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## SOWING THE SEEDS FOR A BETTER FUTURE

In Singapore Customs, we look ahead with every step we take - we believe in being prepared and planting the seeds for a better future.

At the FY2013 Workplan Seminar in April, we unveiled the updated Singapore Customs strategic blueprint, Customs 2015 *Plus*, with our key partners in attendance. The operating environment has changed since we formulated the original Customs 2015 in 2010, and so must we.

The winds of change are blowing. We see the environmental forces that will shape our future: a volatile global economy, the rapid rise of Asia, greater global focus on transnational illicit trade and the increasing need for green economic growth – just to name a few.

In preparation for greater challenges and opportunities, we sow our seeds in multiple areas. We continually emphasise the necessity of innovation to our staff, and do our best to nurture a sense of curiosity within them. We also help to educate students about customs procedures and documentation – because they will soon become important players in the logistics industry.

We hope these seeds will develop into tall, robust trees with deep and stable roots; enabling Singapore Customs to grow Singapore further as a global trade and logistics hub and continue to make trade fair, easy and secure.

**Tan Zi Jie**  
Editor

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# Securing the Future with Customs 2015 *Plus*

*Singapore Customs unveiled its updated strategic plan during the FY2013 Workplan Seminar, which was attended by Singapore Customs' key stakeholders for the first time.*

In 2010, the world economy showed strong recovery from the 2008-09 global financial crisis. International merchandise trade growth rebounded to 13.9%, one year after the dramatic 12.5% contraction in 2009. But in the following years, trade growth dropped to 5% in 2011 and further slumped to 2.5% in 2012 – way below the average of 5.4% over the last 20 years.

The unstable ups and downs of the global economy can spell trouble for trade-dependent Singapore, whose open economy makes it vulnerable to the volatility of markets across the world.

For Singapore Customs, ensuring that trade flows swiftly and seamlessly is of paramount importance. As trade is Singapore's lifeblood, the agency's mission is to uphold the integrity of the trading system so that the country remains a trusted trade hub.

Taking the latest environmental factors into account, Singapore Customs began an exercise in 2011 to refresh its current strategic plan, Customs 2015. The original Customs 2015 was launched in early 2010. While good progress has been made under Customs 2015, the operating environment is constantly evolving. The mid-term review ensures that the agency's plan remains relevant to the changing operating landscape.

The refreshed strategic blueprint seeks to strengthen trade connectivity in order to enhance Singapore's economic competitiveness. Titled Customs 2015 *Plus*, it was unveiled during the agency's Workplan Seminar on 11 April 2013.

## CUSTOMS FY2013 WORKPLAN SEMINAR

The annual event is a platform for Singapore Customs to showcase its achievements for the past year, as well as share its strategies and plans with key stakeholders and staff.

Aptly themed "Partner of Business, Guardian of Trade", the seminar was officiated by Minister of State for Finance





and Transport Josephine Teo. About 200 representatives from multinational corporations, small and medium-sized enterprises, business associations and partner agencies attended the event.

Members of the Customs Advisory Council, comprising senior-level representatives from trade associations and key industry players, also attended the event. It was the first time Singapore Customs had invited its stakeholders from the private and public sectors to attend its Workplan Seminar. Two separate half-day sessions were also held for the agency's staff.

In his opening speech, Director-General of Singapore Customs Fong Yong Kian emphasised the importance of collaborating with businesses to gain mutual understanding and co-create regulatory solutions. Apart from being a strategic blueprint, Customs 2015 *Plus* also symbolises Singapore Customs' resolve to work towards being a Partner of Business and Guardian of Trade.

"A good partner is someone who engages you in a sustained manner and not someone who talks to you only when there is a need to do so," said Mr Fong.

"Through our regular engagements, we hope you will be better able to see the relevance and value of our work, and more importantly, give us your feedback – so that our programmes and service delivery can be firmly rooted on good understanding of the business environment."



