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Photo: IRAS

### Making Tourist Refund Claims a Breeze

The world's first paperless tourist refund system, developed by the Inland Revenue Authority of Singapore (IRAS) in partnership with Global Blue and Singapore Customs, will be fully deployed in Singapore by August 2012. Known as the electronic Tourist Refund Scheme (eTRS), this innovative system promises all visitors to Singapore a world-class, seamless and convenient shopping experience.

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Photo: Certis CISCO

### Certis CISCO Secures a Premium Partnership

In May 2011, Singapore's leading security company Certis CISCO attained the TradeFIRST Premium Band, the highest level of accreditation under Singapore Customs' one-stop trade facilitation framework. The company and its Singapore Customs account manager offer their insights into the assessment process and benefits of their Customs-business partnership.

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# inSIGHT

## OUT WITH THE OLD, IN WITH THE NEW

A fitting time for reflection and change for the better, the new year brings with it a number of new developments at Singapore Customs.

For starters, traders can now benefit from a new TradeNet Version 4.1, which incorporates the latest changes to the ASEAN Harmonised Tariff Nomenclature. Other upgrades to the system include the ability to cancel or amend permits for non-dutiable goods if any errors are found, and the automatic updating of frequently used declaration codes.

For travellers, we will soon see the full deployment of the world's first paperless tourist refund system, known as the electronic Tourist Refund Scheme or eTRS. An accomplishment that looks set to boost Singapore's reputation as a world-class shopping destination for tourists, Singapore Customs is proud to have contributed to the initiative.

The few changes highlighted in this issue are just a part of our ongoing efforts at reassessment, innovation and improvement, ensuring that our trading system stays accessible, fair and secure. Such efforts would not have been possible without our many trade and agency partners.

Thank you all for your cooperation and support, and let us continue to play our part in keeping Singapore safe and its economy strong.

**PATRICIA BAY**  
Editor

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# Making Tourist Refund Claims a Breeze

*The world's first paperless tourist refund system, developed by the Inland Revenue Authority of Singapore (IRAS) in partnership with Global Blue and Singapore Customs, will be fully deployed in Singapore by August 2012. Known as the electronic Tourist Refund Scheme (eTRS), this innovative system promises all visitors to Singapore a world-class, seamless and convenient shopping experience.*



Photo: IRAS

To appreciate the benefits of the eTRS, it helps to understand the existing paper-based tourist refund system still in use today for making Goods and Services Tax (GST) refund claims. Under this system, a tourist visiting different shops in Singapore needs to fill up different refund claim forms, and have them signed by each retailer.

At the airport, the tourist will have to present these forms and his purchases to Singapore Customs for endorsement and inspection. Depending on the retailers he bought his goods from, he would then need to queue at different counters to claim his refund. Singapore's two central refund agencies, Global Blue and Premier Tax Free, each have their own counter; while refund claims for retailers who are running the tourist refund scheme on their own are deposited in a mailbox at the GST Refund Inspection Counter to be sent back to the retailer for processing.

## GST CLAIMS MADE EASY ELECTRONICALLY

With the eTRS, the whole process is automated and greatly simplified. When the tourist goes shopping, his purchase details will be captured at the point-of-sale into an electronic system and tagged to a token – the most convenient being his credit card. The same process will be used as he shops with different retailers in Singapore.

At the airport, he only has to use his passport and token to retrieve the records of his purchases at an eTRS self-help kiosk. He can then choose to either get his GST refund in cash or paid to his credit card account.

The time taken to complete the refund claim process is reduced by at least 80% with the eTRS. Instead of taking 20 minutes to manually fill out forms and waiting in queues for an unpredictable period of time, tourists can claim their GST refunds in under three minutes.

Over 1,600 retailers are currently participating in the eTRS. And since the pilot phase of the eTRS was launched in May 2011, some 333,000 claims totalling \$26.7 million in GST refunds have already been made by tourists via the system. By the time the system is fully implemented in August 2012, another 1,900 or so retailers will have come on board, and the paper-based system will be phased out.

## PROVIDING A BEST-IN-CLASS SHOPPING EXPERIENCE

As the world's first tourist refund system that brings together multiple central refund agencies and retailers on a single platform, the more efficient eTRS aims to improve Singapore's position as a world-class shopping destination, encouraging tourism and enterprise, as well as contributing to overall economic growth. Not only will tourists find it a breeze to make their GST claims, retailers operating on this paperless system will be able to devote more time to serving their customers.

