**SINGAPORE CUSTOMS**

*We Make Trade Easy, Fair & Secure*

Notice No: 06/2019
2 May 2019

Traders and Declaring Agents

Dear Sir/Madam

**DIGITAL SERVICE FOR HAND-CARRIED EXPORTS SCHEMES (HCES)**

Referencing Notice No: 20/2018 (www.customs.gov.sg/notices), the digital service for the Hand-Carried Exports Scheme (HCES) on the Networked Trade Platform (NTP) was successfully launched in October 2018. Since its launch, we have seen an increase in the number of traders who are enjoying the benefits of this service, saving both time and cost through digitalisation. As such, with effect from 1 August 2019, the digital service for HCES will be the default processing method for the endorsement of HCES permits.

2       The HCES digital service allows businesses to receive an electronic copy of the clearance status of the goods through the NTP. This electronic copy will serve as the endorsement of the HCES permit, which is one of the requisite documents to support the zero-rating of supplies of goods which are hand-carried out of Singapore via Changi International Airport. For more information on HCES, please visit www.iras.gov.sg/irashome/Schemes/GST/Hand-Carried-Exports-Scheme--HCES-/.

3       To use the service, traders will require a NTP account. If you currently do not have a NTP account, please refer to the information found in **Annex A** for NTP account set up instructions.

4       Once your NTP account has been set up, you can search for the HCES service listing in the Value Added Services catalogue and subscribe to it. You may refer to the screenshots in **Annex B** for the service listing.

Yours faithfully

Serene Ho
Director, NTP Office
*for* Director-General of Customs
Singapore Customs

(*This is a computer-generated notice. No signature is required.*)
We hope that this notice has been written in a way that is clear to you. If not, please let us have suggestions on how to improve this notice at enquiry_ntp@customs.gov.sg.

**FREQUENTLY ASKED QUESTIONS**


**Q1: What is the HCES?**

**A1:** The HCES allows businesses to zero-rate, i.e. charge GST at 0% on their supplies of goods hand-carried out of Singapore via Changi International Airport to their overseas customers when prescribed documents are maintained.


**Q2: How do I create an account on the NTP?**

**A2:** You should first register for a CorpPass Account. After obtaining your CorpPass, you will need to select "Singapore Customs NTP" as one of the e-Services in CorpPass, for more information please visit www.corppass.gov.sg. You may also contact CorpPass helpdesk at (65) 6643 0577, 8am to 8pm on Mondays to Fridays, or 8am to 2pm on Saturdays or email your queries to support@corppass.gov.sg

You may then sign up for an NTP account. Information on how to set up your NTP account can be found at www.ntp.gov.sg > Get Started > Accessing NTP > Sign in with CorpPass.


**Q3: How can I use the HCES digital service on the NTP?**

**A3:** 1. Login to your NTP account.
   2. Locate the HCES service on VAS Services and subscribe to it.
   3. A folder will be created in your company repository titled "Singapore Customs". This will be the folder where the digital clearance for HCES will be deposited.
   4. After obtaining clearance at Changi Airport at the Customs counter, the digital clearance will be routed to your company repository within 3 working days.


**Q4: Who can access this service?**

**A4:** Any business that utilises the HCES and hand-carries goods out of Singapore via Changi International Airport to their overseas customers. A NTP account is required.


**Q5: Will I still be able to get physical clearance on my export permit?**

**A5:** The manual method of receiving physical endorsement on permits will still be available during the transition period from now till 1 August, 2019.


**Q6: How will I receive the digital clearance?**

**A6:** After clearing your goods at the Customs counter at Changi Airport, you will receive the digital clearance in PDF format in your company repository in NTP. The document type is "Hand-Carried Exports Scheme".

**Q7: What happens if I have clarifications with my clearance?**

**A7:** 1. Please email customs_checkpoints@customs.gov.sg for clearance related queries.
2. For NTP related queries, email to NTPHelpDesk@accenture.com or contact us at (65) 6263 1061.
3. For any clarifications on the Hand-Carried Exports Scheme, please refer to IRAS' e-Tax Guide "GST: Guide on Hand-Carried Exports Scheme" or contact IRAS at gst@iras.gov.sg.

