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Enforcing Intellectual Property Rights at the Border

Protecting Intellectual Property Rights

As the authority responsible for border enforcement of Intellectual Property Rights (IPR), Singapore Customs works closely with the Singapore Police Force and other enforcement agencies, as well as rights holders to interdict counterfeit goods passing through Singapore's borders.

Besides adopting a coordinated whole-of-government approach to ensure the robustness of Singapore's IPR enforcement regime, Singapore Customs believes that greater government-business communication and cooperation are necessary for effective IPR enforcement.

To this end, Singapore Customs collaborates with rights holders regularly to organise IPR product training sessions for them to share information with our officers on counterfeit products and how the goods can be identified. Read more about this collaboration on the facing page, and two recent successful interdictions of IPR-infringing goods by Singapore Customs on page 09.

To advance Singapore's competitiveness as a leading logistics and trade hub, a revamp of TradeNet and TradeXchange is in the pipeline. Singapore Customs and the Infocomm Development Authority of Singapore have invited industry practitioners to participate in a National Trade Infrastructure tender, which closed on 26 August 2015. The trading community can look forward to enhanced features in the new systems, which will better facilitate business-to-business and business-to-government digital transactions. Find out more on page 02.

On the international front, Singapore Customs officer Jeremy Ang was recently certified by the World Customs Organisation (WCO) as a Customs Technical and Operational Advisor in the field of Authorised Economic Operator. He will lend his expertise to train other customs administrations in the WCO's capacity-building programmes over the next three years. Read about Jeremy's journey to qualify as a WCO expert on page 04.

Patricia Bay
Editor

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Working with Rights Holders to Protect Intellectual Property

As part of an ongoing collaboration between Singapore Customs and Intellectual Property Rights (IPR) holders, IPR product training sessions are regularly held to share information with Customs officers on counterfeit products and how to differentiate them from genuine ones.



As the Singapore Customs is the authority responsible for border enforcement of intellectual property rights, it is critical that rights holders work closely with the Singapore Customs to come up with effective and innovative solutions to thwart the movement of counterfeit goods through Singapore's borders.

— Ms Joyce Ang, Partner at Bird & Bird ATMD LLP and legal representative of the rights holders



Customs officers learning how to differentiate between genuine and counterfeit products at an IPR product training session on 20 August 2015.

Singapore Customs is the authority that oversees border enforcement of IPR in Singapore. This means the agency has the power to detain suspected imports, exports and re-exports of IPR-infringing goods, as stated in the Trade Marks Act and the Copyright Act. The suspected IPR-infringing goods can be detained by Customs officers, or when the rights holders lodge a written notice to the Director-General of Customs.

In a whole-of-government approach to combating trade mark and copyright piracy, Singapore Customs also works closely with the Intellectual Property Rights Branch (IPRB) of the Singapore Police Force (SPF), which enforces inland retail-level piracy.

Aside from close coordination among enforcement agencies, Singapore Customs believes that collaboration with rights holders is necessary for effective IPR enforcement. Singapore Customs regularly liaises with rights holders to organise IPR product training for its officers. These training sessions allow rights holders to share information on various counterfeit goods and equip Customs officers with the knowledge to differentiate between genuine and counterfeit products.

In one such session held on 20 August 2015, Singapore Customs collaborated with several rights holders through their legal representative to organise a product training session for a group of 50 Customs officers. The training covered consumer products from brands such as Canon and Chanel, as well as industrial and automotive products from the Schaeffler Group and Hypertherm.

"Ninety per cent of the world's trade is carried by sea and Singapore is one of the busiest ports in the world," said Ms Joyce Ang, Partner at Bird & Bird ATMD LLP and legal representative of the rights holders. "As the Singapore Customs is the authority responsible for border enforcement of intellectual property rights, it is critical that rights holders work closely with the Singapore Customs to come up with effective and innovative solutions to thwart the movement of counterfeit goods through Singapore's borders."