"The eTRS cuts down unnecessary paperwork for tourists when they submit GST refund claims. With this scheme, tourists can enjoy hassle-free shopping and seamless GST refunds. This will further boost tourism receipts for Singapore," said Singapore Customs Director-General Mr Fong Yong Kian.

This groundbreaking initiative looks set to benefit the hundreds of thousands of refund transactions every year. In 2010, Singapore hosted 11.6 million tourists, who spent a record \$18.8 billion. That year, \$175 million in tourist GST refunds were claimed for about \$2.5 billion worth of goods bought in Singapore.

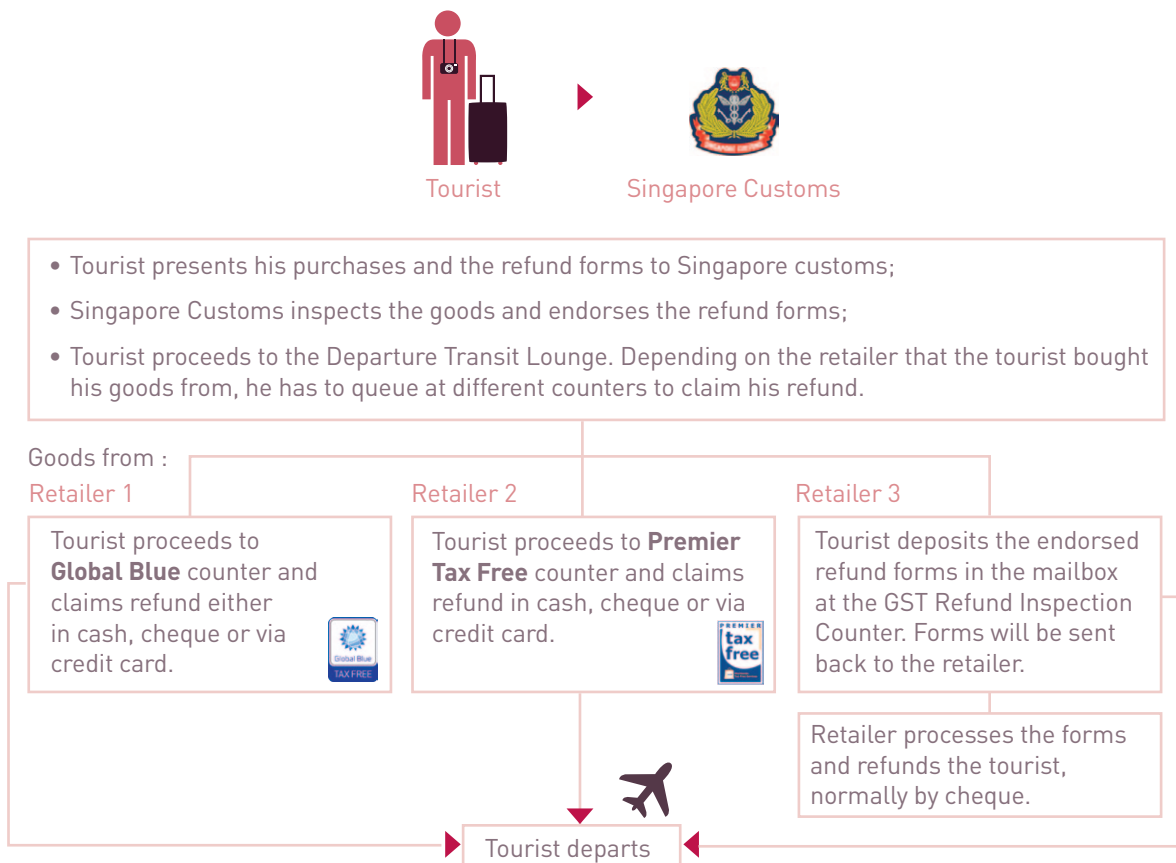
For more information on the Tourist Refund Scheme, please refer to [www.customs.gov.sg](http://www.customs.gov.sg) under Information for Travellers, or [www.iras.gov.sg](http://www.iras.gov.sg) under GST for Consumers.

