

# inSYNC

ISSUE  
45

SINGAPORE CUSTOMS NEWSLETTER  
APRIL - JUNE 2017



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Singapore hosts inaugural  
Strategic Goods Investigation  
Training Seminar with the  
United States

# inSIGHT

As the lead agency for trade facilitation and revenue enforcement, Singapore Customs plays a proactive role in balancing the intricate requirements of trade facilitation and security, and regulatory compliance to strengthen our position as a secure global trade hub.

Singapore has nine Free Trade Zones (FTZs) established, as part of our efforts to facilitate entrepôt trade. But as the guardian of Singapore's trade, Singapore Customs also has strict limits in place to regulate activities within these FTZs. Regular checks are conducted in the zones to ensure that no offences are committed. Find out more about a recent operation in our cover story on page 02.

Building knowledge is key in helping our officers effectively perform their roles.

In the area of intellectual property rights, Singapore Customs is keeping up with trends by having regular product identification training sessions with rights holders on differentiating between genuine and counterfeit products (page 01).

With weapons of mass destruction increasingly becoming a worldwide concern, Singapore Customs hosted a Strategic Goods Investigations Training Seminar with our counterparts from the United States. The inaugural seminar brought together officials from both countries, who not only shared best practices, but also developed important networks for future information-sharing (page 08).

Along the same vein, Singapore Customs' Sea Export Team worked with PSA Singapore on a joint exercise to detect "radioactive" substances. During the exercise, officers detected an export container that was emitting "abnormal amounts of radiation", located the source, isolated the container, and decontaminated it. See how the exercise was conducted on page 04.

Do expect a facelift in the next issue of inSYNC. We will be bringing you stories packaged with a fresh look and feel. Being environmentally responsible is part of our Corporate Social Responsibility framework, so in the spirit of eco-friendliness, we are going digital.

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Cover Photo:  
Jurong Port

Neo Wen Tong  
Editor

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# Bolstering IPR product knowledge

As the authority responsible for border enforcement of intellectual property rights (IPR), Singapore Customs works closely with rights holders to combat the cross-border movements of counterfeit goods.

Rights holders regularly conduct product identification training sessions for Singapore Customs officers. These sessions allow rights holders to share information on various counterfeit goods and equip Singapore Customs officers with the knowledge to differentiate between genuine and counterfeit products.

On 28 Apr 2017, 50 officers from Singapore Customs and the Singapore Police Force's (SPF) Intellectual Property Rights Branch (IPRB) attended a training session conducted by several rights holders representing a range of electronic products, apparel, jewellery, and consumer products.

Singapore Customs has held similar training sessions with other rights holders covering products that range from luxury goods to vehicle parts, among others.

These sessions provide a good platform to foster closer collaboration with rights holders, and demonstrates the department's commitment towards IPR border enforcement.

## SINGAPORE CUSTOMS' ROLE IN PROTECTING IPR

Singapore Customs is the authority that oversees border enforcement of IPR in Singapore. This means the department 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 detainment can be initiated by Singapore Customs officers, or when the rights holders lodge a written notice to the Director-General of Customs.

Adopting a whole-of-government approach to combating trade mark infringements and copyright piracy, Singapore Customs works closely with the SPF's IPRB, which enforces inland retail-level counterfeiting and piracy. **i**



Officers get hands-on practice on differentiating between genuine and counterfeit products during the training sessions.

# Keeping Singapore's Free Trade Zones in check

An enforcement operation was held at the Jurong Port Free Trade Zone (FTZ) in February, as part of Singapore Customs' ongoing efforts to enforce against illicit trade and customs offences.

An FTZ may seem quiet, as tenants usually close their warehouses and would only open them to process goods when needed. However, this does not deter Singapore Customs from keeping an eye on the activities in FTZs.

On 28 February 2017, Singapore Customs conducted an operation in Jurong Port. Checks were conducted on tenants and workers in 22 warehouses, as well as the main administration building and surrounding areas.

This operation is part of a series of regular checks conducted in the FTZs.

Teams of Singapore Customs officers conducted inspections at the warehouses with the cooperation of tenants.

Consignments were checked against permits and other documents to ensure that no offences had been made.

During the operation, three persons were found to be in possession of duty-unpaid cigarettes. Two were warned and one was issued with a composition sum of \$700.

Duty and Goods and Services Tax (GST) on cargo within the FTZs are suspended, and are only payable when

the goods leave the FTZ and enter customs territory for local distribution.