In another session held on 30 June 2015, Singapore Customs collaborated with the European Chamber of Commerce (Singapore) to arrange for a product training session which was attended by some 40 officers from Singapore Customs and SPF's IPRB. Representatives from Renault and BP Singapore shared about recent counterfeiting trends in the automotive and oil and gas sectors, and the tell-tale signs of counterfeit products.

Singapore Customs officers who attended the IPR product training found the sessions to be beneficial and insightful. Besides increasing their awareness of counterfeit products, they also gained valuable product knowledge and a better understanding of the piracy challenges faced by different industries.

"The industry sharing helps to shed light on industry concerns, developments and trends," said Foo Kai Lin, Assistant Head, Trade Investigation. "Officers were introduced to industrial products through the sessions, some of which they may not even be aware of. However, the authenticity of such products is crucial to the safety and well-being of consumers."

"Training on counterfeit product identification helps officers to be more alert to suspicious goods in the course of their work," said Kevin Stewart, Intelligence Officer. "This enables them to raise the alarm for further probes into consignments which are suspected to contain IPR-infringing goods."

Singapore Customs has held similar training sessions with other rights holders covering products that range from sports equipment to luxury goods, car parts and printer parts, among others. Enforcement officers from SPF's IPRB and the Immigration & Checkpoints Authority were also invited to participate in the training sessions.

The sessions are a good platform for closer collaboration with rights holders, and demonstrate Singapore Customs' commitment towards IPR border enforcement. 

Revamp of TradeNet and TradeXchange

To advance Singapore's competitiveness as a leading logistics and trade hub, TradeNet and TradeXchange will be revamped with features to better facilitate business-to-business and business-to-government digital transactions.



Singapore Customs and IDA conducted multiple engagement sessions to brief industry practitioners on the tender requirements. Networking sessions were also held after the briefing sessions to encourage collaboration among the industry players.



On 16 April 2015, Singapore Customs and the Infocomm Development Authority of Singapore (IDA) invited industry practitioners to participate in a National Trade Infrastructure tender, which closed on 26 August 2015.

The National Trade Infrastructure aims to strengthen the robustness of Singapore's trading systems, develop a Singapore trade data hub, and catalyse productivity and innovation.

The scope of the National Trade Infrastructure includes the revamp of the existing TradeNet, TradeXchange and Singapore Customs' backend trade operation system eCustoms. This is to provide greater resiliency and alignment of Singapore's trade infrastructure systems and create value for businesses.

With the impending expiry of the contract for TradeXchange and TradeNet in October 2017, Singapore

Customs and IDA are taking this opportunity to upgrade the national trade infrastructure by integrating TradeXchange, TradeNet and eCustoms to exploit synergies among the systems.

The development of the new system will enable the Government to harness the latest information and communications technology and business practices to enhance data connectivity and improve trade processes.

The massive and complex scope of the National Trade Infrastructure tender requires multi-faceted expertise from the industry.

To better prepare the industry for the tender, Singapore Customs and IDA conducted multiple engagement sessions before and after the publication of the tender to brief industry practitioners on the tender requirements. Networking sessions were also held after the briefing sessions to encourage collaboration among the industry players.

A total of 146 companies representing product vendors, system integrators, e-trade and logistics solutions providers, among others, participated in these engagement sessions. **i**

ABOUT TRADENET & TRADEXCHANGE

TradeNet made its debut in 1989 as the world's first nationwide electronic data interchange system for clearance of trade documentation. Since its implementation, the system has gone through a number of major upgrades to improve its service delivery to the trade and logistics industry.

In October 2007, TradeNet underwent a major revamp to streamline trade declaration processes. Since then, businesses in the trade and logistics

sector have enjoyed a simplified permit structure and lower declaration costs. Today, TradeNet processes over nine million permits yearly, with over 99 per cent processed in less than 10 minutes.

Together with the TradeNet upgrade in October 2007, Customs and IDA implemented TradeXchange to facilitate the exchange of information amongst the trade and logistics community.