## EXISTING PAPER-BASED TOURIST REFUND SCHEME (TRS)

### At the retail shop



### At the airport



**NEW ELECTRONIC TOURIST REFUND SCHEME (eTRS)**

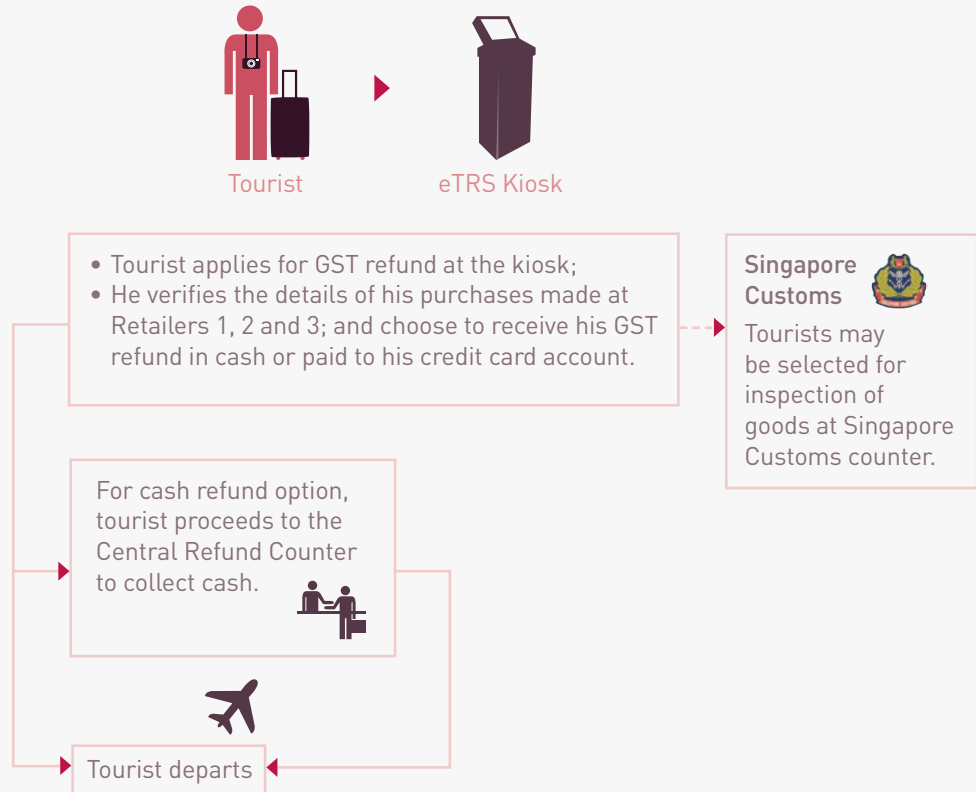
**At the retail shop**



Retailers can either be affiliated to a Central Refund Agency or operate the TRS on their own.

- Retailer checks tourist's passport;
- Purchase details tagged to a token (e.g credit card) at the point-of-sale;
- Confirmation slip printed for the tourist.

**At the airport**



# Certis CISCO Secures a Premium Partnership

*In May 2011, Singapore's leading security company Certis CISCO attained the TradeFIRST Premium Band, the highest level of accreditation under Singapore Customs' one-stop trade facilitation framework. The company and its Singapore Customs account manager offer their insights into the assessment process and benefits of their Customs-business partnership.*



Photo: Certis CISCO

Logistics is key to Certis CISCO's many security products and services, with its importance perhaps most evident in its role as the largest secured logistics services provider in Singapore, offering secured transportation, consignment verification and storage services for cash and valuables. The company's international courier service also ensures the safe passage of items from door to airport to any destination in the world.

"With TradeFIRST, Certis CISCO's customers are given added reassurance that we are a secure and trusted company accredited by Singapore Customs, with the ability to handle their shipment and logistics safely, securely and fairly," explained Mr Lee Hock Heng, General Manager of Certis CISCO Secure Logistics, a division of Certis CISCO Security. "This is especially important given the high shipment value handled by Certis CISCO."

Prior to its TradeFIRST assessment, Certis CISCO already held a Zero GST Warehouse Type I (ZGI) licence and was certified under the Secure Trade Partnership (STP) programme. With the assessment, the company, which has a good compliance record with Singapore Customs, hoped to not only renew its STP certification, but also to expand its existing set of facilitations from Singapore Customs.

## CLIMBING THE TRADEFIRST LADDER

Under the TradeFIRST assessment system, every company is assigned its own account manager from Singapore Customs, a single point of contact for all its inquiries and needs. For Certis CISCO's account manager Chua Nam Hiong, even during their initial engagement, the company's strong commitment and proactive stance towards achieving a strong security management system were noteworthy.

"During the initial assessment, then Certis CISCO Secure Logistics Group General Manager, Mr Benny Lim, personally engaged Singapore Customs' validation team, which demonstrated to his staff the personal interest and concern of the top management in good security management practices," recalled Mr Chua.

Examples of the good practices adopted by Certis CISCO include the wearing of sealed body suits for staff working in the vault area to guard against theft, and having every gun holster linked to the company's Integrated Operations Centre. The Operations Centre is notified immediately of any incident when an officer's side arm is drawn.

