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Reaffirming Trade Ties

In conjunction with Chinese President Xi Jinping's state visit to Singapore, an upgrade to the Singapore-China mutual recognition arrangement (MRA) was signed. Minister for the General Administration of Customs of the People's Republic of China Yu Guangzhou also led a delegation to pay a courtesy call on Minister for Finance Heng Swee Keat, and had a bilateral meeting with Singapore Customs Director-General Ho Chee Pong. Read more about the upgraded MRA on page 01.

In this issue, we also highlight the 2015 Singapore Customs enforcement results. In line with its whole-of-government approach, the agency continues to work closely with enforcement partners to disrupt the supply of contraband cigarettes. See the results on page 04.

As part of our continual efforts to remain business-friendly for traders, Singapore Customs conducted the Traders' Satisfaction Survey in 2015 to better understand customers' experiences, needs and expectations. For its pro-enterprise efforts, the department was presented with the Pro-Enterprise Panel-Singapore Business Federation (PEP-SBF) award and Public Sector Pro-Enterprise Initiative Award (Silver). Find out which initiative clinched the latter award on page 06.

The International Customs Day 2016 saw 13 officers being awarded with the World Customs Organisation Certificates of Merit for their contributions to Digital Customs – this year's theme. Flip to page 08 to find out who the awardees are and what they do.

Neo Wen Tong
Editor

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Singapore Reaffirms Trade Ties with China

In conjunction with Chinese President Xi Jinping's state visit to Singapore, an upgrade to the Singapore-China mutual recognition arrangement (MRA) was signed.



The delegation from GACC, led by Mr Yu Guangzhou (fifth from left), paid a courtesy call on Minister for Finance Mr Heng Swee Keat (fourth from left).

The General Administration of Customs of the People's Republic of China (GACC) recently restructured its authorised economic operator (AEO) programme and renamed it the Interim Measures on Enterprise Credit Management programme. The restructured programme allows more business types, including those along the supply chain that are registered with the GACC, to apply for AEO status.

Minister for Finance Heng Swee Keat and Minister for the GACC Yu Guangzhou signed the upgraded MRA on 7 November 2015 at the Istana, witnessed by Prime Minister Lee Hsien Loong and President Xi.

This MRA supersedes the arrangement first signed in 2012 and reaffirms both customs administrations' recognition of each other's AEO programme and commitment to maintaining global supply chain security.

The six-member delegation from the GACC, led by Mr Yu, paid a courtesy call on Mr Heng and had a bilateral meeting with Director-General of Singapore Customs Ho Chee Pong.

During Mr Yu's courtesy call, Mr Heng highlighted the high level of collaboration between Singapore and China, which was evident by the number of agreements signed by the two countries during President Xi's state visit. Mr Heng lent his support for closer collaboration between

Singapore Customs and the GACC, and said that such collaboration will support the “One Belt, One Road” initiative. The initiative seeks to improve connectivity and bring about development among countries within the region.

At the bilateral meeting with Singapore Customs, Mr Ho and Mr Yu reaffirmed the longstanding and warm bilateral relations between Singapore Customs and the GACC. Mr Ho and Mr Yu were both confident that the signing of the upgraded Singapore-China MRA would further facilitate trading

between the two countries.

Ideas were also exchanged on possible initiatives to bring bilateral cooperation and collaboration to a higher level, such as the sharing of experience on the Single Window system, which will help industries in both countries to increase trading through improved, simplified and transparent customs procedures.

The GACC delegation also visited PSA ports, where they were briefed on port operations by Singapore’s largest port operator. [i](#)



Director-General of Singapore Customs Ho Chee Pong (left), and Minister for the GACC Yu Guangzhou at the bilateral meeting.

THE SINGAPORE-CHINA MUTUAL RECOGNITION ARRANGEMENT (MRA)

The Singapore-China MRA was first signed on 30 June 2012. Under the MRA, both countries recognise the compatibility of their AEO programmes – Singapore’s Secure Trade Partnership (STP) programme and China’s Measures on Classified Management of Enterprises programme. Companies certified as AEOs for their robust security practices under

these two programmes are recognised by both customs administrations to be of lower risk.

