ICA Building
10, Kallang Road #08-00
Singapore 208718
(Next to Lavender MRT Station)
https://www.ICA.gov.sg

26 Mar 2024

All Traders and Declaring Agents

Dear Sir/Madam

ENHANCEMENTS TO PAPERLESS CLEARANCE OF CONVENTIONAL CARGO AT ALL IMMIGRATION & CHECKPOINTS AUTHORITY CARGO CHECKPOINTS

Since 31 Mar 2023, the Immigration & Checkpoints Authority (ICA) had introduced paperless clearance for conventional cargo at all cargo checkpoints. This has eliminated the need for drivers to hand over paper permits to checkpoint officers resulting in time savings for each vehicle.

2   Currently, 95% of drivers/traders of cargo vehicles submit their paperless permit prior to their arrival at the checkpoints. With paperless clearance, these drivers no longer have to wait for officers to process each permit as all permits submitted will be shown to ICA officers for immediate processing. Drivers and traders who are still bringing hardcopies to the checkpoints are strongly encouraged to adopt the paperless clearance process.

3   To bring greater convenience to the drivers and traders, ICA will also be enhancing the paperless clearance procedures to include the following capabilities from 31 Mar 2024:

(a) Clearance procedures during system downtime or maintenance

Currently, drivers/traders are required to print hardcopy permits when the system is down or under maintenance. ICA will enhance the SG Arrival Card (SGAC) Cargo Website and MyICA mobile app to allow drivers/traders to generate a QR code and produce it at the first node of clearance, eliminating the need for drivers to bring hardcopy permits. Traders/drivers will be notified via the website and MyICA mobile app if they need to produce the QR code at the checkpoints. The acknowledgement email and PDF document will also inform drivers on the need to produce the QR code.

(b) Editable fields for changes to be made prior to second leg clearance for transhipment permits

Traders/drivers can now make changes to the vehicle/permit number(s) before arriving at the second leg checkpoint for export clearance. This includes releasing the submission for temporary storage in the warehouse and consolidating cargo from multiple cargo vehicles into one.

(c) Low Value Goods (LVG) indicator for clearance of LVG at Air Cargo Command

Currently, drivers are required to verbally declare to officers at Air Cargo Command if they are carrying LVG. With the LVG indicator, traders/drivers will simply indicate via the SGAC Cargo website or MyICA mobile app, and officers will be notified via system.

(d) Submission of all conventional cargo permits for paperless clearance

Traders/drivers can now submit all conventional cargo permits, including those with prefixes "CA" and "OD," as part of the paperless submission for export clearance. This will enable a fully paperless process at the checkpoints.

(e) More language options in SGAC Cargo website and MyICA Mobile App

Traders/drivers will be able to select Tamil and Thai as the alternative language options on top of English, Mandarin and Malay. This will help native Tamil and Thai speakers to better understand the submission process.

3   Please refer to a list of Frequently Asked Questions in **Annex A** for more details. Should you require further clarifications, please contact us at ICA_SGAC_Cargo@ica.gov.sg

Yours faithfully

Peck Yong Tat
Head, Future Ops and Transformation, Ops Division
for Commissioner
Immigration & Checkpoints Authority

(*This is a computer-generated circular. No signature is required.*)

FREQUENTLY ASKED QUESTIONS

Clearance procedures during system downtime or maintenance

1)   How will I know if I need to present the QR code during clearance?

Traders/Drivers will be notified via SGAC Cargo Website and MyICA mobile app if there is a need to present the QR code for clearance, during system downtime/maintenance. The QR code will also be prominently shown in the email and PDF document when traders/drivers make a submission during downtime/maintenance.

2)   Will I see a difference between online and offline submissions?

Traders/Drivers will be able to see the Application Reference Number (ARN) for online submissions. No ARN will be generated for offline submissions.

Editable fields for changes to be made prior to second leg clearance for transhipment permits

3)   After clearing the first leg checkpoint for import clearance, can I add in export permits to my transhipment submission?

Yes, from 31 Mar 2024, you can add export permits to the current transhipment submission prior to second leg/export clearance.

Low Value Goods (LVG) indicator for clearance of LVG at Air Cargo Command

4)   Do I still need to verbally inform the officers that my vehicle is carrying LVG after indicating via paperless clearance?

No, our officers will be notified via system if you have indicated it as part of your paperless clearance submission.

Submission of all conventional cargo permits for paperless clearance

5) Will I be required to stop for cargo clearance after making a submission with "CA" and "OD" permits?

Yes, please continue to present your vehicle for cargo clearance. Officers will verify the permits and release the submission in the system. This will allow drivers/traders to make a new submission with the vehicle number.