While these zones are established to facilitate entrepôt trade, there are controls in place to regulate activities in the FTZs. For instance, there are strict limits on the activities permissible within the zones. Thus, the FTZs are primarily used for the temporary storage of goods.

The FTZs are also subject to the same laws and regulations of Singapore as businesses and activities outside the zones.



*Inspections were conducted on tenants and workers in 22 warehouses, as well as the main administration building and surrounding areas.*



Locations of Singapore's Free Trade Zones.

Permits are still required, except for the transshipment of non-controlled goods within the same FTZ and goods in transit. The Immigration & Checkpoints Authority (ICA) is stationed at the checkpoints to clear goods from the FTZs.

To enforce against illicit trade and customs offences such as smuggling, Singapore Customs conducts regular and surprise operations and inspections in the FTZs.

Singapore has nine FTZs in five geographical areas operated by three FTZ authorities – PSA Corporation Pte Ltd, Jurong Port Pte Ltd, and the Changi Airport Group (Singapore) Pte Ltd. **i**



Singapore Customs officers checking workers to see whether they had duty-unpaid cigarettes in their possession.

# Joint exercise to detect radioactive substances in export container

Singapore Customs worked with PSA Singapore to carry out a joint exercise on the detection of radioactive substances in an export container on 22 March 2017.

It was a Wednesday morning at the Pasir Panjang Export Inspection Station. A container coming through the inspection station was picked out by Singapore Customs' Sea Export Team officers as it registered "abnormal levels of radiation".

The team sprang to action and directed the container for a secondary inspection. Using a handheld detector, a Singapore Customs officer swiftly located

the radioactive source in the container.

PSA Singapore's Emergency Response Team was then activated to escort the container to an isolation yard for decontamination by officers from the Home Team.

These drills were part of an exercise jointly conducted by Singapore Customs and PSA Singapore to ascertain the responsiveness of Singapore Customs'

Sea Export Team and PSA's Emergency Response Team in detecting and containing chemical, biological, radiological, explosive, and nuclear (CBREN) substances found in containers.

Singapore Customs is committed to collaborating with our partners to prevent the proliferation of CBREN substances and to uphold trade security. **i**

## THE EXERCISE: SEQUENCE OF EVENTS



01

The container containing the "radioactive material" arrives at the Pasir Panjang Export Inspection Station.



02

Singapore Customs officers check scanned images and decide to do a secondary radiation check on the container.



03

Using a handheld radiation detector, a Singapore Customs officer detects the radioactive source. The radioactive site is marked out using a magnet.



04

Singapore Customs officers cordon off the container from the public.



05

The container is escorted to PSA Singapore's isolation yard.



06

PSA Singapore's Emergency Response Team cordons off the area. The container is offloaded to the isolation yard for decontamination.



07

Singapore Customs officers (in blue vests) and PSA Singapore staff discuss the next course of action.



08

Close cooperation among PSA Singapore's Terminal Security Team, Emergency Response Team, and Singapore Customs' Sea Export Team enables the smooth completion of the exercise.

# Building a technology ecosystem with the National Trade Platform

A technology ecosystem – this is the vision of the National Trade Platform (NTP). It is being designed to help developers come up with new applications, which will allow trade and logistics partners to go digital to support their business needs.

## UPSCALING BUSINESSES' DIGITAL CAPABILITIES

For traders, the NTP will provide a set of core functions such as Trade Documents Digitisation Service and Document Management to help businesses enhance their digital capabilities. The NTP also offers value-added services provided by both the platform and third-party service providers. These services, to be made available through the NTP App Store, are designed to enable businesses to analyse data, facilitate operations, and grow digitally.

In cultivating a vibrant trade ecosystem, the NTP also provides tools that enable service providers to develop, and monetise, applications for the trade


and logistics communities.

For instance, the NTP Developers' Zone facilitates the building of these applications by having an application programming interfaces (API) library, which will catalogue APIs that service providers can use to build new services. At the same time, businesses can also use these APIs to enhance their own digital capabilities. The NTP team will continue to refresh and expand the API library to provide the industry with means to meet evolving business needs.

## INTRODUCING ENTERPRISE RESOURCE PLANNING (ERP) SERVICES ON THE CLOUD

Among the value-added services that

will be available on the NTP App Store is the Cloud ERP for Small and Medium-sized Enterprises (SMEs) in Singapore. The availability of this new service is the outcome of a Call for Collaboration issued in October 2016 by SPRING Singapore, in partnership with Singapore Customs, IMDA, and GovTech. Three service providers – CommGate, Deskera, and KPMG – were awarded contracts in March 2017, and they have started working with the NTP team to bring their ERP services to life.