Today, more than 200 companies

have benefited from TradeXchange, enjoying savings of more than 2.8 million man-hours through efficient information and data exchange. For example, companies have been able to cut down the preparation time for trade declarations by up to 50 per cent – from three to four days to just one to two days. In addition, freight forwarders enjoy up to 90 per cent time savings when applying for marine cargo insurance.

Singapore Customs Officer Certified as WCO Supply Chain Security Expert

Mr Jeremy Ang was recently certified by the World Customs Organisation (WCO) as a Customs Technical and Operational Advisor in the field of Authorised Economic Operator (AEO). He will lend his expertise to train other customs administrations in the WCO's capacity-building programmes.

Over the next three years, Jeremy will provide expert advice to other customs administrations on the implementation and management of an AEO programme based on the principles established by the WCO SAFE Framework of Standards to Secure and Facilitate Global Trade (SAFE Framework). This includes facilitating work sessions and seminars with customs managers and stakeholders, and providing project planning advice to the customs administrations.

"I am humbled by the opportunity to be able to contribute to the WCO," said Jeremy of his accreditation. "I look forward to stretching my capabilities as a customs officer and contributing beyond Singapore's borders. I am not only excited about engaging like-minded countries on supply chain security, but also upbeat about sharing Singapore's experience and journey in this area."

Jeremy is the third Singapore Customs officer to be accredited as a WCO technical and operational expert in the field of AEO. Two other Singapore Customs officers, Ms Joan Lua and

Ms Lim Sok Peng, were accredited in June 2013.

With a pool of three accredited WCO experts, Singapore Customs will be able to play a more active role to help other countries implement AEO programmes. This is in line with the agency's aim of shaping a trading environment of high trust through fostering international cooperation in supply chain security.

MAKING THE CUT

To qualify as a WCO expert, Jeremy went through a stringent selection process.

He attended a five-day WCO accreditation workshop held in Malaysia in November 2014. The workshop participants worked on case studies in small group sessions and made presentations. In addition, they made individual presentations to the private sector in Malaysia on the benefits of an AEO programme. The candidates were assessed on their knowledge of the SAFE Framework and AEO implementation, teamwork,


communication and presentation skills. Those who passed the assessment moved on to the final test in the accreditation process – undertaking an individual WCO overseas mission.

Jeremy's overseas field mission took him to Phnom Penh, Cambodia in June 2015 for a three-day national AEO workshop organised by the WCO at the invitation of the General Department of Customs and Excise of Cambodia (GDCE) to assist Cambodia in their efforts towards implementing an AEO programme.

The workshop was conducted by Jeremy together with a WCO expert from France, and was attended by over 20 Cambodian Customs officials at the middle management level. Over the three-day period, the Cambodian Customs officials were introduced to the SAFE Framework and the detailed requirements for the establishment of an AEO programme, with the facilitators sharing the implementation experiences of Singapore and the European Union. Thereafter, the participants took part in interactive exercises and breakout group

discussions to identify possible ways forward for the implementation of their AEO programme.

Based on the discussions, recommendations were formulated on how to draft the AEO requirements, provide AEO benefits, conduct pre- and post-authorisation audits, and other considerations such as suspension, revocation and appeal for AEO applications. At the end of the workshop, the possible challenges and important steps to be taken towards the implementation of an AEO programme were also identified for the GDCE.

Jeremy was successful in his efforts and was accredited as a WCO Technical and Operational Advisor (AEO) in July 2015. 



As part of the final test to qualify as a WCO technical and operational advisor in the field of AEO, Singapore Customs officer Jeremy Ang (front row, second from left) conducted a three-day workshop for officials from the General Department of Customs and Excise of Cambodia in Phnom Penh to assist them in implementing an AEO programme for Cambodia.

JEREMY ANG

Jeremy has seven years of experience in customs work. Currently an Assistant Head in the Schemes & Engagement Branch, Jeremy promotes awareness of Singapore's AEO programme, the Secure Trade Partnership (STP), to the local trading community through outreach to companies. He also administers the STP applications of companies, and is the account manager for about 25 companies.