*Top: About 200 representatives from the private sector and partner agencies attended the Singapore Customs FY2013 Workplan Seminar.*

*Bottom: Minister of State for Finance and Transport Josephine Teo and Singapore Customs Director-General Fong Yong Kian launched the refreshed strategic blueprint Customs 2015 Plus.*



### IN-DEPTH DISCUSSIONS ON KEY TOPICS

Besides being introduced to Singapore Customs' strategic blueprint, traders who attended the Workplan Seminar also had a chance to learn how they could benefit from its current programmes.

The second half of the event was dedicated to updating traders on the latest developments in various trade and customs matters. Three breakout sessions on key topics were held concurrently.

### HOW TO BENEFIT FROM FTAs

The first session on Free Trade Agreements (FTAs) was customised for traders who wished to find out the eligibility of their products and how they could benefit under various FTAs. Customs officers explained the requirements on rules of origin under the FTAs, as well as the application procedure for a preferential certificate of origin.

After the presentation, traders had one-to-one consultations with Customs officers to gather specific advice on how their businesses could utilise the FTAs.

### MANAGING STRATEGIC GOODS

The Strategic Goods Control session provided an overview on strategic trade controls and common compliance issues faced by companies when dealing with goods related to strategic trade. Traders were introduced to the Strategic Trade Scheme, a programme designed to facilitate businesses involved in the legitimate trade of strategic goods.

To help traders gain a better appreciation of dual-use goods, there was a small exhibition displaying items such as micro-controller units, hydrogen fluoride and marine seismic streamers. These dual-use goods have commercial purposes but could potentially be used to make weapons of mass destruction if they land in the wrong hands.

### SECURING THE SUPPLY CHAIN

The last session was on Mutual Recognition Arrangements (MRAs) and the Secure Trade Partnership (STP). STP is a voluntary certification programme that encourages companies to adopt robust security measures in their trading operations. Officers provided insights into STP and



how it ties in with national and international imperatives such as securing the global supply chain.

The session also highlighted the importance of MRAs. These arrangements facilitate the flow of bilateral trade – for certified companies with robust supply chain security systems and practices – between countries party to the arrangement. Participants learnt how their companies could benefit from MRAs if they were certified under the higher tier STP-Plus programme.

The breakout sessions were cosy affairs, with small groups of traders and Customs officers in each segment. This allowed for plenty of interaction and active discussion on topics close to the participants' hearts. Traders were able to seek clarification and provide direct feedback to the Customs officers.

*Traders could pick the brains of Customs officers on FTAs, strategic goods and mutual recognition arrangements during the event's three breakout sessions.*

Flip over for an overview of Customs 2015 Plus



# Updated Strategic Plan to Drive Trade Connectivity

*Customs 2015 Plus aims to strengthen trade connectivity to enhance Singapore's economic competitiveness.*

Singapore Customs will achieve this by enhancing coordination, cooperation and communication with other Customs administrations, government agencies, institutions and the private sector – at the national, regional and international levels – so as to “make trade happen” while we continue to facilitate and protect revenue.

The plan's four main strategic thrusts broadly cover areas of concern and explore ways which Singapore Customs can respond to emerging challenges.

1

## SHAPE A TRADING ENVIRONMENT OF HIGH TRUST

- Enhance regulatory oversight of the trading system
- Strengthen self-compliance
- Foster international cooperation to ensure supply chain security

The complete Customs 2015 Plus document is available at [www.customs.gov.sg](http://www.customs.gov.sg)



## A FEW PROGRAMMES IN THE PIPELINE

# CUSTOMS 2015 *PLUS*

## STRATEGIC THRUSTS AND STRATEGIES

2

### INJECT GREATER VIBRANCY TO THE TRADING ENVIRONMENT

- Boost business productivity
- Foster cross-border initiatives to connect trade
- Build deeper insights and partnerships with other agencies and businesses

3

### BE A CATALYST OF INTERNATIONAL TRADE CONNECTIVITY

- Drive ASEAN Customs integration
- Lead Customs negotiations in regional Free Trade Agreements
- Exert thought leadership at international fora

4

### DEVELOP FUTURE-READY CUSTOMS OFFICERS

- Sharpen acumen in designing customer insights-driven solutions
- Enhance capabilities in integrating across structures
- Develop a people-centric organisation



### ENABLE AND INDUCE BUSINESSES TO BE SELF-COMPLIANT

Singapore Customs will continue to enhance the outreach and training it provides to the trading community, to help businesses better comply with customs procedures and requirements. Companies with high incidences of violations will be required to undergo intensified training. We will also refine our penalty framework to strengthen the link between the penalty quantum and compliance history of companies. This will create a win-win partnership between Singapore Customs and the trading community, so the agency can redirect resources to target high-risk, low-compliance companies.