The Cloud ERP service will help businesses digitise information at source by generating data and storing them on the NTP. Businesses can selectively and securely share this stored data with business partners and service providers for further processing and downstream use. 

## JOIN US – BE A PART OF THE COLLABORATION!

The NTP project team has embarked on building the platform. As we continue to work with existing service providers and competent authorities to ensure business continuity, we remain open to exploring opportunities with interested IT service providers.

**If you are keen to join us in building a vibrant trade ecosystem, or have any feedback or suggestions, such as datasets or application programming interfaces (APIs) that you would like to be available on the NTP, contact the project team at [customs\\_ntp@customs.gov.sg](mailto:customs_ntp@customs.gov.sg).**

## REGISTER FOR CORPPASS

In line with the Government's initiative to unify online government connections and transactions, companies will be required to use

their CorpPass to access and use the Business-to-Government (B2G) and Business-to-Business (B2B) services on the NTP.

**Find out more information and register today at <https://www.corppass.gov.sg/>.**

## THE NATIONAL TRADE PLATFORM (NTP)

The NTP is being designed to be a one-stop trade information management platform that will facilitate and enable electronic data sharing among businesses and the Government. It will replace the current TradeNet and TradeXchange.

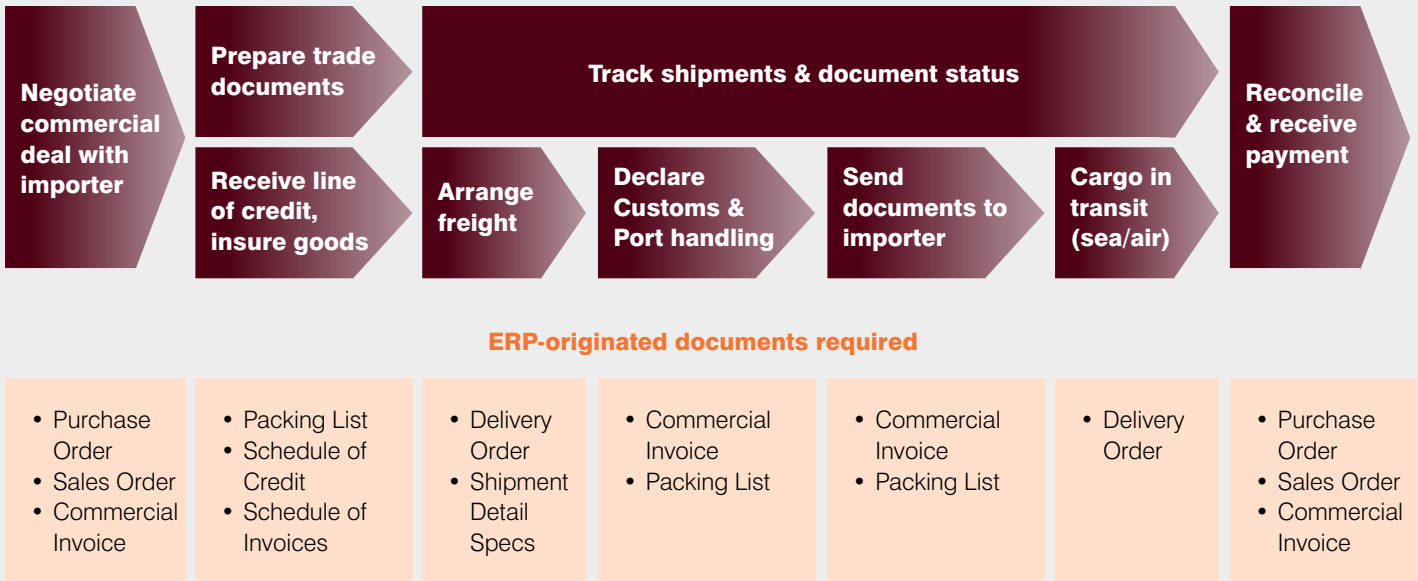
**For more information on the NTP, including news and events, visit the NTP microsite at <https://customs.gov.sg/about-us/national-single-window/national-trade-platform>**







**Figure 1: Documents processed by the Cloud ERP service can be re-used further down the supply chain.**



**Figure 2: The Cloud ERP service integrates with the NTP to support businesses.**



**TRADERS**

Upload documents and data (e.g. invoice) via Cloud ERP interface



**CLOUD ERP SERVICE**

Documents and data are processed by the ERP into reusable form and sent into the NTP



**NATIONAL TRADE PLATFORM**



**LOGISTICS SERVICE PROVIDERS (LSP)**

Traders can selectively and securely share the stored invoice data with their LSP for further processing (e.g. Freight booking, Customs declaration)



**FREIGHT INVOICE RECONCILIATION**

Traders can also subscribe to other value-added services that use data from the digitised invoice residing in the NTP, such as Freight Invoice Reconciliation

# Singapore hosts inaugural Strategic Goods Investigation Training Seminar with the United States

The seminar is a step towards strengthening skills and building knowledge in the areas of weapons of mass destruction (WMD), strategic goods, and their export control.

