EUDL is an amalgamation of dual-use items controlled by the four multilateral export control regimes: the Wassenaar Arrangement, the Missile Control Technology Regime, the Australia Group, and the Nuclear Suppliers Group.

With the updates to the strategic goods control list, the corresponding amendments were also made to the Strategic Goods (Control) (Brokering) Order and the Strategic Goods (Control) Regulations.

TO LEARN MORE ABOUT THE UPDATED STRATEGIC GOODS CONTROL LIST



- Visit the Singapore Customs website at www.customs.gov.sg for the following resources:

- **Legislation**
- **Circular 12/2015 on Changes to the Strategic Goods Control List, Brokering Order, and Transshipment & Transit Controls**
- **Highlights of key changes to the Strategic Goods Control List**
- **Guidebook on the Determination of Strategic Goods**
- **Compliance matters**



- Attend the Singapore Customs Academy courses **SC 201 Basics of Strategic Goods Control Seminar** and **SC 202 Essentials of Internal (Export Control) Compliance Programme Seminar**



- For enquiries on matters relating to strategic goods control, email: customs_stgc@customs.gov.sg

The key changes to the strategic goods control list include the addition and expansion of controls on certain pyrotechnics, fuels and related substances, gas centrifuge components, signal analysers, and underwater survey equipment.

Controls were relaxed or removed for certain smooth-bore weapons, recording equipment, information security equipment

and aero gas turbine engines.

Singapore Customs conducted a series of awareness briefings in September and October 2015 to update the industry on the latest changes to the strategic goods control list. The briefings were attended by about 600 participants from more than 400 companies. 

DETERMINATION OF STRATEGIC GOODS

How do you know if the products you are dealing with are classified as strategic goods?
Follow these steps to find out.

Understand the product



Specially designed/ modified for military use?



Identify possible category code(s)



Does it meet the stated specifications?



Fulfil applicable exclusion notes?

- What is the product?
- What is the function and application of the product?
- Is it a complete system, equipment or raw material?

- If yes, refer to the military goods list in the Strategic Goods Control List.
- Otherwise, refer to the dual-use goods list in the Strategic Goods Control List.

- Identify possible category codes under the Military Goods List if the product is specially designed/modified for military use.
- If it is not specially designed/modified for military use, identify possible category codes for the product under the Dual-Use Goods List.
- Compare the product's specifications against the description of the possible category codes and make reference to the applicable notes and definitions.
- If there is no possible category code, the product is not a strategic good.

- If yes, the product is a strategic good, provided there is no applicable exclusion note.
- Otherwise, the product is not a strategic good.

- If yes, the product is not a strategic good.
- Otherwise, the product is a strategic good.

Securing Singapore's Sea Exports

Singapore Customs has further enhanced its capacity to detect and prevent illicit cargo from leaving Singapore with the setting up of its second export inspection station at Pulau Brani.

The Brani Export Inspection Station, located adjacent to the Keppel Free Trade Zone, was officially opened by Director-General of Customs Ho Chee Pong on 3 September 2015. It complements Singapore Customs' first export inspection station located at Harbour Drive next to the Pasir Panjang Free Trade Zone.

Both export inspection stations conduct scans and checks on targeted sea export cargo. They are equipped with high-tech vehicular X-ray technology

and passive radiation portal monitors, making efficient and accurate non-intrusive checks of containers possible. Secondary inspections are conducted on suspicious shipments.

The use of advanced technology, together with the streamlining of secondary cargo inspection procedures, significantly reduces the time required for each check. This enables Singapore Customs to minimise disruption to legitimate exports. **i**

01

Cargo trucks are driven through the passive radiation detection portal monitors and X-ray scanner.

**02**

Inside the command centre, Singapore Customs officers analyse images of the scanned cargo. If the cargo is assessed as legitimate, it is released for export.



03

If any anomaly is detected, the containers will be diverted for a secondary inspection.