### REINVENT TRADENET AND ENHANCE TRADEXCHANGE

We will study how to make TradeNet more business-friendly with new features such as "Consolidated Declaration" and "Declaration-less" scheme. The aim is to build a TradeNet that requires less data to be submitted, is simpler to use and has customised features for the varying needs of businesses. It will also incorporate more of the other public agencies' requirements so that businesses can enjoy a faster approving cycle. Also, Singapore Customs will continue to develop more new solutions on TradeXchange to improve the productivity of the supply chain.



### IMPLEMENT INTEGRATED CUSTOMS PROCESSES BETWEEN ASEAN COUNTRIES

Singapore Customs is a participant in the ASEAN Single Window (ASW) project, which will enable the national single windows of ASEAN countries to exchange data with each other. Riding on the ASW environment, ASEAN Customs administrations will implement electronic cross-border customs processes to facilitate the movement of goods in the region. One such project led by Singapore Customs is the ASEAN Customs Transit System which will allow goods to move across multiple ASEAN countries using a single customs declaration and a single guarantee.

# New Registration Cycle for Declaring Agents

*The renewal process, one of the key components of the new Declaring Agent (DA) Governance Framework, will commence on 1 July 2013. Registered declaring agents will be notified of the requirement from July to September this year.*



## THE NEW GOVERNANCE FRAMEWORK

In January 2013, Singapore Customs launched the DA Governance Framework to provide greater clarity on the roles and responsibilities of DAs and declarants, through key elements such as continual assessment, review and upgrading of skills. The framework includes a new registration and renewal process, a focus on capacity building to boost knowledge, and an incentive and compliance mechanism to reward more compliant DAs.

## UPCOMING RENEWAL PROCESS

From 1 July 2013 onwards, all existing DAs will undergo a renewal process to retain their registration status with Singapore Customs, in order to submit trade declarations via TradeNet. Under the new framework, they will be assessed using a common set of assessment criteria and their compliance records.

Singapore Customs will send renewal notification letters to all DAs in batches from July to September 2013. DAs will first be required to complete a self-assessment form online comprising the DAs' own internal control procedures and processes. Singapore Customs will also assess the DAs based on their compliance records with the agency.

The scores will be tabulated and each DA will be categorised into one of the five bands: DA Basic, DA Standard, DA Intermediate, DA Enhanced and DA Premium. Depending on the band, DAs which fare better in the assessment score will enjoy longer validity periods for their DA registration, and even a waiver of the bank guarantee requirement.

To help DAs renew and perform the self-assessment smoothly, Singapore Customs has prepared User and Assessment Criteria Guides, which are available on the Customs website.

## REVISED TERMS & CONDITIONS

To provide DAs and declarants with further details and clarity on their roles and responsibilities, Singapore Customs recently issued a set of revised Terms and Conditions for declaring entities, DAs and declarants.

Full details on the renewal process, revised Terms and Conditions and User Assessment Criteria Guides are available at the Declaring Agents Governance Framework page at [www.customs.gov.sg](http://www.customs.gov.sg)



## VIEWS FROM THE INDUSTRY

To help the DAs better understand the mechanics of the DA Governance framework, Singapore Customs held 25 outreach sessions in March 2013. More than 1,380 industry members who attended the sessions had the chance to clarify any doubts on the framework with Singapore Customs officers.

Each year, the DA industry submits over nine million trade declarations to cover the importation, exportation or transshipment of goods. To strengthen the industry's proficiency in customs procedures and documentation, Singapore Customs developed the framework in consultation with the industry.