On the bilateral front, Jeremy supports the negotiation and implementation of Singapore Customs' mutual recognition arrangements (MRAs) with partner customs administrations such as Hong Kong and the United States. For the Hong Kong-Singapore MRA, Jeremy participated in a side-by-side detailed comparison of the standards and requirements of both programmes to determine their compatibility, and

was involved in the joint validation audits to assess their compatibility operationally. Jeremy also oversees the system maintenance and data exchange with mutual recognition partners for Singapore Customs' MRAs that are in force.

As an adjunct trainer with the Singapore Customs Academy, Jeremy conducts courses on the STP programme for Singapore Customs officers.

WCO SAFE FRAMEWORK

The WCO SAFE Framework of Standards to Secure and Facilitate Global Trade (SAFE Framework) provides guidelines and best practices on how customs administrations can secure and facilitate international trade. It encourages customs administrations to develop AEO programmes and recognise each other's programmes through mutual recognition

arrangements (MRAs). Under an AEO programme, companies with good compliance records and robust supply chain security practices are certified as AEO companies. These companies are rated as lower-risk and benefit from more customs facilitation.

An MRA between two countries elevates the AEO programmes to an international level. The two customs

administrations involved recognise each other's AEO companies as low-risk. Thus, AEO companies from both countries will enjoy faster customs clearance not only when their exports leave their own country, but also when they arrive in the other importing country.

Importers Fined for Fraudulent Evasion of GST

Two importers received fines of between \$96,000 and \$156,000 for submitting fake invoices with their import declarations to Singapore Customs to avoid paying the full amount of Goods and Services Tax (GST) due on the goods they imported.

An importer of electric scooters and accessories was sentenced by the State Courts on 17 September 2015 for the fraudulent evasion of GST.

Tan Ting Sin, 29, was fined \$96,667.45 for submitting fake invoices with the import declarations to Singapore Customs.

Between August 2014 and April 2015, Tan, the sole proprietor of PassionKites, imported electric scooters and accessories from China on 48 occasions. He under-declared the import values of the goods, resulting in a shortfall of more than \$81,000 in GST payment. Tan pleaded guilty to 15 charges. Another 33 charges were taken into consideration in the sentencing.



Tan Ting Sin under-declared the values of electric scooters and accessories he imported from China, resulting in a shortfall of more than \$81,000 in GST payment.




Ku Jin Hao under-declared the values of pool tables he imported from China.

In another similar case of fraudulent evasion of GST, Ku Jin Hao, 28, was sentenced by the State Courts on 9 September 2015 to a fine of \$156,000 for under-declaring the values of the pool tables, cameras and camera accessories he imported from Hong Kong, Japan and China on 49 occasions.

Investigations by Singapore Customs revealed that Ku, the director of Twelvebox Enterprise Pte Ltd, had instructed his suppliers to create fake invoices which indicate a lower value of the goods imported. These fake invoices were subsequently submitted with the import declarations to Singapore Customs. The under-declaration of the import values of the goods resulted in a shortfall of more than \$42,500 in GST payment. Ku pleaded guilty to 16 charges. Another 33 charges were taken into consideration in the sentencing.

"Fraudulent evasion of GST is a serious offence under the Customs Act," said Mr Wan Boon Oon, Head of Trade Investigation Branch, Singapore Customs. "Anyone found guilty will be liable to a fine up to 20 times the amount of tax evaded, jailed for up to two years, or both."

"We urge traders who have discovered errors and omissions in their past declarations to Singapore Customs to voluntarily come forward and disclose their mistakes," said Mr Wan. 

Traders who wish to make a voluntary disclosure can email Singapore Customs at customs_vdp@customs.gov.sg. Voluntary disclosures will be taken into consideration when determining any follow-up actions and/or penalties.

Company Director Fined for Submitting False Statements and Declarations to Singapore Customs

For submitting false statements and declarations in applications for back-to-back certificates of origin (CO), and import and export permits, a company director was sentenced by the State Courts to a fine of \$434,000 on 9 July 2015.