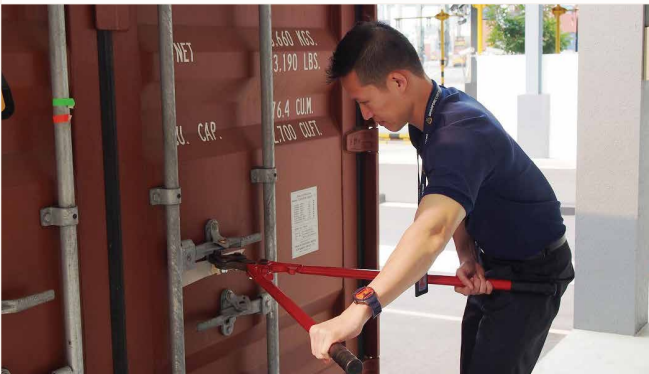
04

If the radiation alarm is triggered at the scanning strip, officers will conduct a check on the container for radiation using an isotope identifier.



05

Once the reading is clear, officers will conduct a manual inspection on the consignment.



06

When the inspection is completed, and if no discrepancy is found, the container will be sealed using Singapore Customs' ISO-certified Bolt seal and be allowed to leave the station.



07

An inspection notification form will be issued to the prime-mover driver for the haulier to inform the exporter of the inspection. Information such as the old and the new shipper seal numbers will be indicated on the form.

Ref: _____ Date: _____ (Date/Time)

INSURANCE CENTRE
SINGAPORE CUSTOMS BRANCH
100 Selegie Road
Singapore 117602
Tel: 6737 7700
Fax: 6737 7700
Email: CUS@smc.gov.sg
http://www.customs.gov.sg

NOTIFICATION FOR RELEASE OF CONTAINER

The following container(s) *has/have been released on _____ (Date/Time)

to the below stated driver from _____ (Location)

S/N	Container Number	Seal Number (Original)	Seal Number (Replacement)	Permit Number	Description of Goods	Position of Goods
1						
2						

Remarks: _____

Endorsement _____

Sharing Best Practices on Regulating Cross-Border e-Commerce

Singapore Customs was among a number of customs administrations invited to share its experience in addressing the rapid growth of e-commerce at an APEC Workshop on Customs Control on Cross-Border e-Commerce.

Hosted by the General Administration of China Customs (GACC), the workshop was held in Hangzhou, People's Republic of China, from 16 to 18 September 2015.

It served as a platform for sharing and discussing the challenges posed by e-commerce, and the measures taken by APEC economies to respond to these challenges against a backdrop of growing trade volumes and a rapidly evolving supply chain environment.

More than 30 representatives from the customs administrations of 19 APEC economies, as well as governing bodies such as the World Customs Organisation and the Universal Postal Union attended the workshop.

In his keynote address, Mr Li Ming, Deputy Director-General (International Cooperation Department) of the GACC, urged customs administrations to observe emerging trends with the diversification of cross-border trade, and learn to adapt accordingly.

He also encouraged the fostering of partnerships between customs administrations and the private sector to minimise the risk of smuggling activities and promote easy and secure cross-border e-commerce.



Mr Victor Chia, Singapore Customs' Deputy Head of Risk Assessment, shared Singapore's experience in addressing the rapid growth of e-commerce at the APEC Workshop on Customs Control on Cross-Border e-Commerce in Hangzhou, People's Republic of China.

Mr Victor Chia, Singapore Customs' Deputy Head of Risk Assessment, delivered a presentation on the e-commerce landscape in Singapore. He highlighted the key regulatory challenges posed by e-commerce, and the responses from Singapore Customs to address those challenges.

The presentation provided insights into how Singapore, a key logistics hub, sought to manage the challenges posed by e-commerce. It highlighted how important it was for customs

administrations to keep abreast of industry practices and share best practices with each other.

The workshop participants also visited the China (Hangzhou) Cross-Border E-Commerce Comprehensive Pilot Area and SF Express' Cargo Hub located near the Hangzhou Xiaoshan Airport. The Pilot Area, officially opened in June 2015, is a 3,000 sqm facility that serves as a test-bed for new measures which facilitate cross-border e-commerce. 

Effective Engagement for Stronger Customs-Business Partnerships

A Workshop Package jointly developed by Singapore Customs and Sweden Customs to help customs administrations better engage their trade communities was endorsed at the 11th Asia-Europe Meeting (ASEM) Customs Directors-General/Commissioners Meeting held in Goa, India, from 8 to 9 October 2015.

