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Building Stronger Ties

Singapore Customs has established strong bilateral ties with the Royal Malaysian Customs Department through high-level exchanges, enforcement cooperation, and collaboration in various initiatives. Turn to page 02 for more on how the two customs administrations have cemented the relationship over the past few years.

Also on the international front, Singapore Customs Director-General Ho Chee Pong attended the 25th Meeting of the ASEAN Directors-General of Customs in Phnom Penh, Cambodia, in May. On the sidelines of the meeting, Singapore Customs held bilateral meetings with Brunei Darussalam, China and Thailand customs administrations. Find out more about these meetings on the next page.

On home ground, several Singapore Customs officers have been recognised for their good work. Higher Customs Officer Siow Teck Meng was commended by the Corrupt Practices Investigation Bureau for turning down a bribe offered by a traveller (page 11). He received a plaque from Prime Minister Lee Hsien Loong for standing firm against corruption. Five other officers received awards for the excellent service they provided to their customers. Check out our service stars on page 06.

In the spirit of continuous learning and self-improvement, a group of 40 officers visited the DHL Asia Pacific Innovation Centre to learn more about the future of the logistics and supply chain (page 11). In conjunction with Public Service Week, a PSFuture dialogue was held with the Public Service Observance Ceremony, and officers took the opportunity to reflect on their duties, share their hopes for the organisation, and re-focus on the values of the public service (page 12).

Neo Wen Tong
Editor

Cover Photo:
Royal Malaysian Customs Department
visited Singapore Customs on 18 April 2016

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Meeting of the ASEAN Directors-General of Customs


Singapore's Director-General of Customs, Mr Ho Chee Pong, attended the 25th Meeting of the ASEAN Directors-General of Customs in Phnom Penh, Cambodia, from 25 to 27 May 2016.

The meeting was opened by Cambodia's Senior Minister and Minister of Economy and Finance, Dr Aun Pornmoniroth.

During the meeting, the Directors-General of Customs from the 10 ASEAN member states reviewed the work of the various ASEAN Customs committees and working groups, and endorsed several key initiatives, notably the broad directions for customs activities for the 2016 to 2025 period.

The Directors-General also held consultations with the customs administrations of China, Japan and Korea, and the US-ASEAN Business Council, EU-ASEAN Business Council, and the Conference of Asia-Pacific Express Carriers (CAPEC) to further strengthen cooperation and partnerships.

On the sidelines of the meeting, Singapore Customs held bilateral meetings with the delegations from the Royal

Customs and Excise Department of Brunei Darussalam, General Administration of China Customs, and the Customs Department of Thailand. 



Singapore's Director-General of Customs, Mr Ho Chee Pong (fourth from right), attended the 25th Meeting of the ASEAN Directors-General of Customs in Phnom Penh, Cambodia, from 25 to 27 May 2016.

SINGAPORE, THAI CUSTOMS ADMINISTRATIONS SIGN ACTION PLAN

Singapore's Director-General of Customs, Mr Ho Chee Pong, and the Director-General of Thailand's Customs Department, Mr Kulit Sombatsiri, signed the Action Plan for the Mutual Recognition Arrangement (MRA) of Authorised Economic Operators programmes on 26 May 2016.

The signing of the Action Plan is a

significant step towards the establishment of the MRA between both customs administrations.

Mr Ho (left) and the Director-General of Thailand's Customs Department, Mr Kulit Sombatsiri, signed the Action Plan for the Mutual Recognition Arrangement of Authorised Economic Operators programmes



Forging strong bilateral ties with the Royal Malaysian Customs Department

Singapore Customs and the Royal Malaysian Customs Department (RMCD) have established a strong relationship over the years, characterised by regular high-level exchanges, enforcement cooperation, and collaboration in various projects and initiatives. Singapore Customs has also hosted several study visits by RMCD on areas related to our national single window TradeNet, Goods and Services Tax (GST) Tourist Refund Scheme, and Singapore's experience in GST implementation.