Since the framework's implementation in January, feedback has been encouraging.

Singapore Logistics Association's Chairman of the Maritime Cargo Committee, Stanley Lim said: "The DA Governance Framework

seeks to raise the level of proficiency and professionalism of declaring agents with good internal control procedures, processes and compliance records. This is in line with our association's mission to elevate the competency of the workforce in the logistics industry."

"Improving and boosting business productivity is also one of the framework's benefits," said Mr Steven Lee, Chairman of Singapore Aircargo Agents Association.

Mr Lee added: "The DA Governance Framework initiative will reinforce the good standing of Singapore Customs, which works closely with the trading community, other government agencies and international bodies. The agency has always been the catalyst in facilitation and regulation; and continuity in these areas is important as protecting Singapore's reputation requires a concerted and collaborative effort."

# Getting Schooled in Customs

A batch of 40 supply chain management students from Republic Polytechnic learnt about the intricacies of customs procedures and documentation requirements for import, export and transshipment of goods. The students were part of the one-day Certificate Programme on Customs Procedures conducted by the Singapore Customs Academy on 23 May 2013.

Learning was not confined to the classroom. The students observed ground operations and toured warehouse facilities during a visit to Keppel Logistics, a warehouse registered under

the Singapore Customs Licensed Warehouse scheme. To ensure that the knowledge was internalised, they had to pass a test before they were awarded with the certificate, which was jointly issued by Singapore Customs and Republic Polytechnic.

Singapore Customs has held a similar programme for students from Ngee Ann Polytechnic and plans to join forces with more schools: to help the workforce of the future understand customs procedures and documentation before they enter the logistics industry.

*Republic Polytechnic students at the Keppel Logistics warehouse during a one-day course on customs procedures.*



# How to Stay SAFE in the Supply Chain

*Singapore Customs Academy hosted customs officials from six South Asian countries for a five-day workshop on the World Customs Organisation (WCO) SAFE Framework and the Authorised Economic Operator (AEO) programme.*

*Customs officials from six South Asian countries convened in the Singapore Customs Academy to learn about the WCO SAFE Framework and AEO programme.*



Jointly organised by the Asian Development Bank (ADB), the WCO and Singapore Customs, the workshop was held from 27 to 31 May 2013 at the Singapore Customs Academy. A total of 18 customs officials from Bangladesh, Bhutan, India, Maldives, Nepal and Sri Lanka took part. Officials from ADB, WCO headquarters and WCO Asia Pacific Regional Office for Capacity Building facilitated the discussions.

The aim was to familiarise participants with the WCO SAFE Framework of Standards to Secure and Facilitate Global Trade.

The SAFE Framework, developed by the WCO, provides guidelines and best practices on how Customs administrations can secure and facilitate international trade. It recommends the establishment of an Authorised Economic Operator (AEO) programme, where companies with robust security practices are certified by the national customs authority.

Through talks by officials from various countries and WCO representatives, the workshop helped the delegates better appreciate the purpose and workings of the SAFE Framework.

## TAKING IN MULTIPLE PERSPECTIVES

In their capacity as Resource Persons from the WCO, Singapore Customs' senior officers Joan Lua and Lim Sok Peng brought the participants through the background and implementation details of the SAFE Framework, AEO programme and Mutual Recognition Arrangements.

The participants also learnt from various case studies of Customs administrations in Japan, Hong Kong and the United States, and from the Transported Asset Protection Association, an association for supply chain certification.

In addition, the participants presented their countries' plans and progress in implementing national AEO programmes. There were active and lively discussions on topics such as companies' compliance with voluntary AEO programmes, and the difference between a customs compliance programme and an AEO programme.

## SINGAPORE'S AEO EXAMPLE

To better illustrate the operational aspects of an AEO programme, the delegates visited Tee Hai Chem Pte Ltd, a company which achieved the Secure Trade Partnership-Plus (STP-Plus) status. STP and STP-Plus are the two tiers of certification under Singapore's national AEO programme.