**Q8: How long before I receive my clearance?**

**A8:** You can expect to receive the clearance status within 3 working days of having the goods cleared at the checkpoint.

**Q9: Am I still required to keep the physical copy of my permit with the physical endorsement?**

**A9:** Yes, for the moment this new digital service will run in parallel with the current process. Businesses will be required to keep the physical endorsed permits as supplementary proof. Businesses will be notified when the retention of the physical copy (or the physical endorsement of the permit) is no longer required and businesses need to only maintain the digital copy of the clearance status of the goods exported under the HCES.

**Screenshot of HCES Value-Added Service listing**
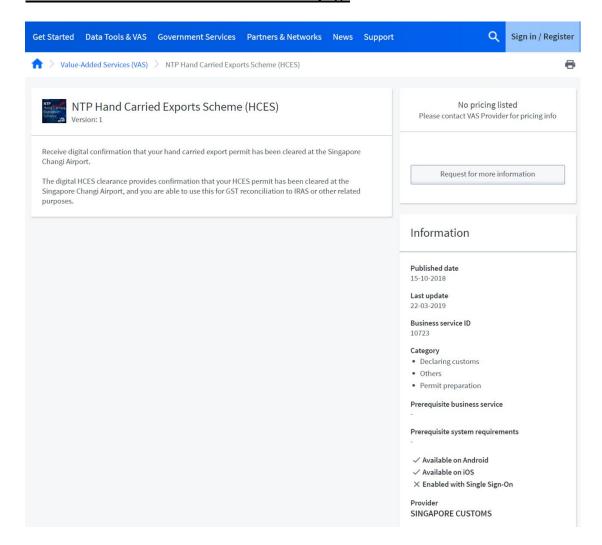
## Screenshot of HCES Value-Added Service page

Get Started   Data Tools & VAS   Government Services   Partners & Networks   News   Support   🔍   Sign in / Register

🏠 › Value-Added Services (VAS) › NTP Hand Carried Exports Scheme (HCES)   🖨

### NTP Hand Carried Exports Scheme (HCES)
Version: 1

Receive digital confirmation that your hand carried export permit has been cleared at the Singapore Changi Airport.

The digital HCES clearance provides confirmation that your HCES permit has been cleared at the Singapore Changi Airport, and you are able to use this for GST reconciliation to IRAS or other related purposes.

**No pricing listed**
Please contact VAS Provider for pricing info

Request for more information

### Information

**Published date**
15-10-2018

**Last update**
22-03-2019

**Business service ID**
10723

**Category**
- Declaring customs
- Others
- Permit preparation

**Prerequisite business service**
-

**Prerequisite system requirements**
-

✓ Available on Android
✓ Available on iOS
✕ Enabled with Single Sign-On

**Provider**
SINGAPORE CUSTOMS

## Screenshot of sample digital clearance

### Endorsed Clearance for HCES

Permit Number: **CA8J101895M**

| HCES Result | Endorsed with No Discrepancies |
| --- | --- |
| Release Location | T1 Airside |
| Remarks | release location: PA |

| HS Code | Goods Description | Verified Quantity |
| --- | --- | --- |
| 28061000 | HYDROGEN CHLORIDE (KGM) | 20.0000 |
| 35022000 | MILK ALBUMIN INCL CONCENTRATES OF TWO OR MORE WHEY PROTEINS (KGM) | 20.0000 |
| 35029000 | OTHER ALBUMINS ALBUMINATES & OTHER ALBUMIN DERIVATIVES (KGM) | 40.0000 |
| | **Total verified** | **80.0000** |

| Name of Officer | **HCES TESTER** |
| --- | --- |
| Date and time of Endorsement | 06/10/2018 1445 hrs |

**Notice No. 06/2019:   DIGITAL SERVICE FOR HAND-CARRIED EXPORTS SCHEME (HCES)**

**(dated 02/05/2019)**

| Paragraph | Current Details | Updated Details | Date of Update |
|---|---|---|---|
| A7 (Annex A) | NTPhelpdesk@accenture.com | NTP_helpdesk@ncs.com.sg | 3 Dec 2019 |
| A7 (Annex A) | (65) 6263 1061 | (65) 6570 3053 | 3 Dec 2019 |