REGULAR EXCHANGES AT THE HIGHEST LEVEL

Both Directors-General have frequent engagements through bilateral visits and meetings on the sidelines of major conferences.

Led by Director-General Ho Chee Pong, Singapore Customs visited the RMCD on 10 and 11 July 2014 to discuss topics of interest such as training collaborations and cooperation on trade facilitation initiatives. The Singapore Customs delegation also visited the free zones at Port Klang and Kuala Lumpur International Airport Cargo Complex to learn more about RMCD's operations in these free zones.

On 13 April 2016, RMCD Director-General Dato' Sri Khazali bin Haji Ahmad visited Singapore and both Directors-General had in-depth discussions on trade facilitation. There was also a fruitful exchange of views and sharing of experiences on the development of both countries' national single windows, as well as the Joint Training Programme. The RMCD delegation also visited the Pasir Panjang Terminal and the Singapore Customs Pasir Panjang Export Inspection Station to understand Singapore's port operations.



Singapore Customs at the RMCD headquarters in Kuala Lumpur on 10 July 2014. Topics such as training collaborations and cooperation on trade facilitation initiatives were discussed.



At the RMCD's Port Klang office, Singapore Customs Director-General Ho Chee Pong (standing, third from left) was shown how RMCD manages free zones in Malaysia.



Singapore Customs sea checkpoints officers demonstrated the scanning system to RMCD Director-General Dato' Sri Khazali bin Haji Ahmad (third from left) and members of the RMCD delegation when they visited the Pasir Panjang Export Inspection Station.



Then-Chief Human Resource Officer Mok Hei Chee (left), who led the Singapore Customs delegation, with Royal Malaysian Customs' Kedah State Director Abdul Latif Bin Abdul Kadir at the inaugural Joint Training Programme.



Participants from both customs administrations take part in a teambuilding activity to get to know their counterparts better as part of the four-day Joint Training Programme.

Both Directors-General reaffirmed the longstanding and robust bilateral relations between Singapore Customs and the RMCD, and expressed confidence that the agreed initiatives will bring bilateral cooperation to the next level.

BILATERAL INITIATIVES

In 2015, bilateral trade between Singapore and Malaysia totalled \$97 billion, showing the strength of the two countries' trading relationship. This provides strong impetus for closer customs cooperation to enhance the speed and cost-efficiency of trade flow.

One of the initiatives that both customs administrations are exploring is the possibility for importers to reuse trade declaration data submitted by exporters. Both administrations plan to engage companies to participate in the pilot testing phase of the project.

JOINT TRAINING PROGRAMME

The training academies of both customs administrations held the first Joint Training

Programme from 27 to 30 April 2015 at the Royal Malaysian Customs Academy (Akademi Kastam Diraja Malaysia) in Langkawi for 32 middle managers.

The four-day programme allowed attendees from Singapore Customs to forge closer ties with officers from RMCD at the working level and for participants to gain better insights and new perspectives in policy formulation.

The next run of the course will be held in Singapore in August 2016.

ENFORCEMENT COOPERATION

Enforcement is another aspect where Singapore Customs and RMCD closely cooperate. Timely sharing of information between the two customs administrations is essential for successful enforcement operations. In May this year, Singapore Customs provided the relevant intelligence, which allowed RMCD to successfully seize a batch of contraband goods.

Acting on the intelligence provided, RMCD officers detained four containers that were exported from Singapore to Kuantan port on 18 May 2016, as they were

suspected to contain liquor. The shipment of goods was declared as "granular sulphur".

According to media reports, 73,976 bottles of various liquor valued at RM1.51 million involving tax of RM15.3 million were discovered upon inspection. The goods were seized for wrong declaration and absence of import licence.

LOOKING TO THE FUTURE

Bilateral ties between Singapore Customs and RMCD have strengthened over the years, and the strong collaboration between the two customs administrations spans across enforcement, trade facilitation and capacity-building fronts. This, coupled with the regular high-level exchanges between members of the senior management team, will continue to raise the bilateral cooperation to greater heights. **i**

Singapore Customs facilitates international wine exhibition

Singapore Customs extended facilitation of imported wines at ProWine ASIA 2016's event to the organisers and appointed forwarding agent Agility Fairs & Events Logistics.