Representatives from Tee Hai Chem, which distributes chemicals to semiconductor and pharmaceutical industries, shared about the company's operations and their motivation for applying for the STP-Plus certification.

Commending the seamless partnership between Tee Hai Chem and Singapore Customs, Mr Yoshihiro Kosaka, Head of the WCO Asia Pacific Regional Office for Capacity Building, noted that a strong Customs-Business relationship can contribute to smoother implementation of AEO programmes in the participants' respective countries.

# Deepening Ties through Knowledge-Sharing

*Singapore Customs regularly looks beyond its borders for learning opportunities.*

*Singapore Customs Director-General Fong Yong Kian visited Dubai Customs to learn about their award-winning IT practices and was warmly received by Dubai Customs Director-General Ahmed Butti Ahmed (left).*



## INNOVATE WITH ICT TOOLS

Recently, Singapore Customs Director-General Fong Yong Kian attended the World Customs Organisation (WCO) IT Conference and Exhibition in Dubai. The three-day conference updated participants on the latest information and communication technology (ICT) developments. Exhibitors and presenters included private-sector vendors, trade service providers and government entities such as customs, environment ministries, health and immigration authorities.

Held from 14 to 16 May 2013, the conference focused on effective solutions for coordinated border management. Innovation was highlighted as a key driver of successful Customs administrations and the event showcased how modern ICT can lead to exciting possibilities for a whole-of-government approach at border management.

## LEARNING FROM DUBAI CUSTOMS

Prior to the conference, Singapore Customs visited Dubai Customs to learn about its award-winning IT projects. Mr Fong and the Singapore Customs delegation were warmly received by Dubai Customs Director-General Ahmed Butti Ahmed on 13 May 2013.

Singapore and Dubai share similarities; both are small, cosmopolitan hubs for international trade and logistics. The two Directors-General discussed possibilities for cooperation between the two Customs administrations.

*Acting Controller Ahmaddin Bin Haji Abdul Rahman from the Royal Brunei Customs and Excise Department (seated, second from right) hosted the Singapore Customs delegation, led by Director-General Fong Yong Kian (seated, second from left), on 25 April 2013.*

Dubai Customs began their computerisation in the early 1990s and has made significant inroads in developing its IT systems. In particular, it implemented a business intelligence-based risk assessment system that is able to swiftly detect high-risk cargo.

Singapore Customs learnt how Dubai Customs has put in place enterprise business architecture that provides a holistic view of the entire organisation and allows changes to be implemented efficiently.

## STRENGTHENING TIES WITH BRUNEI CUSTOMS

On 25 April 2013, a Singapore Customs delegation led by Director-General of Customs Fong Yong Kian visited the Royal Brunei Customs and Excise Department (RBCED). They were warmly received by the Acting Controller of RBCED Ahmaddin Bin Haji Abdul Rahman.

Both sides discussed various topics including staff development, capacity building, the alignment of customs procedures to international best practices and enforcement challenges. The two agencies also exchanged updates on the development of their Authorised Economic Operator programmes and National Single Windows.

The Singapore Customs delegation also visited the Kuala Lurah Border Control Post, which borders Malaysia by land, and Brunei International Airport, where they were briefed on RBCED's enforcement measures against illegal smuggling and customs procedures to facilitate trade.



# A Festival of Ideas

*Innovation is a necessity for Singapore Customs to stay relevant and better serve our customers. The agency recently held a three-day festival to encourage innovation among its staff.*



Top: Various talks and workshops on knowledge management, creativity and innovation were held during the three-day festival.

Bottom: Thank Your Teacher – Customs officers expressed their appreciation to colleagues who were generous in sharing their knowledge.

When OCBC Bank designs a mobile application, it does not only hire the technical experts – it gets customers involved too. The bank regularly invites customers to its studio, where they are shown and asked to use the prototype application, in order to find out what works and what does not. The bank then designs and redesigns the product until it is the most user-friendly solution.

The bank integrates design thinking in its business practices – an approach of solving problems using a designer's tools and methods. This includes putting the customer at the core, co-creating, prototyping and iterating solutions until the best solution is developed.