Singapore Customs' Deputy Director-General (Corporate and Facilitation) Lim Teck Leong and the United States Embassy Singapore Chargé d' Affaires Stephanie Syptak-Ramnath opened the inaugural Strategic Goods Investigation Training Seminar on 25 April 2017.

In his opening remarks, Mr Lim lauded the cooperation between Singapore and the United States on counter-proliferation matters, and stressed that trade and commerce cannot flourish without a stable and secure environment. He expressed his gratitude for the trainers who had come together from various parts of the United States and Singapore to organise and conduct the course.

Mr Lim added that the dual-use nature of strategic goods makes investigation difficult, as the type of goods can range widely, and perpetrators can easily hide controlled and prohibited items among legitimate shipments. "It is important to enhance our efforts in building skillsets and collaborating with our international partners to prevent the further proliferation of WMD," he said.

Ms Syptak-Ramnath also stressed the importance of working amongst agencies and countries. "It takes a network to defeat a network. No one country, nor one agency can combat the spread of WMD and dual-use items on its own," she said.

The four-day seminar featured presentations by officials from Singapore Customs and the Attorney-General's

Chambers, and United States officials from the Homeland Security Investigations, Department of State, Department of Energy, Department of Commerce, Department of Justice, and the Federal Law Enforcement Training Centre.

Mr Richard Deasy, Regional Attaché, Homeland Security Investigations, Immigration and Customs Enforcement, United States Department of Homeland Security, who was one of the key personnel involved in organising the seminar, said that in today's security climate, such a seminar is highly beneficial for participants and trainers from both countries.

"Both the United States and Singapore need to counter proliferation. Whole-of-governments need to work together to share information and develop processes, to conduct joint investigations while respecting each countries' laws and understanding each other's systems," he said.

During the seminar, there was active sharing on best practices in strategic goods investigation by officials from Singapore and the United States. A total of 24 participants from Singapore Customs, the Immigration & Checkpoints Authority, and the Ministry of Home Affairs attended the seminar. **i**



Officials from Singapore Customs, the Attorney-General's Chambers, and various United States departments took part in the four-day Strategic Goods Investigation Training Seminar.

## 26th Meeting of the ASEAN Directors-General of Customs

Singapore's Director-General of Customs Ho Chee Pong (fourth from right in photo) attended the 26th Meeting of the ASEAN Directors-General of Customs, in Bali, Indonesia, from 16 to 18 May 2017.

During the meeting, the Meeting reviewed the work of the Coordinating Committee on Customs and various working groups, and endorsed several key initiatives, notably the Strategic Actions Plan – Key Performance Indicators of Customs and Terms of Reference on the Private Sector Engagement in ASEAN Customs Meeting.

Mr Ho also co-chaired the inaugural ASEAN-Australia Customs Consultation

with the Commissioner of the Australian Border Force Mr Roman Quaedvlieg, on 17 May 2017.

On the sidelines of the Meeting, Singapore Customs held bilateral meetings with the delegations from the Australian Border Force, Royal Customs and Excise Department of Brunei Darussalam, General Administration of Customs of the People's Republic of China, and the

Royal Malaysian Customs Department. During these bilateral meetings, there were active exchanges of views on issues of mutual interest.

Singapore Customs also held bilateral discussions with the Conference of Asia-Pacific Express Carriers, EU-ASEAN Business Council, and the US-ASEAN Business Council on customs-related topics.



## Singapore Customs receives OpenGov Asia award for National Trade Platform

Singapore Customs has been recognised by OpenGov Asia for its work in developing the National Trade Platform (NTP), a one-stop next-generation trade information management platform to support companies in the trade and logistics industry, as well as adjacent sectors such as trade finance.

On behalf of Singapore Customs, Chief Information Officer Yeo Beng Huay received the award from Editor-in-Chief of CIO Network Mohit Sagar

at the Singapore Recognition of Excellence Ceremony on 18 May 2017.