ProWine ASIA 2016 is an inaugural event jointly organised by Singapore Exhibition Services and Messe Düsseldorf Asia. It is the latest addition to the ProWine World series of international trade fairs for wines and spirits.

More than 8,400 attendees from 54 countries and regions came for ProWine ASIA 2016. Through the course of the four-day event, they got to meet and forge links with new potential suppliers, as well as source from and taste a wide range of the latest varietals and labels offered by 250 international wine producers and distributors from 30 countries and regions.

ProWine ASIA 2016 was held alongside the 20th edition of Food&HotelAsia2016 (FHA2016), a food and hospitality trade exhibition and conference, from 12 to 15 April 2016 at Singapore Expo. The event attracted more than 78,000 attendees from over 100 countries and regions' food and hospitality sector.

FACILITATION BY SINGAPORE CUSTOMS

All imports of intoxicating liquor products, including wines, are subjected to the payment of duty and Goods and Services Tax (GST), with GST payable on the import value and duty of the liquor products.

In line with the initiative announced during the 2009 Budget Statement to promote wine trading activities and help develop the wine industry in Singapore, Singapore Customs had granted duty exemption and GST relief on wines used for sampling by trade visitors at the ProWine ASIA 2016 and FHA2016 exhibitions.

As approved events under the Business Events in Singapore (BEiS) scheme administered by the Singapore Tourism Board, ProWine ASIA exhibitors and FHA2016's wine exhibitors were able to enjoy duty exemption and GST relief for the wines imported for sampling purposes, provided that exhibitors fully consume the tax-exempted wines during the events.

Each exhibitor was allowed up to a limit of 2.25 litres per label, per day, of wines, without any limit on the number of bottles used for sampling by trade visitors.

Singapore Customs processed a total of \$74,688.05 in duty exemption and GST relief, which was granted to 77 local and overseas companies and wineries.

Two months before the event, Singapore Customs engaged organisers Singapore Exhibition Services (SES) and Messe Düsseldorf Asia, and the appointed freight forwarder Agility Fairs & Events Logistics to facilitate the biennial event. A pre-event meeting was also held to share information on import facilitation, customs requirements and procedures with SES and Agility.



Over 8,400 attendees from 54 countries participated in ProWine ASIA 2016, a four-day wines and spirits trade event.

Ms Beatrice J. Ho, Project Director, Messe Düsseldorf Asia, said: “We believe incentives such as duty exemption and GST relief break down a significant cost barrier for ProWine ASIA’s international exhibitors. Our buyers from the wine sectors in Asia will benefit from the chance to sample from a wider variety of wines from international producers and suppliers. The incentives, coupled with Singapore’s draw for its strategic geographical location and advanced storage facilities, will help to entrench ProWine ASIA’s standing as the leading trade fair and gateway to Southeast Asia’s wines and spirits industry.” 



Wine exhibitors from ProWine ASIA 2016 and Food&HotelAsia2016 were able to enjoy duty exemption and GST relief for the wines imported for sampling purposes. (Photos: ProWine ASIA 2016)

CRITERIA FOR DUTY EXEMPTION AND GST RELIEF FOR APPROVED WINE EVENTS

- ✓ The wine imports must be used at events approved under the Business Events in Singapore (BEIS) scheme administered by the Singapore Tourism Board.
- ✓ The wine imports must be used for sampling purposes only.
- ✓ Duty exemption and GST relief are granted for wines, up to a limit of 2.25 litres per label, per day, per exhibitor, without any limit on the number of bottles.
- ✓ Seek prior approval from the Agri-Food & Veterinary Authority of Singapore for the import of approved wines before applying for duty exemption and GST relief from Singapore Customs.
- ✓ Wine entitled to tax exemption must be labelled with clear and legible markings with:
 - Name of exhibitor’s company
 - Date of event
 - “Sampling” printed on the label
- ✓ Exhibitors should fully consume the tax-exempted wines during the approved event. Duty and GST will be payable if any of the unconsumed tax-exempted wine is sold, disposed, transferred locally, or used for any purpose other than sampling.
- ✓ The event organiser is required to provide Singapore Customs with a list of exhibitors who are importing tax-exempted wines. If there are any changes to this list of exhibitors, the event organiser should update Singapore Customs three working days before any actual import of tax-exempted wine.