30 Customs officers visited the bank on a learning journey on 21 May 2013, to find out about OCBC Bank's innovative way of banking and serving customers. The visit was part of Singapore Customs' annual innovation and creativity festival dubbed JointFEST.

## OPENING MINDS TO INNOVATION

For the third year running, the three-day festival was dedicated to promoting curiosity among officers. Through a series of interesting talks, workshops and exhibitions, JointFEST aims to challenge staff to explore new ways of thinking and working – so that the organisation can deliver better policies and services to citizens.

Themed "Harnessing Knowledge for Better Innovation and Service", the festival focused on the importance of knowledge management, and the clever leveraging of knowledge to spark off creative solutions. It was held from 21 to 23 May 2013.

"Our future well-being depends on our ability to innovate. We need to constantly challenge ourselves and break new grounds. We cannot afford to just follow others who have implemented the

same system before us," said Director-General Fong Yong Kian at the opening ceremony.

To expose officers to exciting new ideas and possibilities, representatives from lifestyle group WingTai Asia, healthcare provider Khoo Teck Puat Hospital and the Singapore Prison Service were invited to give talks on their winning processes and policies. Enriching workshops on knowledge management, creativity and innovation were held as well.

Customs officers also embarked on learning journeys to Microsoft, IBM, OCBC Bank and the Land Transport Authority to gain first-hand understanding of their innovative practices.

## KEY TO MANAGING KNOWLEDGE

While the discussion on knowledge management is usually focused on IT systems and organisational processes, the personal touch is equally important.

This year's festival had a Thank Your Teacher initiative – officers were encouraged to post letters to thank a "teacher" who had shared knowledge with them. The initiative also celebrated the generosity of experienced Customs staff who went the extra mile to mentor less experienced officers in their jobs. Over 110 Customs staff reached out to their colleagues to thank them for passing on their knowledge.

# Singapore Customs Wins Top Honours at Public Service Awards

*At this year's Excellence in Public Service Awards, Singapore Customs bagged the pinnacle business excellence award for public agencies, while Customs officers Huang Yahui and Roswati Binte Mustadi were recognised for their top-notch service to traders and travellers.*

The annual Excellence in Public Service Awards recognise public agencies and officers for their organisational and service excellence at the agency and individual levels.

Mr Fong Yong Kian, Singapore Customs Director-General, received the prestigious Public Service Premier Award on behalf of the agency from Mr Teo Chee Hean, Deputy Prime Minister and Minister for Home Affairs at the awards ceremony on 29 May 2013.

Singapore Customs is the only agency to be conferred the Public Service Premier Award this year. This is the highest accolade given to public agencies for the achievement of business excellence standards administered by SPRING Singapore. It is awarded to agencies that have attained the Singapore Quality

Award (SQA) and four Class-level standards: the Singapore Quality Class, Innovation Class, Service Class and People Developer.

Singapore Customs clinched the SQA in November 2012, achieving a key milestone in its organisational excellence journey to scale new heights and deliver breakthrough solutions in facilitating trade, to maintain Singapore's economic competitiveness and status as a global trade hub.

In addition, Singapore Customs officers Huang Yahui and Roswati Binte Mustadi received the PS21 Star Service Award for exemplifying high standards of service excellence. Both officers also received the 2013 Excellent Service Award (Star Award), a national award that recognises individuals who have delivered quality service.

*Director-General Fong Yong Kian (right) received the Public Service Premier Award on behalf of Singapore Customs from Deputy Prime Minister Teo Chee Hean at the Excellence in Public Service Awards Ceremony on 29 May 2013.*





Photo: Challenge Magazine/ John Heng

### TAILORING ADVICE FOR COMPANIES

Yahui finds it rewarding to be able to help traders. The Senior Trade Officer processes strategic goods permit applications and advises traders about the procedures and requirements for trading in strategic goods.

She is known for her efficiency in responding to traders' enquiries and prompt resolution of issues faced by companies. Despite being on the job for just three years, Yahui's responsiveness and resourcefulness has earned her many compliments.