The Workshop Package is the result of a joint study by Singapore Customs and Sweden Customs on how ASEM customs administrations conduct dialogues with their respective trade communities.


The collaboration began in 2008 when Singapore Customs and Sweden Customs embarked on a project aimed at helping other ASEM customs administrations strengthen customs-business partnerships with

their trade communities. Both customs administrations recognised that close cooperation with the trading community is important to build trust and develop mutually beneficial relationships, and were keen to share their expertise in this area with other ASEM members.

They first examined the practices of ASEM customs administrations in organising dialogues with their traders and documented the findings in the report 'Good Practices for Dialogue with Traders'. The results were encouraging as they showed a trend of customs administrations increasingly placing importance on dialogues with their traders.

The two customs administrations then conducted a more in-depth study of ASEM customs administrations' dialogue practices and the challenges they face. A second report 'Further Developing the Model for Dialogue with Traders' was developed, together with a Workshop Package which details best practices in organising dialogues and other good practices that ASEM customs administrations can adopt to improve their engagement with the trade communities.

To test the effectiveness of the Workshop Package, Switzerland Customs adopted the guidelines and standards of the Workshop Package when it organised a dialogue involving Switzerland's catering industry to address an issue arising from a change in legislation. The main components of the Workshop Package were also tested by the Royal Malaysian Customs Department in their regular Customs-Private Sector Consultative Panels. Both customs administrations reported positive outcomes from using the Workshop Package and found it to be a useful tool for engagement with businesses.

The two reports, including the Workshop Package, have since been made available to all ASEM customs administrations as a resource to further strengthen their engagement efforts with their respective trade communities. 



Director-General of Sweden Customs Therese Mattsson and Director-General of Singapore Customs Ho Chee Pong (third and fourth from left), with their respective teams that worked on the joint project to facilitate better customs-business engagement. The joint project was endorsed at the 11th ASEM Customs Directors-General/Commissioners Meeting in Goa, India.

Helping Businesses Keep Abreast of Regulations for Controlled Goods

The second Customs-Controlling Agencies Joint Seminar held on 21 September 2015 at the Singapore Customs Academy saw a good turnout.



The second Customs-Controlling Agencies Joint Seminar held on 21 September 2015 at the Singapore Customs Academy saw a turnout of some 90 participants from the business community.

This joint seminar enabled the trading community to learn about the latest developments and initiatives by Singapore Customs to help businesses streamline their operations, and get updates from various controlling agencies on the import and export requirements for different controlled goods.


The seminar was jointly organised by Singapore Customs with the BioSafety Branch of the Ministry of Health (MOH) and the Agri-Food and Veterinary Authority of Singapore (AVA). Some 90 participants from the business community attended the half-day event.

Singapore Customs shared more about a new feature on TradeXchange that can help businesses streamline their processes and enhanced information exchange. The Document Exchange (DocX) feature enables participating companies to upload and share data with other users such as their appointed declaring agent and freight forwarder. This enables the data to be reused by other authorised parties

and minimises the need to duplicate data entry, all in a secure and safe environment.

Representatives from the MOH's BioSafety Branch highlighted the legislative requirements under the Biological Agents and Toxins Act, and the roles and responsibilities of parties handling controlled items.

The AVA shared about the import and export requirements when dealing with food items, ornamental fish and products protected under the Convention on Trade in Endangered Species of Wild Fauna and Flora or CITES. Learning about the trafficking and shipments involving endangered animal parts and plants was an eye-opener for some participants.

The inaugural Customs-Controlling Agencies Joint Seminar was held in March 2014 with the AVA, Infocomm Development Authority of Singapore and the Health Sciences Authority. 

New STP Company on Board

Sandvik South East Asia Pte Ltd joined the Secure Trade Partnership (STP) scheme in the third quarter of 2015. STP is a voluntary certification programme that encourages companies to adopt robust security measures and contribute to improving the security of the global supply chain.