Tok Beng Tong, 42, a Singaporean, pleaded guilty to 58 charges.

Another 119 charges were taken into consideration in the sentencing.

Investigations revealed that Tok, who is the director of Interasia SHH Pte Ltd, had imported boxes of zippers and sliders from China and subsequently re-exported the goods to various countries in Europe. However, when applying for export permits, he had falsely declared the country of origin of the goods as Indonesia, despite knowing that the goods originated from China.

Between August 2009 and March 2011, Tok also used certificates of origin which were not meant for his goods to apply for back-to-back preferential COs from Singapore Customs. A back-to-back preferential CO is issued by Singapore Customs for the export of goods that originated from other countries out of Singapore.


Tok obtained the back-to-back preferential COs certifying that his goods originated from Indonesia, which is a participant of the Generalised System of



Preferences scheme of the European Union. Under this European Union scheme, the back-to-back preferential COs would allow Tok's customers in Europe to pay lower tariffs when importing the "Indonesia-originated" zippers and sliders from Singapore.

"Making false statements to obtain certificates of origin and fraudulent

import and export permit declarations are serious offences under the Regulation of Imports and Exports Regulations," said Mr Wan Boon Oon, Head of Trade Investigation Branch, Singapore Customs.

"Singapore Customs will clamp down on such illegal activities to uphold Singapore's reputation as a trusted global trade hub," said Mr Wan. 

Anyone found guilty of making a false statement under the Regulation of Imports and Exports Regulations, on the first conviction, will be liable to a fine not exceeding \$100,000 or three times the value of the goods in respect of which the offence was committed, whichever is the greater, or imprisonment for up to two years, or both.

Enforcing Intellectual Property Rights at the Border

Singapore Customs recently detained 361 counterfeit Longchamp handbags and 300 counterfeit Burberry fragrance pouches that were imported from China in separate cases.



One of the 361 counterfeit Longchamp women's bags detained by Singapore Customs.



Singapore Customs detained 300 pieces of counterfeit Burberry fragrance pouches.

On 13 April 2015, during an inspection at an importer's warehouse at the MacPherson industrial area, Singapore Customs enforcement officers found 361 pieces of Longchamp women's bags, suspected to be counterfeit. Subsequent checks with the brand owner confirmed that they were trademark-infringing goods.

In a separate case on 24 June 2015, Singapore Customs took over a consignment of goods suspected to be trademark-infringing from the Immigration & Checkpoints Authority at the Changi Airfreight Centre. A total of 300 pieces of Burberry fragrance pouches were detained, and the brand owner was notified about the detention.

In both cases, the items were detained by Singapore Customs under Section 93A (1)(a) of the Trade Marks Act.

Singapore does not condone such illegal trading activities and will take firm action against importers of counterfeit goods, and continue to ensure a robust intellectual property rights enforcement regime in Singapore. **i**

Anyone with specific information on illegal trading activities can report it to Singapore Customs via email (customs_intelligence@customs.gov.sg). All information received will be treated in strict confidence.



Course on Customs Procedures for Nanyang Polytechnic Students

Singapore Customs Academy conducted the second run of its course on Customs Procedures for students of Nanyang Polytechnic on 8 July 2015.



Nanyang Polytechnic students attending a one-day course on Customs Procedures conducted by the Singapore Customs Academy visited a licensed warehouse to learn how Singapore Customs' schemes facilitate the business community.

The initiative is part of Singapore Customs' on-going efforts to build a future-ready workforce for the supply chain industry. The Singapore Customs Academy collaborated with Nanyang Polytechnic to develop a one-day programme to provide its students with an overview of Singapore Customs' procedures and documentation requirements.

The course is conducted twice a year. Singapore Customs Academy Senior Trainer Desmond Chia conducted the

second run of the course for 27 Nanyang Polytechnic students pursuing the Diploma in Business Management (Supply Chain) on 8 July 2015. The first run took place in January 2015.

