



Notice No: 07/2020  
22 May 2020

Traders and Declaring Agents

Dear Sir/Madam

### **ASEAN SINGLE WINDOW (ASW) SINGAPORE GATEWAY DOWNTIME**

As part of system maintenance for the ASW, we wish to inform you that Singapore Customs will be performing software installation work which will affect the electronic transmission of Form Ds to the importing ASEAN Member State (AMS) via the ASW for the following date and time. During the indicated timing, the ASW Singapore Gateway will be down.

<b>Date</b>	<b>Time</b>	<b>Duration</b>
27 May 2020	10am – 8pm	10 hours

2 You are advised not to transmit any Form Ds under the ASEAN Trade in Goods Agreement (ATIGA) via ASW to the importing AMS during the abovementioned period. Please do the electronic transmission before/after the indicated timing above.

3 We encourage you to plan in advance and transmit the corresponding Form Ds electronically via the ASW before/after the downtime, to minimise disruptions to your business operations. We apologise for any inconvenience caused.

4 You may contact us at [customs\\_roo@customs.gov.sg](mailto:customs_roo@customs.gov.sg) if you require further clarifications.

Yours faithfully

Chua Yock Chin  
Head Tariffs and Trade Services  
for Director-General of Customs  
Singapore Customs

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

We hope that this notice has been written in a way that is clear to you. If not, please let us have suggestions on how to improve this notice at [customs\\_roo@customs.gov.sg](mailto:customs_roo@customs.gov.sg).