STP-Plus Status

Sandvik South East Asia Pte Ltd

Sandvik is a global engineering group with a strong commitment to enhancing customer productivity, profitability and safety. The group's operations are based on expertise in materials technology, extensive knowledge about industrial processes and close customer cooperation. This combination, coupled with continuous investments in research and development, has enabled Sandvik to achieve world-leading positions in the relevant areas.

"We distribute products and solutions to support milling, turning and cutting of various metals. We operate one of two Asian distribution centres from the Airport Logistics Park of Singapore. Reduced incidents in the supply chain are integral to our customer offer. We take advantage of all processes that secure our business. STP-Plus is one of the tools we employ to deliver on our commitment," said Mr Tony Kitamura, General Manager Asia.

Singapore Customs, Japan Customs Conduct Capacity-Building Programme for African Customs Administrations

The Singapore Customs Academy hosted a training programme on Customs Modernisation for African Customs Administrations from 31 August to 4 September 2015.

Jointly conducted by Singapore Customs and Japan Customs, the training was organised under the ambit of the Japan-Singapore Partnership Programme for the 21st Century, which is administered and co-sponsored by Singapore's Ministry of Foreign Affairs under its Singapore Cooperation Programme and the Japan International Cooperation Agency.


'Customs modernisation' encompasses a broad strategy to improve the effectiveness, efficiency, transparency, and predictability of an administration's operations so that it can better meet current and future demands.

Twenty participants from the Customs Administrations of Botswana, Burundi, Kenya, Mauritius, Malawi, Namibia, Rwanda, Swaziland, Tanzania

and Zimbabwe attended the training programme in Singapore.

The five-day programme was jointly opened by Assistant Director at the Technical Cooperation Directorate, Ministry of Foreign Affairs, Chng Tze Chia and Director of the Singapore Customs Academy Mok Hei Chee.

During the programme, Singapore Customs shared its experience in the adoption of information and communications technology, and modernised procedures and formalities to facilitate legitimate trade.

Japan Customs covered topics such as the system of legal and regulatory framework and the World Trade Organisation Valuation Agreement, the Advance Ruling System on Customs Valuation, the World Customs Organisation Database Guideline, risk management and post clearance audit. 



Singapore Customs and Japan Customs jointly conducted a training programme on customs modernisation for African Customs Administrations at the Singapore Customs Academy from 31 August to 4 September 2015.

Delivering Extraordinary Service

Singapore Customs officers Jeffrey Ho and Punitha Jayagogolan were awarded the PS21 Star Service Award for exemplifying high standards of service excellence.

The PS21 Star Service Awards recognise officers who have delivered exemplary public service. For their efforts, Jeffrey and Punitha received their awards from Ms Yong Ying-I, Permanent Secretary (Public Service Division), at the Public Service Awards Ceremony held in conjunction with the SG50 Public Service Month celebration on 15 October 2015.

WALKING IN HIS CUSTOMERS' SHOES

As a Senior Trade Officer, Jeffrey facilitates companies in their applications for licences and schemes offered by Singapore Customs.

He is a dedicated account manager, always patient and ready to find out more about the business concerns of his licensees, so that he can provide professional advice on regulatory issues and business-friendly solutions to them.

With his guidance, companies are able to focus their resources on strengthening their weak areas to fulfil licensing requirements, and have their licence applications approved in the shortest possible time at minimal cost.

During one such engagement with a logistics company, Jeffrey discovered that the company was unfamiliar with customs processes and procedures due to recent staff turnover. He visited the company to get a first-hand feel of the company's operations and to analyse the situation, before sharing his knowledge on specific areas for improvement. He also personally trained the staff on customs procedures.



Singapore Customs officers (from left) Jeffrey Ho and Punitha Jayagogolan received the PS21 Star Service Award for their dedicated service to traders and travellers respectively.

The company was pleased that Jeffrey was able to provide insightful and beneficial advice that enabled it to improve their internal processes.

For Jeffrey, excellent customer service is about "having foresight, listening to the customers' needs, and extending your best professional assistance".

GOING THE EXTRA MILE

Punitha is a dedicated champion of service excellence. The Air Checkpoints Officer has received many accolades and awards from the Changi Airport Group and Singapore Customs for providing outstanding service to travellers at Changi Airport.