AEO companies enjoy faster customs clearance not only when exports leave their own country, but also when they arrive in the other MRA country. These companies can therefore better plan their cargo movements and enjoy cost savings,

which could otherwise be incurred due to port delays.

China was Singapore’s largest trading partner in 2015, with bilateral trade in goods valued at S\$123.5 billion. The Singapore-China MRA aims to facilitate and secure trade between both countries.

New Customs@SG Mobile App: Services at Your Fingertips

The latest service offering by Singapore Customs allows travellers to pay duty and/or Goods and Services Tax (GST) on their overseas purchases before arriving in Singapore. The app also lets the public provide timely tip-offs on customs offences and feedback on customs matters.

Developed to provide travellers with an easy-to-use self-service tool to transact with Singapore Customs, the Customs@SG mobile app will come in handy for travellers who need to make payments for their overseas purchases that have exceeded their duty-free allowance and/or GST relief.

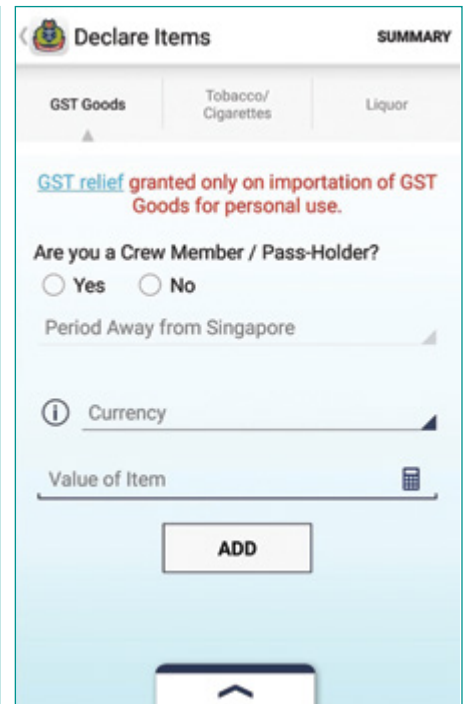
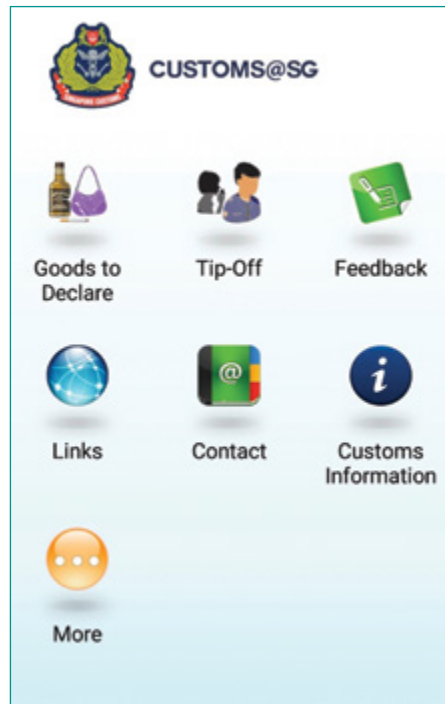
Prior to this, travellers would have to declare and pay the duty and/or GST for their goods at the Customs Tax Payment Office or a Self-Service Tax Payment Kiosk in the arrival hall of the checkpoint in Singapore.

But now, with the Customs@SG app, they can do so on-the-go without having to stop at our Customs office or kiosk to make the payment.

Once the payment has been made, the app will churn up an e-receipt that can be stored in the travellers' mobile phone. On his arrival at the checkpoint in Singapore, travellers can proceed to exit the checkpoint through the Customs Green Channel. When stopped for checks at the channel, the e-receipt can be shown as a proof of tax payment to the inspecting officer.


Passing through the checkpoints is thus more seamless and efficient with the Customs@SG app, providing travellers with a better service experience in their interactions with Singapore Customs.

A web application is also available for travellers who prefer to make the declaration and payment online through their own computers.



With the Customs@SG app, travellers can declare and pay duty and/or GST for their goods on-the-go without making an additional stop at the Customs Tax Payment Office or Self-Service Tax Payment Kiosk.

Besides duty/tax declaration and payment, the Customs@SG mobile app also has other useful features such as a Tip-Off module, which allows members of the public to provide tip-offs on suspected illegal cigarette peddling activities.