Singapore Customs may conduct on-site inspections during the exhibition to ensure compliance with all requirements related to the facilitation granted for tax-exempted wines.

Singapore Customs service stars

Five Singapore Customs officers were recognised recently for providing excellent service to their customers. The PS21 Star Service Award recognises officers who have consistently demonstrated high standards of exemplary service excellence. Changi Airport Group's Extra Mile Awards is a quarterly celebration that honours frontline staff for acts of exceptional service.



From left: Ms Noorashikin Binte Ab Jalil, Ms Farah Nur Izzati Binte Ali, and Ms Nurul Fatin Binti Laili, winners of the PS21 Star Service Team award 2016.

Air Checkpoints Officer Noorashikin Binte Ab Jalil

Air Checkpoints Officer Farah Nur Izzati Binte Ali

Company Compliance Officer Nurul Fatin Binti Laili

(received award for excellent service rendered during her previous stint as an Air Checkpoints Officer)

Winners, PS21 Star Service Team Award 2016

The three officers worked together at Changi Airport Terminal 2 in February last year. Ms Nurul Fatin was a duty officer deployed at the Arrival Hall Customs duty office and Ms Farah and Ms Noorashikin were electronic Tourist Refund Scheme (eTRS) officers deployed at the Departure Transit Hall GST Refund Counters.

Together, they delivered professional, timely service to a foreign traveller who had a permit issue when bringing goods overseas. Through effective communication with the passenger and the Immigration & Checkpoints Authority (ICA), and Singapore Airport Terminal Services (SATS), the team helped the traveller get her permit approved, allowing her to board her flight on time.

inSYNC: Being stationed at the airport means serving travellers from all over the world, and who are sometimes on a tight timeline too. How do you provide good service?

Ms Noorashikin: To better communicate with travellers, I pick up frequently used words in foreign languages, such as “passports” or “inspection of goods” from travellers and experienced colleagues. We use hand gestures as well. However, it is important to not offend travellers unknowingly when you gesture, as misunderstandings may occur due to cultural differences.

Ms Farah: I put myself in the travellers’ shoes and step in to assist them without being asked. I also make it a point to assist travellers with non-eTRS matters as dealing with culture shock in a foreign land can be stressful. For travellers who are not tech savvy, I use the iChangi App to help them find their way around.

Ms Nurul Fatin: In our line of work, it’s necessary to liaise with other agencies to ensure fast clearance for travellers. It’s important to build good rapport with colleagues from other agencies to better deliver good customer service as one public service. I remind myself to always keep the interests of customers, the organisation and country that I’m representing in mind, when there are difficult decisions to make at work.

Account Manager Goh Wei Lun, Schemes & Engagement Branch Winner, PS21 Star Service Award 2016



Account Manager Goh Wei Lun (right) receives the award from Head of Civil Service Peter Ong.

As an Account Manager, Mr Goh serves as a primary point of contact for licensees and actively looks out for issues based on ground interaction.

Through his efforts to understand customers and stakeholders' concerns, Mr Goh was able to prescribe tailored solutions to companies under his charge while adopting a whole-of-government approach.

inSYNC: What does service excellence mean to you?

Mr Goh: Service excellence is about delivering a holistic customer experience instead of merely meeting their needs. While it is important to deliver fast and efficient service to customers, a good officer should also exercise patience, humility and flexibility when carrying out his duties. There will be situations which require us to resolve complex issues with no quick-fix. If we embrace such situations and face them patiently, we can create a professional image and build trust in our customers.