Reviewing the company's processes and procedures, Mr Chua noted that with a more robust in-house inventory control system, Certis CISCO would be able to upgrade its Zero GST Warehouse Type I licence to a Type II (ZGII) licence.

Prior to the implementation of eCustoms in November 2007, operators of licensed premises, including Zero GST Warehouses, were required to electronically submit their daily stock transactions to Singapore Customs. With the implementation of eCustoms, licensees no longer had to transmit daily stock transactions to Singapore Customs, but were instead encouraged to have their own in-house inventory system to manage their inventories.

To encourage Certis CISCO to attain not only the ZGII licence but also the TradeFIRST Premium tier accreditation, Mr Chua proactively offered suggestions



Photo: Certis CISCO

and guided the company in fulfilling the various requirements.

"With his expertise in Singapore Customs' regulations, our account manager managed to highlight some areas which we could improve in. These recommended improvement methods helped us to shorten our improvement processes and attain our objectives smoothly," said Mr Lee. "Having a dedicated account manager also enabled us to communicate more effectively with Singapore Customs," he added.

Subsequently, Certis CISCO adopted a robust inventory control system capable of track-and-trace, as well as generating stock movement and stock balance reports in real time. With the improved system in place and all essential requirements met, the TradeFIRST assessment placed Certis CISCO in the Premium Band with an upgrade to STP-Plus status, and its licence upgraded to ZGII.

## A CLOSER CUSTOMS-BUSINESS PARTNERSHIP

The assessment and attainment of the TradeFIRST Premium tier has allowed Certis CISCO to foster a closer partnership with Singapore Customs in the continuous improvement of its systems and processes.

"These improvements can be readily passed on to our customers as they enjoy greater convenience and increased

confidence in their dealings with Certis CISCO," explained Mr Lee. He feels that having a dedicated account manager has also enabled Certis CISCO to keep up to date with Singapore Customs' initiatives, helping ensure the highest standards in supply chain security for the business.

For account manager Mr Chua, working with Certis CISCO's highly specialised business model has proven to be an enriching experience. "Not many have the privilege and the opportunity to gain an appreciation of such highly sensitive business operations," he said. "TradeFIRST provides a structured approach for account managers to better understand the way in which business activities are managed within the company, and to better assist us in ensuring that the procedures and processes the company has in place remain compliant with customs requirements."

For more information on the TradeFIRST framework and the schemes and facilitations under its five bands, please refer to the Singapore Customs website at [www.customs.gov.sg](http://www.customs.gov.sg) under TradeFIRST.

# Protecting Our People and the Environment

*Singapore Customs and the National Environment Agency (NEA) have forged a strong partnership in their efforts to safeguard the public and the environment against illegally imported hazardous materials.*



*A crate of waste lead-acid batteries in an imported container.*

A scrap metals dealer declares his imported cargo to consist of only junk metal. However, when Singapore Customs and NEA officers inspect the goods, several crates of waste lead-acid batteries are found among the scrap metal in the imported container. Containing toxic lead, these old batteries pose a risk to public health and are not allowed to be imported into Singapore.

Lead-acid batteries, electronic wastes and hazardous chemicals are just some examples of the many kinds of toxic industrial waste and poisons that can harm the environment and human lives if illegally imported into the country. And with the huge volume of goods entering Singapore daily, there remains an ever-present need to ensure that

what comes into the country is legitimate and safe.

To achieve this, Singapore Customs incorporates NEA's regulatory requirements into its pre-clearance system for the targeting of consignments for checks, enabling the agency to sift out potential hazardous substances and toxic waste shipments before they present a real danger. Joint inspections carried out by the two agencies are also part and parcel of the ongoing process of risk assessment, enforcement and deterrence.

This whole-of-government approach has enabled a more effective response to complex enforcement issues. The exchange of intelligence, for instance, has

allowed both agencies to filter out high-risk shipments and identify loopholes more quickly.

Beyond NEA, Singapore Customs also collaborates with other domestic agencies on compliance matters, encouraging the exchange of knowledge and best practices. By taking the lead in establishing working partnerships and building synergies with other controlling agencies, Singapore Customs protects the country from illicit imports, making it a safer place to live, work and play in.