There is also a Feedback module for the public to provide feedback or send queries to Singapore Customs. 

Travellers and members of the public can download Customs@SG from Apple App Store and Google Play, while the web application can be accessed via the Singapore Customs website (www.customs.gov.sg).

ANNUAL ENFORCEMENT RESULTS 2015

In line with its whole-of-government approach, Singapore Customs continued to work closely with other enforcement agencies to disrupt the supply of contraband cigarettes. Here are the key numbers on customs offences detected in 2015.

LIQUOR OFFENCES

1,512
OFFENDERS

1,305 offenders
in 2014



Majority of cases were minor offences committed by travellers coming through Singapore's checkpoints.

2
SYNDICATES
DISRUPTED



About **76,400** litres of alcoholic beverages involved. Total duty and Goods and Services Tax (GST) involved exceeded \$1.06 million.

CONTRABAND CIGARETTE OFFENCES

About **50** inter-agency joint **OPERATIONS** conducted

2.8 MILLION packets seized

3 SYNDICATES disrupted
More than **558,870** packets of contraband cigarettes seized

462 PEDDLERS caught due to more accurate tip-offs by members of the public

295 peddlers caught in 2014



FUEL GAUGE OFFENCES



2,553
OFFENDERS
in 2014



3,729
OFFENDERS
in 2015

Those who attempt to leave Singapore without the minimum three-quarter tank will be liable on conviction to a fine not exceeding \$500.

27 CASES of smuggling through air courier consignments
(see page 05 for more details)

6 cases in 2014



OFFENDERS caught for cigarette-related offences

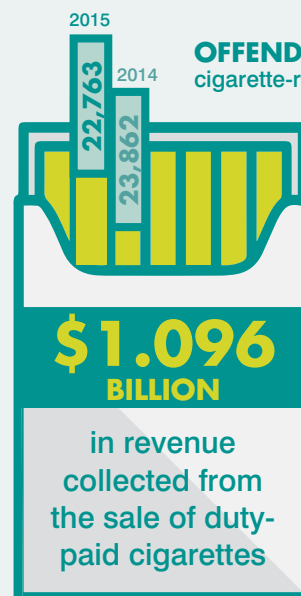


Figure remains high, indicating that there continues to be a demand for contraband cigarettes.

Among them, 5,472 were caught inland for buying/possessing contraband cigarettes.

GST EVASION



14 IMPORTERS prosecuted for evading or under-declaring GST
(see page 05 for more details)

9 offenders in 2014

MORE CASES OF CONTRABAND CIGARETTE SMUGGLING THROUGH AIR COURIER CONSIGNMENTS

Compared to the six cases detected in 2014, 27 cases were detected in 2015.

A total of 11,125 cartons and 535 packets of contraband cigarettes were recovered from such air courier consignments. The duty and Goods and Services Tax (GST) evaded exceeded S\$957,000.

In one of these cases, four male Chinese nationals – Liu Xiaofeng, 30; Huang Kejun, 33; Li Xiaolong, 27; and Su Wei, 30 – were arrested on 4 February 2015 for their involvement in contraband cigarette activities.

Investigations revealed that Liu had instructed Huang to receive the air courier consignment containing the duty-unpaid cigarettes and store them in a private apartment in Geylang East Avenue 2. Liu would sell these cigarettes to Huang, Li and Su, who would resell them to their customers.



Duty-unpaid cigarettes, which were smuggled into Singapore through air courier consignments, were recovered from the private apartment in Geylang East Avenue 2.

A total of 1,168 cartons and 400 packets of duty-unpaid cigarettes were seized in this operation. The amount of duty and GST evaded exceeded \$102,000. Liu, Huang, Li

and Su were sentenced by the State Courts to 24 months, 22 months, 15 months, and six months of imprisonment respectively.

MORE IMPORTERS ATTEMPTING TO EVADE GST

Singapore Customs has observed an increasing number of importers who tried to evade or under-declare Goods and Services Tax (GST) on the importation of goods into Singapore. In 2015, 14 such offenders were prosecuted, up from nine in 2014.