She frequently goes the extra mile to assist travellers. In one such instance, she assisted a traveller to retrieve his lost passport. The traveller was at Singapore Customs' Duty Office at Terminal 3 when he discovered that his passport was missing. Punitha calmed

the anxious traveller and assisted him by contacting the duty-free shop at the arrival area, which he had patronised before he visited the duty office, as well as the arrival information counter. With no luck, she then tried the transit information counter, and the staff there informed her that the traveller's passport was with them. Punitha accompanied the traveller to claim his passport, and back again to the Duty Office to process his tax payment.

The traveller was greatly appreciative of Punitha's efforts to help him recover his missing passport and he wrote in to compliment her excellent service.

Punitha finds her job fulfilling as she gets to help many people in the course of her work. She is guided by a simple but powerful rule: "Always give people more than they expect to get".

TRAINING CALENDAR

Please note that dates are subject to change. For the full programme and registration details, please refer to www.customsacademy.gov.sg

PROGRAMME	
SC100 BASICS OF EVERY DECLARANT <p>This three-day course provides trade declarants with an overview of customs procedures pertaining to the import and export of goods, the basic requirements for preparing TradeNet declarations, classification of goods, and the rules of origin.</p> <p>The course comprises three modules:</p> <ul style="list-style-type: none"> • SC101 Customs Procedures (2 days) • SC102 Classification and the Harmonised System (half-day) • SC103 Rules of Origin / Free Trade Agreements (half-day) <p>Participants may register for individual modules.</p>	14-16 December 2015
SC111 HANDS-ON TRADENET DECLARATION <p>This one-day workshop provides new declarants who have just entered the industry with basic information on TradeNet, and its various message and declaration types.</p> <p>The guided practical session uses simulated scenarios to help new declarants prepare and submit a declaration using the Government Frontend Solution.</p> <p>For enquiries, please email customs_academy@customs.gov.sg</p>	28 December 2015
SC200 STRATEGIC GOODS CONTROL PROGRAMME <p>This one-day seminar provides an overview of Singapore's strategic goods control system and its regulations, registration procedures and permit requirements for strategic goods transactions, as well as the essentials of an internal (export control) compliance programme.</p> <p>The seminar comprises two modules:</p> <ul style="list-style-type: none"> • SC201 Basics of Strategic Goods Control (half-day) • SC202 Essentials of Internal (Export Control) Compliance Programme (half-day) <p>Participants may register for individual modules.</p>	17 December 2015
SC400 CUSTOMS COMPETENCY TEST FOR DECLARANTS <p>This module is designed to test an individual's knowledge of the customs procedures and documentation requirements. Upon passing this test, the individual can then apply for registration with Singapore Customs as a declarant to submit TradeNet permit declarations.</p> <p>This is an open-book test comprising 50 multiple-choice questions. The topics tested include: customs procedures, TradeNet declarations, valuation, classification, rules of origin and specialised procedures. The one-hour test can be taken during the AM or PM session.</p> <p>Individuals who wish to sit for the test are advised to familiarise themselves with above-listed subject areas. They can do so through courses or eLearning at Singapore Customs Academy, the Customs Virtual Academy and by visiting the Customs website.</p>	22 December 2015 AM and PM sessions available
OUTREACH PROGRAMME FOR NEWLY-REGISTERED TRADERS <p>This quarterly programme is designed to equip new traders with a better understanding of customs documentation procedures, as well as the various customs schemes and services available.</p> <p>For enquiries, please email customs_documentation@customs.gov.sg</p>	29 December 2015
OUTREACH PROGRAMME FOR NEWLY-REGISTERED MANUFACTURERS <p>This bimonthly programme is designed to equip newly-registered manufacturers with a better understanding of the rules of origin under Singapore's free trade agreements, the application procedures for certificates of origin, and the compliance requirements.</p> <p>For enquiries, please email customs_roo@customs.gov.sg</p>	
TRADERS CLINICS <p>These one-to-one consultation sessions are an avenue for traders to seek general advice on general customs procedures and services. If you are interested, write in to customs_documentation@customs.gov.sg for an appointment. Sessions are subject to availability.</p>	



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We Make Trade Easy, Fair & Secure

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