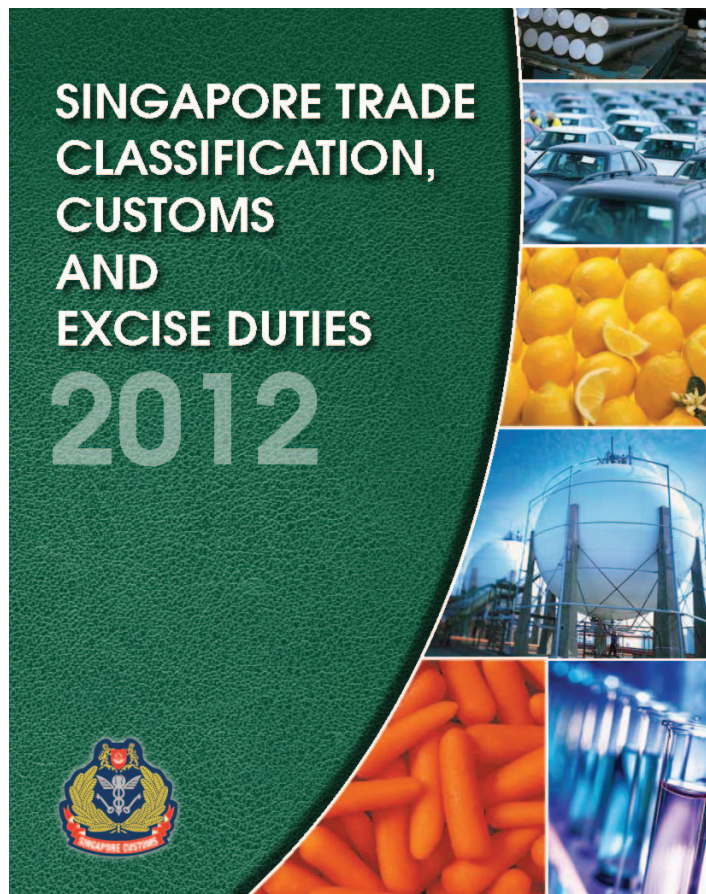
# Singapore Adopts New ASEAN Tariff Code System

*Singapore Customs introduced a revised set of tariff codes under the 2012 ASEAN Harmonised Tariff Nomenclature (AHTN) from 1 January 2012, and rolled out TradeNet Version 4.1 incorporating the latest changes to the tariff classification system.*

A common tariff nomenclature for ASEAN, the AHTN aims to facilitate trade in the region by providing a transparent and uniform goods classification system for all ASEAN member countries as well as to promote regional economic integration, a key step for the realisation of the ASEAN Economic Community by 2015.

Serving much like a dictionary for traders, the AHTN is an essential guide used by traders and ASEAN Custom administrations to classify traded goods. All goods under the AHTN are identified by a unique eight digit code, with tariff rates assigned to each code by ASEAN member countries.

Mineral water in Singapore, for example, is identified by the tariff code 22011000 and is non-dutiable, while sparkling wine, as identified by the tariff code 22041000, is dutiable. And when exported by a Singapore trader, both of these codes will be the same as those used by the buyer in another ASEAN country making the import declaration. From the tariff classification codes, both traders will also be able to determine whether the goods are eligible for preferential tariffs under the different free trade agreements (FTAs).



*Singapore uses the Singapore Trade Classification, Customs and Excise Duties 2012, which is based on the AHTN 2012 tariff codes. This publication is available for sale at Toppan Leefung Pte Ltd, #18-01, Great World City (East Tower).*

Details of the new features of TradeNet 4.1 are available in Circular No. 23/2011 at [www.customs.gov.sg](http://www.customs.gov.sg)



### TradeNet® Version 4.1 Launched

The latest version of the TradeNet, Singapore's electronic National Single Window for processing and approving all Customs-related declarations, was launched by Singapore Customs on 1 January 2012.

TradeNet 4.1 incorporates the revised set of tariff codes under the ASEAN Harmonised Tariff Nomenclature 2012. The upgraded system also offers a number of other benefits:

- **Convenience and flexibility for traders**

Traders are now allowed to submit an application to cancel or amend a permit for non-dutiable goods if they find an error in their trade declaration. Previously, traders would have had to make a new declaration and apply for a refund of the money paid for their first submission. The improvement would potentially impact the over 5,000 annual transactions involving refunds of \$8 million in Goods and Services Tax.

- **Easier and faster trade declarations**

To minimise the likelihood of errors in the declaration process and the number of rejected applications due to the use of incorrect declaration codes, TradeNet 4.1 offers the automatic updating of changes to commonly used codes, such as the country code, port code, location code and the product codes of controlling agencies.

- **Facilitation of cross-border trade**

TradeNet 4.1 adopts the latest World Customs Organisation Data Model for the TradeNet permit fields to facilitate cross border trade with trading partners and enable future data exchange with other Customs Administrations.