"We are building the NTP as a trade and logistics IT ecosystem connecting businesses, government and their overseas partners," said Ms Yeo in her thank-you speech at the event. "The NTP will be designed as an open innovation platform, allowing business and technology leaders

to plug in and build transformative applications on the NTP."

"We thank OpenGov Asia for recognising the Singapore Government's efforts in the digitalisation journey for the trade and logistics community, and we look forward to co-developing the solution with the industry," added Ms Yeo.



## Register for CorpPass to continue accessing Singapore Customs' eServices

Singapore Corporate Access (or CorpPass) was launched on 15 September 2016.

Traders, declaring agents, and shipping agents are strongly encouraged to register for and start using CorpPass to access all Singapore Customs eServices as soon as possible to avoid any future inconveniences when the current mode of login is no longer available.

The affected eServices are Customs Account, Declaring Agent Account, Authorisation of Declaring Agent, Government TradeNet Application and Services, Inventory Control System and Petroleum Refund, and Web Manifest Reconciliation Statement (WMRS).

### CORPPASS ID CONVERSION

Existing users who have registered for CorpPass are required to do a CorpPass ID conversion for Customs eServices, where applicable.

This is to map their CorpPass IDs to existing IDs. Users of multiple eServices will need to log in to each of the eServices to complete the ID conversion.

For Customs Account, Declaring Agent Account, Authorisation of Declaring Agent, and WMRS, the conversion will be done upon successful first-time CorpPass login.

For Government TradeNet Application and Services, the conversion will also be done upon successful first-time CorpPass log-in. For the first and subsequent CorpPass log-ins, users are required to select the TradeNet ID that they wish to use before they proceed with TradeNet Application and Services. Existing users of TradeNet front-end solutions can continue to use their existing IDs to access the TradeNet Frontend Solutions.

For Inventory Control System and Petroleum Refund, users are required to log in using their eCustoms ID or SingPass and perform the conversion process to CorpPass ID before they can log in with CorpPass.



Your new corporate digital identity for business transactions with the government



Increased  
Convenience  
for Businesses



Better Control  
for Businesses



Enhanced Data  
Protection  
for Businesses  
& Users

**CorpPass will be the required login method for most Government digital services by end of 2017**

Register now at [www.corppass.gov.sg](http://www.corppass.gov.sg)

For additional help, email [support@corppass.gov.sg](mailto:support@corppass.gov.sg)

Brought to you by:



**You may also contact the CorpPass helpdesk on 6643 0577 from 8am to 8pm on Mondays to Fridays, or 8am to 2pm on Saturdays.**

**For more information on the use of CorpPass for Singapore Customs eServices, refer to Notices No. 07/2016 and 03/2017 on [www.customs.gov.sg](http://www.customs.gov.sg).**



## China (Shanghai) Pilot Free Trade Zone Administration visits Singapore Customs

Singapore Customs' Head of International Relations Teh Thiam Siong hosted a delegation, led by Vice Director Zhu Min (left in photo), from the Shanghai Municipal Development and Reform Commission and the China (Shanghai) Pilot Free Trade Zone Administration on 10 March 2017. During the meeting, both sides exchanged views and discussed best practices on trade facilitation and the administration of free trade zones.



## Singapore Customs hosts Korea Customs Service

Singapore Customs hosted a delegation from the Korea Customs Service on 18 April 2017. Led by Senior Staff from the Export and Import Cargo Division Hur Ji-sang (fourth from left), the delegates were on a visit to learn about Singapore Customs' trade regulatory procedures and practices.

## New STP companies on board

Two companies joined the Secure Trade Partnership (STP) programme in the first quarter of 2017. The 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.

### STP-PLUS STATUS

#### Cook South East Asia Pte Ltd

For over 50 years, Cook has developed and pioneered medical devices. Today, the company integrates medical devices, drugs, and biological products to enhance patient safety and improve clinical outcomes. Cook focuses on creating solutions for complex medical problems using device design and integrating technologies.

"Cook is committed to adopting a robust and secure end-to-end supply chain," said Mr S. M. Abdul Kader, Supply Chain Manager. "Having the STP-Plus status has expanded our horizons in offering a more comprehensive service to customers and patients, with a lower risk and faster turnaround time."

"This certification has also reaffirmed our reliability and commitment in safeguarding the integrity and security of our supply chain. Working closely with Singapore Customs for the certification has been exceptionally beneficial and has expanded our knowledge in security compliance for the global supply chain."