These importers attempted to evade GST by using fictitious invoices with suppressed values to make import declarations to Singapore Customs. They were sentenced by the State Courts to fines ranging from \$4,000 to \$156,000.

In one such case, Chen Yew Kit, 36, a partner of C&C Moto Factory LLP, was caught for under-declaring the values in the import declarations submitted to Singapore Customs.

Between January 2014 and April 2015, Chen imported an assortment of motorcycle accessories from the United Kingdom and Taiwan. He instructed his suppliers to



Motorcycle accessories found on the premises of C&C Moto Factory LLP.

create fictitious invoices with suppressed values. He submitted his import declarations to Singapore Customs based on the suppressed values stated in those invoices.

The under-declaration of the import

values of the goods resulted in a shortfall of about \$9,040 in GST payment. Chen was sentenced to a fine of \$54,000 by the State Courts on 30 July 2015.

Remaining Business-Friendly for Traders

Singapore Customs was recognised for its pro-enterprise efforts, ranking 7th out of 28 agencies in the Pro-Enterprise Ranking Survey, and taking home the Public Sector Pro-Enterprise Initiative Award (Silver) for an initiative that helps air express companies.



PRO-ENTERPRISE RANKING SURVEY 2015

Singapore Customs was ranked 7th out of 28 agencies in the Pro-Enterprise Ranking Survey 2015. The annual survey is commissioned by the Pro-Enterprise Panel to assess government regulatory agencies on their pro-enterprise orientation. Agencies that perform well in the survey are presented with the Pro-Enterprise Panel-Singapore Business Federation (PEP-SBF) award.

Singapore Customs is honoured by this endorsement from the business community.

Over the years, Singapore Customs has implemented numerous business-friendly initiatives to make trade easy, fair and secure. We will continue to work closely with our partners in the business community to support Singapore's position as a global trade hub.

HELPING AIR EXPRESS COMPANIES MANAGE LATE SHIPMENTS

The initiative by a team of Singapore Customs officers won the 2015 Public Sector Pro-Enterprise Initiative Award (Silver).

Due to the time-sensitive nature









of shipments handled by air express companies (AECs), these companies submit consolidated declarations covering multiple shipments to Singapore Customs before the shipments' arrival.

While most shipments arrive on time, some may arrive late due to various reasons. As the original permit covering the late shipments would have been used earlier to clear shipments that had arrived on schedule, late shipments were considered as imports without permits. Composition sums are then imposed on the AECs for these imports.

To resolve this issue, Singapore Customs worked with the AECs to develop a system to reconcile late shipments against the original permits declared. Where shipments can be accounted for under a previous permit, they would not be treated as offences.

The result is a relatively straightforward yet practical approach that uses reports to address the issue. No significant changes to the existing work processes were needed, which minimised disruption to the operations of the stakeholders involved.

TRADERS' SATISFACTION SURVEY 2015

Touchpoints	2014	2015
 Face-to-face interactions with Singapore Customs officers	5.23	5.30 
 Secure Trade Partnership Programme	4.80	5.01 
 Singapore Customs website	4.81	4.91 
 TradeFIRST	4.99	4.69 

As part of Singapore Customs' drive for continual service improvement, the agency regularly conducts the Traders' Satisfaction Survey to measure customers' satisfaction in their interactions with the agency, and better understand customers' experiences, needs and expectations.

Survey respondents provided their satisfaction rating on various touch points with Singapore Customs, such as the website, eServices, courses, call centre, procedures and requirements, schemes

and certifications, as well as their overall satisfaction level.

The agency received an overall satisfaction mean score of 4.88 out of 6 from the respondents.

The agency did well for areas such as face-to-face interactions with Customs officers (which scored 5.30, up from 5.23 in 2014), Secure Trade Partnership Programme (which scored 5.01, up from 4.80 in 2014), and the Singapore Customs website (which scored 4.91, up from 4.81

in 2014).

Compliments were received, in particular, on the service and responsiveness of the staff. A trader said: "Our submissions are attended to and whenever we call Singapore Customs, officers are there to help us." Another trader commented: "My calls are attended to and most of my questions are resolved."