Mr Rosli Bin Ahmad, Deputy Import Manager of Nippon Express (Singapore) welcomed the TradeNet 4.1 improvements, describing them as "beneficial as we can now make amendments to the cost, insurance and freight values. This flexibility will reduce the number of refunds needed and bring about greater convenience for our customers and us."

First launched in 1989, TradeNet processed nine million customs permits involving trade worth more than \$902 billion in 2010.

For companies, the AHTN initiative means a reduced need to maintain tariff numbers for products across the different countries they trade with. Said Ms Chan Suit Fong, Finance Director of Shell Eastern Petroleum, "By promoting uniformity and simplification of the tariff nomenclature system across ASEAN countries, we have seen an increase in efficiency and productivity in the tariff number maintenance process for Shell."

For Customs Administrations, the AHTN also serves as the basis for collection of trade statistics and monitoring the movement of goods for purposes such as food security, public health, environmental protection and counter-terrorism.

Since its inception in 2003, Singapore has chaired the ASEAN Task Force that reviews the AHTN. The AHTN 2012 is more comprehensive with 15% more tariff lines included, providing more predictability and transparency for tariff code declarations among ASEAN countries. "We also reworded the description of some goods, to provide better clarity and interpretation," said Mr David Foo, Singapore Customs' Head of Tariff and Trade Services and chair of the AHTN Task Force.

The AHTN 2012 is based on the latest version of the Harmonised Commodity Description and Coding System (HS) developed by the World Customs Organisation. The HS is currently used by the custom administrations of over 200 countries as a basis for their customs tariffs and the collection of international trade statistics.

# Singapore Hosts Meeting of Asian National Authorities for the Chemical Weapons Convention

*From 18 to 20 October 2011, Singapore Customs successfully hosted the Ninth Regional Meeting of National Authorities involved in the implementation of the Chemical Weapons Convention in Asia. The meeting, jointly organised with the Organisation for the Prohibition of Chemical Weapons, was attended by some 50 participants from 30 Asian countries.*

The Organisation for the Prohibition of Chemical Weapons (OPCW) is the implementing body for the Chemical Weapons Convention (CWC), an international treaty which prohibits the development, production, stockpiling, transfer and use of chemical weapons, and also stipulates their timely destruction.

The OPCW is charged with monitoring the implementation status of its member states, conducting on-site verifications and providing a forum for consultation and cooperation among its member states. As Singapore's National Authority for the CWC, Singapore Customs serves as the liaison point with the OPCW and the other member states on CWC matters.



*Some 50 participants from 30 Asian countries convened in Singapore for the Ninth Regional Meeting for National Authorities of States Parties in Asia from 18 to 20 October 2011.*



*Mr Winston Tay, Singapore Customs' Head of Procedures & Systems (left) presenting a token of appreciation to Mr Mark Albon, the Organisation for the Prohibition of Chemical Weapons' Head of the Implementation Support Branch.*

Singapore's hosting of the meeting underscores the government's strong commitment to the Convention. The meeting is the second Singapore has hosted since its ratification of the CWC in May 1997, with the earlier one being the First Regional Meeting held in 2000.

The meeting served as an effective forum for the participating member states to exchange best practices and keep abreast of CWC-related developments and the initiatives of the OPCW. The member states openly shared experiences and participated actively in discussions on the implementation of the Convention in their countries.

Four officials from the OPCW who attended the meeting updated the participants on the latest developments relating to the CWC. One such change is the revised inspection selection methodology to be implemented by the OPCW in 2012, aimed at maintaining an equitable geographical distribution and better targeting of sites for inspections. OPCW inspections are conducted on member states' declared sites to ensure their compliance with the provisions of the Convention.

The OPCW has also implemented new initiatives to improve operational efficiency and reduce business cost, such as the development of electronic systems to manage meetings and training courses for member states. In keeping with the times, the OPCW has started employing social media tools, such as Facebook and Twitter, to increase public awareness of the Convention as well as the work of the OPCW.

## New Excise Duty for Compressed Natural Gas



*As announced by the Minister for Finance in Budget 2009, an excise duty of \$0.20 per kg on compressed natural gas (CNG) was introduced on 1 January 2012.*

With CNG now dutiable, suppliers of CNG will have to be licensed by Singapore Customs in order to manufacture CNG. The assessment will be carried out under the TradeFIRST framework, and suppliers will have to meet all the relevant criteria before being granted a licence.