Air Checkpoints Officer Maimon Binti Abdul Kader Winner, Outstanding Staff Award Changi Airport Group's Extra Mile Awards for Q1 2016

On 17 March 2016, Ms Maimon approached and assisted a hearing-impaired traveller and his elderly mother with their Goods and Services Tax (GST) refund. Ms Maimon made eye contact and spoke slowly so the traveller could read her lips, as his mother knew little English. The travellers, impressed with the service they had received from Ms Maimon, wrote to the Changi Airport Group to compliment her, describing her as "a fabulous lady".

In the first three months of 2016, Ms Maimon received 12 written compliments from travellers who were delighted with

her service. She received the Excellent Service Award (Silver) in 2015, and the Changi Service Star Award (Gold) for three consecutive years – from 2014 to 2016.

inSYNC: What do you find most rewarding about your work?

Ms Maimon: Through helping to facilitate travellers' GST refund claims at the airport, I hope that passengers get to enjoy a hassle-free experience. It is most rewarding when I see a big smile on their faces, which shows their appreciation.



Ms Maimon Binti Abdul Kader received the Outstanding Staff Award in Changi Airport Group's Extra Mile Awards for excellent service rendered to travellers.


7.9 tonnes of illicit ivory that transited through Singapore crushed

The Agri-Food & Veterinary Authority of Singapore (AVA) crushed 7.9 tonnes of seized elephant ivory, estimated to be worth about \$13 million, on 13 June 2016.

The ivory tusks were first broken into pieces using hydraulic excavators. The pieces were then loaded into a rock crusher and crushed. The crushed ivory was further pulverised by a compact roller. Finally, the pulverised ivory was loaded onto a truck and sent to an incineration plant to be burnt.

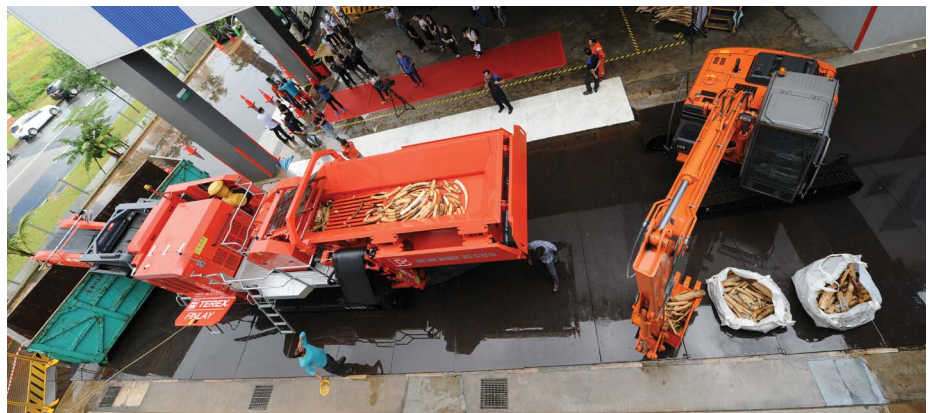
Much of this seized ivory was detected and intercepted by Singapore Customs, together with other authorities, when the illicit goods were discovered in shipments transiting through Singapore.

Singapore Customs battles the illicit transboundary trade of species protected under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). International trade in ivory has been banned under the Convention since 1989. To counter complex transnational illicit trade, Singapore Customs works closely with other customs administrations and authorities, sharing timely information to ensure swift response.

Senior Minister of State of National Development and Home Affairs Desmond Lee, who witnessed the crushing, said: "The public destruction of ivory sends a strong message that Singapore condemns illegal wildlife trade. By crushing the ivory, we ensure that it does not re-enter the ivory market. Tackling this illicit trade requires close international cooperation, and also the assistance of the public and NGOs. We will continue our enforcement efforts, to prevent Singapore from being used as a transit point." 



The display of seized elephant ivory at the ivory crush event was just a small fraction of the 7.9 tonnes that was destroyed.



The ivory tusks were broken into pieces then loaded into a rock crusher and crushed. (Photos: Agri-Food & Veterinary Authority of Singapore)

Car import firm manager sentenced for under-declaring values of imported cars

A manager of a car import company was sentenced by the State Courts on 27 May 2016 to four weeks' imprisonment and a fine of \$594,399.60 for fraudulently under-declaring the values of 47 imported cars and other offences.