However, satisfaction for TradeFIRST showed a decrease of 0.30 from 4.99 in 2014 to 4.69 in 2015. Singapore Customs has noted this feedback and assures traders that the agency is currently reviewing the TradeFIRST self-assessment checklist and its processes, which are targeted to be implemented by Q2 2016.

Singapore Customs thanks the respondents for their valuable feedback and suggestions in this survey. The agency will continue to seek and address feedback as part of its continual service improvement.

The survey was held online from September to October 2015. About 700 responses were collected from respondents, who were categorised into four groups, namely importers/exporters/distributors, licensees, manufacturers, and declaring agents/freight forwarders.

The late shipment reports will help the AECs save almost \$150,000 annually from not having to pay composition sums, and reduce the time spent on following up on offence cases with Singapore Customs.

With approximately 3,000 fewer cases to process annually, Singapore Customs stands to save some 4,500 man-hours and related cost savings.

The Singapore Customs team behind the initiative received the 2015 Public Sector Pro-Enterprise Initiative Award (Silver) from Parliamentary Secretary for Trade and Industry and Education Low Yen Ling at the PEP-SBF Awards Event on 25 November 2015. 



The Singapore Customs team received the 2015 Public Sector Pro-Enterprise Initiative Award (Silver) from Parliamentary Secretary for Trade and Industry and Education Low Yen Ling (centre). (Photo: Ministry of Trade and Industry)


Recognising Digital Customs Ambassadors

13 Singapore Customs officers were awarded the World Customs Organisation (WCO) Certificates of Merit this year for their commitment to the Digital Customs theme.

Every year on International Customs Day (ICD), World Customs Organisation Certificates of Merit are presented to customs officers who have contributed significantly in a particular area of customs work.

The theme for ICD 2016 is Digital Customs. In line with the theme, WCO shared a message with customs administrations worldwide, in which WCO Secretary-General Kunio Mikuriya said: "This new era of Digital Customs has transformed the way that customs operates. Ultimately, it enables progressive engagement – the enhanced ability of customs administrations to communicate, process goods, receive and exchange information, coordinate border activities, collaborate on law enforcement actions, and promote transparency. In Singapore Customs, 13 officers were recognised for their outstanding commitment to the Digital Customs theme in various aspects of their work.

Director-General Ho Chee Pong presented the Certificates of Merit to them during the ICD & Staff Appreciation Celebration on 26 January 2016.

Here are some of the awardees and the work they do that support the Digital Customs theme. 



(from left to right)

Ms Yeo Beng Huay, Chief Information Officer, Information Technology Directorate

Ms Yeo oversees the overall strategic planning, management and governance of Singapore Customs' information and communications technology (ICT) by aligning the department's ICT vision with the Whole-of-Government's ICT direction. Under her leadership, the team has implemented several upgrades for TradeNet and Singapore Customs' key operation systems. One key accomplishment was the implementation of TradeNet 4.0 and TradeXchange in October 2007. It involved an overhaul of the entire TradeNet; revamp of Singapore Customs' legacy systems, and the implementation of a national strategic IT platform (TradeXchange) for the trade and logistics communities.

Mr Ho Khoon Hock, Head, Information Technology Operations

Mr Ho leads a team of officers in the Information Technology Operation Branch and oversees the development of new ICT applications and the implementation of technical projects. Under his leadership, Singapore Customs has successfully implemented many ICT initiatives, such as the Whole-of-Government ICT migration.

Ms Chua Gek Hong Angelene, Deputy Head, Information Technology Development Office

Ms Chua plays an instrumental role in Singapore Customs' ICT transformation. Managing the implementation and maintenance of platforms like Virtual Academy, the staff intranet, TradeStats and TradeXchange, she ensures that quality work and support to the system owners and users are delivered.



(from left to right)

Ms Ivy Chong, Head, Procedures and Systems *(Nominated for contributions made during her previous stint as Head, International Relations)*

Ms Chong was a member of the International Relations Branch teams that oversee the

implementation of the ASEAN Single Window (ASW) and ASEAN Customs Transit System (ACTS). As the National Project Manager for both ASEAN projects, she worked closely with ASEAN Member States to ensure the successful "live" implementation of the ASW.