Under the licensing requirements, CNG manufacturers are required to account for the quantity of CNG fuel produced, dispensed and sold, and to make monthly consolidated duty payments to Singapore Customs. They will also be subject to periodic audits.

For motorists, the new CNG pump prices are inclusive of the excise duty and Goods and Services Tax (GST). Singapore-registered motor vehicles leaving Singapore will also have to abide by the three-quarter tank rule for their CNG fuel tanks.

Details on the licensing requirement for CNG manufacturers are available in Circular No. 26/2011 at [www.customs.gov.sg](http://www.customs.gov.sg)

# Singapore Customs, Commercial Affairs Department Uncover Tobacco Smuggling Case

*For his involvement in illicit tobacco activities, a Thai national was fined over \$700,000 or faced 36 months' imprisonment in default. He also had close to half a million dollars in cash linked to the sale of duty-unpaid tobacco confiscated.*

Buying, selling, conveying, delivering, storing, keeping, having possession of or dealing with duty-unpaid goods are serious offences under the Customs Act and the GST Act. Anyone found guilty of these offences will be severely dealt with. Repeat offenders can be fined up to 40 times the amount of duty and GST evaded and/or jailed up to six years. Vehicles used in the commission of such offences may be forfeited. For possessing a packet of duty-unpaid cigarettes, buyers may face a composition sum of \$500 or prosecution in court.

Members of the public with information on smuggling activities or evasion of Customs duty or GST can contact Singapore Customs at 1800-2330000 or email [customs\\_intelligence@customs.gov.sg](mailto:customs_intelligence@customs.gov.sg)



Namdee Phongsit and two other Thai nationals, Sukphanitphon Wirat and Namdee Suphinon, were charged by Singapore Customs for their involvement in illicit tobacco activities in July 2009.

Singapore Customs officers were keeping watch on a container on the ground floor of Golden Mile Complex when they spotted Wirat transferring boxes to different units on the building's third level. After raiding the various units occupied by Phongsit and Suphinon, the officers seized a total of 6,273kg in duty-unpaid tobacco worth over \$550,000. The amount of duty and Goods and Services Tax (GST) evaded exceeded \$2.2 million.

Subsequent investigations revealed that Phongsit had been colluding with a Malaysian to import the duty-unpaid tobacco. He would then mix the illicit tobacco with duty-paid tobacco belonging

to Wirat and sell them at a profit. Suphinon, who was later established to be Phongsit's nephew, assisted with the operation.

For their involvement in the scheme, Wirat and Suphinon were sentenced to 36 months' and 18 months' imprisonment respectively.

During that same period, Phongsit was under investigation by the Commercial Affairs Department's Financial Investigation Branch. In the course of the investigations, over \$1.2 million was seized from the bank accounts of Phongsit and his wife, Wandee Sae-Yeh. Subsequent forensic accounting revealed that over \$450,000 were proceeds derived from the sale of duty-unpaid tobacco. In June 2011, the Court ordered its confiscation.

# Another Feather in the Cap

*Singapore Customs has been awarded the Singapore Quality Class (SQC) STAR by SPRING Singapore. It also successfully renewed its certifications for the Singapore Service Class, Singapore Innovation Class and People Developer in the 4-in-1 integrated assessment conducted in October 2011.*

As an existing SQC organisation, attaining the SQC STAR standard is an important milestone in Singapore Customs' organisational excellence journey, signifying the many improvements it has made in the last three years since its last assessment.

While an organisation like Singapore Customs that has been around for over a hundred years is expected to be good at what it does, being simply good sometimes hampers progress. As management guru Jim Collins said in his best-selling book *Good to Great*, "Good is the enemy of great". Singapore Customs therefore embarked on a journey to transform itself from "Good to Great", to scale new heights and deliver breakthrough solutions to its customers.

To be a truly "Great" organisation, Singapore Customs recognises that it needs to consistently deliver a high level of performance, to provide excellent service to customers, to seek innovative

and effective solutions, and to nurture its people for mutual growth.

As part of its ongoing process of improvement, Singapore Customs has been taking steps to identify and close gaps within the organisation. For instance, the need to strengthen its customer engagement led to the setting up of the Client Relations Branch and the appointment of dedicated account managers to better engage key customers within the industry.

To strengthen its people management efforts, a dedicated Human Resource (HR) Directorate was set up to manage its human capital more strategically, and HR-business partnerships were established to better engage line managers in developing their officers.

A series of initiatives were also introduced to foster and instil the spirit of innovation among Customs officers, encouraging them to think out of the box



and to embrace bold and unconventional ideas to improve customer experience.