Ang Wee Tat Vida, 35, pleaded guilty to 28 charges of incorrect declarations of the values of imported cars under the Customs Act. Another 52 similar charges were taken into consideration in the sentencing.

In addition, Ang pleaded guilty to 15 charges under the Road Traffic Act for providing the said incorrect information on the values of the imported cars, or commonly known as Open Market Value (OMV), which affected the amount of Additional Registration Fees (ARF) payable for these cars. Another 32 charges were taken into consideration in the sentencing. Ang was also ordered by the Court to pay the ARF shortfall amounting to \$370,000 for the 47 imported cars to the Land Transport Authority (LTA).

Singapore Customs and the LTA began investigating the company Dream Auto Pte Ltd in July 2013.

Investigations revealed that Ang had asked his suppliers – from Japan, the United Kingdom and Hong Kong – to split the value of each vehicle into two invoices, of which only one was submitted to Singapore Customs for the assessment of duty and Goods and Services Tax (GST) payable. In some cases, he asked the exporters to create fictitious invoices with lower values of the imported vehicles and submitted them to Singapore Customs.

Between January 2012 and June 2013, Ang submitted to Singapore Customs incomplete or fictitious invoices for 47 imported cars.



Investigations revealed that Ang Wee Tat Vida had submitted incomplete or fictitious invoices for 47 imported cars to Singapore Customs for the assessment of duty and Goods and Services Tax (GST) payable, between January 2012 and June 2013. (Photo: stock image)

The total duty, GST and ARF evaded as a result of the under-declaration amounted to more than \$74,000, \$31,000, and \$370,000 respectively.


Fraudulent evasion of duty and GST on the importation of goods is a serious offence under the Customs Act. Anyone found guilty can be liable to a fine up to 20 times the amount of tax evaded and/or be jailed for up to two years.

Providing incorrect information affecting the amount of tax chargeable on the registration of a vehicle in Singapore is similarly a serious offence under the Road Traffic Act. Anyone found guilty will be liable, on conviction, to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding six months. The Court shall also order him to pay up the undercharged tax amount. **i**

United States Customs and Border Protection Commissioner visits Singapore Customs

Singapore Customs Director-General Ho Chee Pong hosted United States Customs and Border Protection (US CBP) Commissioner Gil Kerlikowske to a visit to Singapore Customs headquarters on 28 June 2016.

During the visit, Singapore Customs shared with the US CBP delegation Singapore's upcoming plans for the National Trade Platform, a trade and logistics IT-ecosystem connecting businesses, community systems and platforms, and government systems. Director-General Ho and Commissioner Kerlikowske exchanged views and insights on how customs administrations can best utilise information-communication technologies to serve the trade and logistics industry.

Director-General Ho and Commissioner Kerlikowske also reaffirmed the strong relationship between the two customs administrations. 



Singapore Customs Director-General Ho Chee Pong (front row, second from left) hosted United States Customs and Border Protection Commissioner Gil Kerlikowske (front row, centre) on 28 June 2016.

New STP Companies on board

Two companies joined the Secure Trade Partnership (STP) scheme in the first quarter of 2016. 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.

Pan Asia Logistics

Pan Asia Logistics "fuses German efficiency with Asian commitment to deliver unparalleled standards of logistics services" to clients across Asia and beyond. "In our continuous efforts to improve Pan Asia Logistics' competitive position in the market, the STP certification considerably strengthens and affirms the quality standards of our services," said Mr Albert Tee, Managing Director Singapore.

Ryder-Ascent Logistics

Ryder is a Fortune 500 company and a leading provider of commercial transportation, logistics, and supply chain management solutions, serving customers throughout North America,

Europe and Asia. The company focuses on supply chain solutions in Singapore and provides integrated logistics and transportation solutions to multinational and local companies.