Mr Lee Sau Foong, Deputy Head, Schemes and Engagement *(Nominated for contributions made during his previous stint in International Relations)*

Mr Lee was a key member of the team that oversaw the implementation of ACTS. He supported Singapore's lead to ensure the finalisation of protocols that provide the legal framework for the ACTS. He also worked with the ASEAN Regional Integration Support from the EU (ARISE) consultant and ASEAN member states on the regional customs procedures relating to ACTS as well as the system requirements of ACTS.

Ms Jessica Yat, Assistant Head, International Relations

Ms Yat is a key member of the team that oversees the establishment of the ASW. She supported Singapore's lead for the ASW and worked closely with ASEAN member states to monitor and test the implementation of the ASW.



Ms Toh Kim Eng Irene, Permits Compliance Officer

Ms Toh is part of the team that spearheads the revamp of the new Trade Statistics System (TSS). Her job involves reviewing the functionalities and business processes of the current TSS, and streamlining and automating the processes in the new TSS. The project aims to bring about greater operational efficiency and ensures higher accuracy in the collection of trade statistics.



(from left to right)

Ms Lee Chwee Peng, Assistant Head, Procedures and Systems

Ms Lee is one of the pioneers in building TradeNet. She continues to work with Competent Authorities on the use of TradeNet to regulate and monitor the movement of goods in and out of Singapore.

Ms Wee Sok Cheng, Deputy Head, Procedures and Systems

Ms Wee oversees a team that manages the administration of the National Single Window, TradeNet. Her team is also involved in various regional discussions related to the Single Window. Ms Wee had been involved in various stages of evolution of TradeNet from 2003 till date. Currently, she balances the requirements of internal and external stakeholders while ensuring that TradeNet remains effective and efficient for traders and regulatory agencies.

Mr Tan Chee Ching, Assistant Head, Procedures and Systems

Mr Tan manages and ensures the relevance of TradeNet. With over 15 years of experience, he is able to grasp the intricacies of TradeNet and other systems, allowing him to offer sound solutions to customers. On the international front, Mr Tan is a key resource person on the technical aspects of the ASEAN Single Window and ASEAN Customs Transit System.

Mr Chua Geng Pin, Assistant Head, Risk Assessment

During his previous stint with the Procedures and Systems Branch, Mr Chua led a team to review the TradeNet rules, eliminate duplication, and recommend new rules to ensure that Singapore Customs is kept abreast with the evolving trading environment. After his transfer to the Risk Assessment Branch, he reviewed the use of Generic Unique Entity Number (UEN). Mr Chua works closely with various stakeholders to tighten relevant rules in TradeNet, to contain the risks associated with the misuse of Generic UEN.

Customs Advisory Council Members Gets First-Hand Look at Customs Operations

Customs Advisory Council (CAC) members visited the Customs Operation Command, Pasir Panjang Export Inspection Station, and PSA's Pasir Panjang Terminal.



Customs Advisory Council members observing Singapore Customs officers demonstrate the use of a borescope, a device used to detect contraband cigarettes concealed in "secret" compartments in a modified vehicle.



A Singapore Customs officer explains the scanning process at the Pasir Panjang Export Inspection Station.

Singapore Customs hosted a visit for the CAC members to the Customs Operations Command, Pasir Panjang Export Inspection Station, and PSA's Pasir Panjang Terminal last November. The visits enabled the members to gain a better understanding about Singapore Customs' enforcement capabilities and export scanning operations, as well as PSA's port operations.

The Customs Operations Command compound along Keppel Road houses officers from the enforcement branches of Singapore Customs. During the visit, the CAC members learnt about the history of the compound and Singapore Customs' enforcement functions. They also had the opportunity to try their hand at some of the specialised equipment used by Singapore Customs in enforcement efforts, such as the borescope, a device used to detect contraband cigarettes concealed in a "secret" compartment in modified vehicles.

At Singapore Customs' Pasir Panjang Export Inspection Station, the members had a close look at the scanning process, and found out how Singapore Customs uses x-ray machines to scan containers and analyse the images of goods inside the containers before they are exported.