Apart from the renewal of its business excellence certifications, Singapore Customs also successfully passed a surveillance audit of its ISO certified processes in October 2011. Singapore Customs converted to the ISO 9001:2008 Standard in 2009 and continues to conform to the standard.

Such certifications are an important part of Singapore Customs' journey from "Good" to "Great". While serving as a performance benchmark, they are also a useful means for the organisation to discover opportunities for improvement.

By aligning itself with the internationally benchmarked business excellence framework, Singapore Customs aims to enhance its business management systems and processes to attain world class standards, and achieve its vision of being a leading Customs authority – one that advances Singapore's economy by assuring the integrity of its country's trading system.



*Singapore Customs was re-assessed under the Business Excellence Framework in the areas of service, innovation, people and overall business excellence over two days in October 2011 by SPRING Singapore-appointed assessors.*

## TRAINING CALENDAR

Programme	Dates
<p><b>SC100 BASICS OF EVERY DECLARANT</b></p> <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"> <li>• SC101 Customs Procedures (2 days)</li> <li>• SC102 Classification and the Harmonised System (Half day)</li> <li>• SC103 Rules of Origin / Free Trade Agreements (Half day)</li> </ul> <p>Participants may register for individual modules.</p>	<p>7 - 9 Mar 2012</p> <p>3 - 5 Apr 2012</p>
<p><b>SC200 STRATEGIC GOODS CONTROL PROGRAMME</b></p> <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"> <li>• SC201 Basics of Strategic Goods Control (Half day)</li> <li>• SC202 Essentials of Internal (Export Control) Compliance Programme (Half day)</li> </ul> <p>Participants may register for individual modules.</p>	<p>24 Feb 2012</p> <p>27 Apr 2012</p>
<p><b>TRADERS CLINICS</b></p> <p>These monthly one-on-one consultation sessions provide an avenue for traders to seek advice and provide feedback on general customs procedures and services.</p>	<p>22 &amp; 23 Feb 2012</p> <p>28 &amp; 29 Mar 2012</p>
<p><b>OUTREACH PROGRAMME FOR NEWLY-REGISTERED TRADERS</b></p> <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. For enquiries, please call 6355 2000 or email <a href="mailto:customs_documentation@customs.gov.sg">customs_documentation@customs.gov.sg</a></p>	<p>14 Mar 2012</p>
<p><b>OUTREACH PROGRAMME FOR NEWLY-REGISTERED MANUFACTURERS</b></p> <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. For enquiries, please email <a href="mailto:customs_roo@customs.gov.sg">customs_roo@customs.gov.sg</a></p>	<p>15 Feb 2012</p>

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)

## EVENT HIGHLIGHTS

### NEW MODULAR-FORMAT TRAINING FOR TRADERS

Singapore Customs has launched two new programmes - SC100 Basics of Every Declarant, which replaces the Competency Programme for Businesses Part I & II, and SC200 Strategic Goods Control Programme, which replaces the Strategic Goods Control Programme for Businesses.

To better address the different training needs of individual traders, these programmes are offered in a modular format, allowing traders the flexibility of enrolling for individual modules according to their needs.

**SC100 BASICS OF EVERY DECLARANT**  
This is a three-day course comprising three modules: SC101 Customs Procedures, SC102 Classification and the Harmonised System and SC103 Rules of Origin / Free Trade Agreements. The course seeks to provide trade declarants with an overview of the customs procedures pertaining to the import and export of goods. At the end of the course, participants will have a better understanding of the basic requirements for preparing TradeNet declarations, the underlying principles for the classification of goods and the rules of origin. Traders can choose to sign up for individual modules or for the full three-day programme. Offered on a monthly basis, each run of the course can take up to 35 participants.

**SC200 STRATEGIC GOODS CONTROL PROGRAMME**  
This is a one-day seminar comprising two modules: SC201 Basics of Strategic Goods Control and SC202 Essentials of Internal (Export Control) Compliance Programme. The seminar aims to enhance the industry's awareness and understanding of Singapore's strategic goods control system, the Strategic Goods (Control) Act and its regulations, the registration procedures and permit requirements for strategic goods transactions, as well as the essentials of an internal (export control) compliance programme. Traders can choose to sign up for individual modules or for the full-day seminar. Offered once every two months, each run of the seminar can take up to 60 participants.

Details of these programmes and their component modules are available at [www.customsacademy.gov.sg](http://www.customsacademy.gov.sg). For enquiries, please email [customs\\_competency@customs.gov.sg](mailto:customs_competency@customs.gov.sg)



We make trade easy, fair and secure