Yahui constantly strives to understand her customers' business needs. When the issues relate to different aspects of Customs requirements, she acts as the customer's single point of contact to coordinate a meeting with officers from the relevant Customs branches to resolve their queries. At times, she also suggests improvements to the company's existing workflow to avoid unnecessary delays in processing their permit applications.

"Essentially, I serve the way I would like to be served, and I would say I am quite the demanding customer," she quipped.

But when the need arises, she knows when to stand firm so that the integrity of the trading system is not compromised. "Customers are not always right and may overlook many other aspects when making demands. At such times, it is our job to remind them to comply with regulatory requirements."

### SERVING TRAVELLERS FROM THE HEART

Roswati is an officer who truly serves from her heart. Stationed at Changi Airport Terminal 3, the Air Checkpoints Officer with 20 years of service under her belt often takes the initiative to delight her customers.

Recognising the importance of being able to communicate with travellers from different parts of the world, she picked up basic conversational Mandarin, Japanese, Arabic and other languages, and continually seeks to improve her language proficiencies.



Apart from discharging her official duties efficiently, Roswati regularly goes beyond the call of duty to help passengers in need.

Once, Roswati noticed a middle-aged lady and her family looking lost in the airport terminal. The family was looking for a rest area for their wheelchair-bound mother, who was feeling weak after a long-haul flight from Mauritius. They were transiting in Singapore and the connecting flight would only be in five hours' time.

Roswati promptly directed the family to a nearby rest area where the elderly lady could lie down comfortably and helped to push the elderly lady in her wheelchair, so that the younger lady could calm her crying baby.

Roswati's kind and sincere attitude has impressed many travellers, and this is evident in the numerous service accolades she has won over the years.

*Singapore Customs officers Huang Yuhui (left) and Roswati Binte Mustadi received the PS21 Star Service Awards and 2013 Excellent Service Awards for delivering outstanding service to traders and travellers.*



# TRAINING CALENDAR

Please note that dates are subject to change. For full programme and registration details, visit [www.customsacademy.gov.sg](http://www.customsacademy.gov.sg)

## PROGRAMME

## DATES

### SC100 BASICS OF EVERY DECLARANT

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.

The course comprises three modules:

- SC101 Customs Procedures (2 days)
- SC102 Classification and the Harmonised System (Half-day)
- SC103 Rules of Origin / Free Trade Agreements (Half-day)

Participants may register for individual modules.

1 – 3 Jul 2013  
19 – 21 Aug 2013

4 Sep 2013  
(SC 102 and  
SC 103 only)

### SC200 STRATEGIC GOODS CONTROL PROGRAMME

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.

The seminar comprises two modules:

- SC201 Basics of Strategic Goods Control (Half-day)
- SC202 Essentials of Internal (Export Control) Compliance Programme (Half-day)

Participants may register for individual modules.

15 Aug 2013

### SC400 CUSTOMS COMPETENCY TEST FOR DECLARANTS

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 SC as a declarant to submit TradeNet permit declarations.

The test will be an open-book exam comprising of 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.

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.

10 Jul 2013  
26 Jul 2013  
14 Aug 2013  
23 Aug 2013  
27 Aug 2013  
(AM and PM sessions)

### TRADERS CLINICS

These monthly one-on-one consultation sessions provide an avenue for traders to seek advice and provide feedback on general customs procedures and services. For enquiries, please email [customs\\_documentation@customs.gov.sg](mailto:customs_documentation@customs.gov.sg)

30 & 31 Jul 2013  
21 & 22 Aug 2013  
25 & 26 Sep 2013

### OUTREACH PROGRAMME FOR NEWLY-REGISTERED TRADERS

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. For enquiries, email [customs\\_documentation@customs.gov.sg](mailto:customs_documentation@customs.gov.sg)

27 Sep 2013

### OUTREACH PROGRAMME FOR NEWLY-REGISTERED MANUFACTURERS

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. For enquiries, please email [customs\\_roo@customs.gov.sg](mailto:customs_roo@customs.gov.sg)

15 Aug 2013



## **SINGAPORE CUSTOMS**

We make trade easy, fair and secure

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