### STP STATUS

#### Sun Express Logistics Pte Ltd

Sun Express Logistics Pte Ltd is a forwarder with a strong presence in Asia and a logistics partner for reputable electronic companies. With over 20 years of experience in air and sea freight services for imports and exports, the company combines service, competitive prices, knowledge, and experience to satisfy its customers' needs. The company manages the electronic manufacturing service supply chains of its customers in the electronics sector, as well as customers in the sheet-metal and plastics fabrication industries.

"Since being STP-certified, and with its related processes put in place, our company has experienced improvements in our operations as well as higher levels of service excellence provided to customers," said Mr Jolyon Wong, Air Operation Manager.

"The certification has also enabled us to build strong partnerships with our key customers."

# Five things you should know about the Voluntary Disclosure Programme



Under the Singapore Customs Voluntary Disclosure Programme (VDP), individuals and companies are encouraged to voluntarily disclose their declaration errors and omissions. Disclosure applies to all types of offences under laws and regulations administered and enforced by Singapore Customs. Here are five areas of the VDP you should know about.

1

## HOW DO I MAKE A DISCLOSURE?



You can make a voluntary disclosure for all types of offences under the laws and regulations administered and enforced by Singapore Customs.

To make a voluntary disclosure submission, use the Application for Voluntary Disclosure form from the Singapore Customs website, and include supporting documents such as permit, commercial invoice, packing list, Bill of Lading or Air Waybill in your submission.

The form must be signed by the individual or company who made the error or omission.

Disclosures involving Strategic Goods or rules of origin under Singapore's free trade agreements require an additional form.

The forms required are available on the Singapore Customs website (<http://bit.ly/2pc3SDr>). Submissions will be deemed incomplete if there is an omission in any information required.

If disclosure involves controlled goods, you are required to make the disclosure to relevant Competent Authority before making a voluntary disclosure to Singapore Customs.

4

## IS THERE A PENALTY IF I DO NOT VOLUNTARILY DISCLOSE MY ERRORS AND OMISSIONS?



It is the responsibility of the importer and his appointed declaring agent to ensure the accuracy and completeness of the information declared. Failure to make a declaration and the submission of an incorrect declaration (of value, quantity, etc.) are offences. A person guilty of failing to make a declaration or making an incorrect declaration under the Customs Act is liable on conviction to a fine of up to \$10,000 or the equivalent amount of the Customs duty, excise duty or tax payable, whichever is the greater amount, or to imprisonment for a term not exceeding 12 months, or to both.

2

## AM I ELIGIBLE TO MAKE A DISCLOSURE?



You are eligible for the VDP if your disclosure is:

- Complete, with all relevant information submitted, and,
- Made before notification or commencement of audit checks and investigations

There is no fixed time period for making a voluntary disclosure.

3

## WHAT ARE SOME COMMON ERRORS AND OMISSIONS MADE?



Some examples of non-compliance include:

- Under-declaration of the Cost, Insurance, and Freight (CIF) value of goods, in particular, falsely declaring the total CIF value to be below \$400 in order to claim the Goods and Services Tax (GST) relief on importation of goods by air;

- Failure to take up a Customs permit for goods imported by air where the total CIF value exceeds \$400;
- Omission of insurance and freight charges when declaring the CIF value to Singapore Customs; and
- Using a generic description of goods and lumping different goods of different classifications under a single Harmonised System (HS) code in the permit application.

5

## WHY SHOULD I MAKE A DISCLOSURE?



Voluntary disclosures of non-compliance by traders and declaring agents can be taken into consideration on a case-by-case basis when Singapore Customs decides on the follow-up actions and/or penalties. ⓘ

## TRAINING CALENDAR

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

### PROGRAMME

#### SC100 BASICS OF EVERY DECLARANT

1-3 August 2017  
11-13 September 2017

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.

#### SC200 STRATEGIC GOODS CONTROL PROGRAMME

31 August 2017

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.

#### SC401 CUSTOMS COMPETENCY TEST FOR DECLARANTS

17 July 2017

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.

(AM and PM sessions available)

#### OUTREACH PROGRAMME FOR NEWLY-REGISTERED MANUFACTURERS

This bimonthly programme is designed to equip newly-registered manufacturers with a better understanding of the rules of origin under Singapore's free trade agreements, the application procedures for certificates of origin, and the compliance requirements.

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

#### 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](mailto:customs_documentation@customs.gov.sg) for an appointment. Sessions are subject to availability.



## **SINGAPORE CUSTOMS**

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