At Pasir Panjang Terminal, PSA shared about their newly-implemented automated crane operations, which can be operated remotely to help increase productivity and port efficiency. The members were also brought on a short tour around the Pasir Panjang port to view the operations at the flow-through gate, where they saw the use of automation and biometric technology to facilitate export clearance and access into the port. [i](#)

ABOUT THE CUSTOMS ADVISORY COUNCIL

The Customs Advisory Council (CAC) was established in 2000 by the Ministry of Finance to tap on the advice and insights of stakeholders to help advance Singapore Customs as a world-class customs organisation. The CAC also functions as

an active platform for Singapore Customs to solicit feedback and advice on industry trends, government policies and other matters that affect Singapore Customs.

The CAC is chaired by the Permanent Secretary (Finance) (Performance) and comprises key representatives from both the public and private sectors.

CAC Members

Name	Designation	Organisation
Ms Lim Soo Hoon (Chairperson)	Permanent Secretary (Finance) (Performance)	Ministry of Finance
Mr Ho Meng Kit	Chief Executive Officer	Singapore Business Federation
Mr John Lu	Honorary President	Singapore National Shippers' Council
Mr Kay Kong Swan	Chief Executive Officer, Integrated Logistics	CWT Limited
Mr Khoo Seng Thiam	Managing Director	FedEx Express Singapore
Mr Michael Yew	Deputy Chairman	Singapore Aircargo Agents Association
Mr Ng Kim Hung	Managing Director	Yusen Logistics (Singapore) Pte Ltd
Mr Shubhendu Misra	Partner, Indirect Tax – Global Trade	Ernst & Young Solutions LLP
Mr Tan Puay Hin	Senior Advisor, Group Port Design & Connectivity	PSA International Pte Ltd
Mr Ulf Schneider	President	Singapore Semiconductor Industry Association
Mr Aw Kum Cheong	Deputy Commissioner (Operations)	Immigration & Checkpoints Authority
Mr Yee Ping Yi	Deputy Secretary (Policy)	Ministry of Finance

New STP Company on Board

Orange Business Services Singapore Pte Ltd joined the Secure Trade Partnership (STP) scheme in the fourth quarter of 2015. It has been awarded the **STP-Plus status**.

STP is a voluntary certification programme that encourages companies to adopt robust security measures and contributes to improving the security of the global supply chain.

Orange Business Services is not only a global telecommunications operator, but also an IT solutions integrator and applications developer. It has offices around the world and is headquartered in France.

Its 20,000 employees support companies in all areas of their digital transformation. More than 3,000 multinational organisations and two million small offices/home offices, enterprises and local authorities in France rely on Orange Business Services as their trusted partner.

"Singapore is the Asia-Pacific logistics hub for Orange Business Services," said Ms Silke Weber, Vice President, Customer Service & Operations AsiaPac.

"We benefit extensively with the STP certification and bulk permit from Singapore Customs. The reduced export lead-time from Singapore helps us to better support our business and our customers globally."



Members were brought on a short tour around Pasir Panjang port.

Lending a Helping Hand

Singapore Customs reached out to the less fortunate through two initiatives last December to spread some love during the festive season.

FILL A BAG, FEED A FAMILY

Working with Food from the Heart for a second time, Singapore Customs officers helped to pack and distribute food goodie bags to less fortunate families in Ang Mo Kio.

Each bag contained essentials such as rice, cooking oil, Milo, instant noodles and canned food, packed according to the

size of the needy families. The Singapore Customs volunteers then distributed the goodie bags to the homes of these families.

During the distribution, one of the beneficiaries raised a request to buy a walking stick at a subsidised rate and the volunteers helped to convey the request to the residents' committee.



Singapore Customs volunteers packed food goodie bags for distribution to needy families in Ang Mo Kio.



BOYS' BRIGADE SHARE-A-GIFT



Singapore Customs officers raised more than \$1,600, which was used to purchase a total of 254 units of canned food and beverages, and 158 bottles of condiments and cooking oil for the Boys' Brigade Share-a-Gift project.

The donations reached out to some 7,400 households who are receiving assistance from Government-funded ComCare programmes and 216 voluntary welfare organisations. [i](#)

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>	4-6 May 2016 13-15 June 2016
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>	12 May 2016
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>	14 April 2016
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>	7 April 2016 21 April 2016 (morning and afternoon 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>	To be confirmed
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>	24 March 2016
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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