The course on Customs Procedures covers topics such as the customs tax regime, Singapore's national single window trade declaration system – TradeNet, and securing the supply chain through the Secure Trade Partnership programme. The students also visited a licensed warehouse to learn how various

schemes put in place by Singapore Customs facilitate the operational needs of the business community.

The students found the programme to be relevant and useful. Nanyang Polytechnic Senior Lecturer Alan Fong said he looked forward to working with Singapore Customs again on the next intake for the programme. **i**


Singapore Customs Officer Rejects Bribe

Higher Customs Officer (HCO) Siow Teck Meng stood firm when he was offered a sum of money by a traveller in return for a favour on 31 May 2015.

HCO Siow was then on duty at the Customs Tax Office of Changi Airport Terminal 3. He informed the traveller that bribery is a serious offence in Singapore, and reported the matter to the Corrupt Practices Investigation Bureau.

Zhu Xiaolu, a Chinese national, was charged in court on 26 June 2015 for corruptly offering a sum of US\$200 to HCO Siow to allow the release of

commercial goods worth US\$10,210 without having to apply for a permit. Zhu was sentenced on 5 August 2015 to three weeks' jail for attempting to bribe a Singapore Customs Officer.

HCO Siow displayed integrity through his actions, a core value of Singapore Customs and the Singapore Public Service. 



Higher Customs Officer Siow Teck Meng stood firm when he was offered a sum of money by a traveller in return for a favour on 31 May 2015.

New STP Companies on Board

Two companies joined the Secure Trade Partnership (STP) scheme in the second 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.

Keysight Technologies Singapore (Sales) Pte Ltd

Keysight Technologies is the world's leading electronic measurement company, transforming today's measurement experience through innovations in wireless, modular, and software solutions. Keysight is focused on helping companies tackle the toughest electronic design, test and measurement challenges through a combination of trusted hardware, innovative software and our own global team of industry experts.

"With the STP certification, Keysight is now recognised as a trusted partner of Singapore Customs. Keysight's robust security measures increase the visibility of goods and give customers peace of mind during shipment. At the same time, Keysight is able to provide timely delivery of products to our customers with the expedited customs clearance domestically and internationally through the mutual recognition arrangements," said Mr Cheah Hup Lim, Global Trade and Logistics Manager.

Sumitomo Corporation Asia & Oceania Pte Ltd

Sumitomo Corporation Asia & Oceania Pte Ltd is a leading integrated trading and investment solutions provider in Asia and Oceania.

"Our participation in STP has increased our awareness of cargo security measures and reflects our strong commitment in improving our trade compliance, supply chain and logistics activities," said Mr Tatsuya Kawano, General Manager of Logistics Management Department.


Celebrating Singapore's Golden Jubilee with Customs' Pioneers

It was a National Day celebration with a difference as retired Customs officers graced this year's event which marks the nation's golden jubilee.

In honour of the contributions made by the Pioneer Generation, Singapore Customs invited its retired officers to join in the celebrations at its National Day Observance Ceremony on 6 August 2015. The ceremony, jointly organised with the Inland Revenue Authority of Singapore (IRAS), was held at the multi-purpose hall in Revenue House.

Some 20 retired Customs officers attended the event, relishing the opportunity to catch up with friends and former colleagues.

The event started with the screening of a short video on Singapore, followed by the singing of the National Anthem and the recitation of the pledge. There was also a sing-a-long session of popular National Day songs.

To round-off the celebrations, the retired Customs and IRAS officers present were invited on stage for a cake-cutting ceremony together with Director-General of Customs Ho Chee Pong and Commissioner of Inland Revenue Tan Tee How, before proceeding for a specially arranged tea reception. 



It was an occasion for Customs officers, past and present, to catch up with each other.



Some 20 retired Customs officers attended Singapore Customs' National Day Observance Ceremony on 6 August 2015.

TRAINING CALENDAR

Please note that dates are subject to change. For 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>	23-25 November 2015 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>	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>	26 November 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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