



All Traders and Declaring Agents

## COMMON QUESTIONS ON CUSTOMS DECLARATIONS/PROCEDURES: HELPLIST 10/2002

I am pleased to list below the questions and answers for Help List 10/2002:

- Q1 I am not able to logon to apply for amendment of permit even though I had entered my CED E-Services Login ID and password correctly. Why is that so?
- A1 If your given LOGIN ID is S1234567A, your PASSWORD on your first login is defaulted to the LOGIN ID (ie S1234567A in **UPPER CASE**). If your password have been revoked, you may apply to reset your password by submitting the email request online. After you have log on successfully, the system would prompt you to change your password. The minimum length of your password is 8 characters (alphanumeric) but not more than 10 characters.
- Q2 I have to lodge a Bank Guarantee (BG) with Customs for the temporary import of goods into Singapore. What should be included in the BG and what do we need to tell the bank to put on the document?
- A2 The bank guarantee must be lodged in the format as shown in Annex A, which is downloadable from the Customs website at <http://www.gov.sg/customs>. Please note that the BG should include an additional one month grace period from the date of expiry for claims. The original of the BG should be forwarded to the Registration Officer for processing.
- Q3 I have a consignment imported from Japan but due to communication problem, the quantity of goods transported are lesser than what has been declared in the GST payment permit. The goods have since been cleared from the FTZ checkpoint. I have asked the supplier to send me the remaining items. Can I use the same permit to clear the goods?
- A3 A fresh permit will have to be taken to cover the second import. You may apply through e-filing at the Customs website for the refund of GST on any overpayment of the GST on the first GST payment permit.

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for DIRECTOR-GENERAL OF CUSTOMS & EXCISE