"The STP certification is proof of Ryder's robust security measures in its supply chain operations and helps Ryder gain the trust of major multinational companies with stringent supply chain security requirements. The STP certification, together with the Customs-Trade Partnership Against Terrorism (C-TPAT), allows Ryder to have flexible and efficient export operations to United States and other countries," said Mr R. Sreekumar, Director of Logistics, Singapore.



(Photo: Corrupt Practices Investigation Bureau)

HCO Siow Teck Meng commended for standing firm against corruption

Higher Customs Officer (HCO) Siow Teck Meng received a commendation plaque from Prime Minister Lee Hsien Loong at the launch of the Corrupt Practices Investigation Bureau's (CPIB) exhibition *Declassified: Corruption Matters* on 7 April 2016.

He had turned down a bribe offered by a traveller and reported the incident to his superiors. The traveller was subsequently charged and sentenced to three weeks' imprisonment for corruption.

HCO Siow was among the 34 public officers and 13 civilians who were commended for rejecting bribes and taking a stand against corruption.

In his opening speech, Mr Lee said that Singapore has built a professional public service with public officers who are imbued with the right values and understand the ethos of public service. The highest standards of integrity and performance are demanded from them.

The commendation recognised HCO Siow's display of integrity in carrying out his duties and for exemplifying the core values of Singapore Customs.

Well done, HCO Siow!



(Photo: DHL Asia Pacific Innovation Centre)

Glimpse into the future at DHL Asia Pacific Innovation Centre

Forty Singapore Customs officers visited the DHL Asia Pacific Innovation Centre over two days in May and June to learn more about DHL's innovative logistics services.

The officers toured the facility, which features technologies that aim to transform logistics operations. Highlights include augmented reality "smart glasses" for warehouse assembly lines and product picking, drones for delivery of time-critical goods like medicines, driverless shuttles for faster, more efficient transportation, and Resilience360, a new supply chain solution that provides real-time alerts on supply chain-relevant incidents and risk warnings.

These innovations help increase productivity and reduce dependence on manpower.

The multi-million dollar centre, located at DHL's Supply Chain Advanced Regional Centre building at Tampines LogisPark, is the first of its kind in Asia Pacific, and DHL's first innovation centre outside Germany.

Public Service beyond SG50

In conjunction with this year's Public Service Week, Singapore Customs held a Public Service Observance Ceremony and a PSFuture dialogue session on 18 May 2016.

Director-General Ho Chee Pong opened the event with a speech, in which he addressed the future of the public service and the role that Singapore Customs officers play.

"I am confident that as we invest our collective actions and energies both as an agency and as part of the larger Public Service family toward what we envisage together, the magnitude of our impact on improving the lives of Singaporeans and Singapore will be significant. In doing so, we can shape the Future of Our Public Service," said Mr Ho.

Some 70 Singapore Customs officers attended the event held at Revenue House.

The PSFuture dialogue took place with the use of persona cards ranging from a 10-year-old boy to a 78-year-old grandmother. With these personas, participants shared their ideas on how the public service should care for Singaporeans. They also shared their hopes for the public service and Singapore Customs in the years ahead.

The participants felt that the session was a good opportunity that allowed them to take stock and reflect on their duties as public officers. Hearing alternative views from their colleagues was refreshing, and the discussions helped them to re-focus on the values of the public service. 



Director-General Ho Chee Pong delivering his opening remarks.



Participants shared their hopes for the public service and Singapore Customs in the years ahead.

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

5-6, 8 September 2016

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.

SC111 HANDS-ON TRADENET DECLARATION

21 September 2016

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.

The guided practical session uses simulated scenarios to help new declarants prepare and submit a declaration using the Government Frontend Solution.

SC200 STRATEGIC GOODS CONTROL PROGRAMME

7 October 2016

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.

SC400 CUSTOMS COMPETENCY TEST FOR DECLARANTS

9 September 2016
22 September 2016

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.

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.

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.

(morning and afternoon sessions available)

OUTREACH PROGRAMME FOR NEWLY-REGISTERED MANUFACTURERS

29 September 2016
15 November 2016

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

TRADERS CLINICS

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.



SINGAPORE CUSTOMS

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