

Our Ref : G02.04.01.V31(25)
Circular No : 43/2001
Date : 24 Nov 2001



CUSTOMS AND EXCISE DEPARTMENT
55 Newton Road
#10-01 Revenue House
Singapore 307987
REPUBLIC OF SINGAPORE
Telephone : 3552000
Telefax : 2509606
Homepage : <http://www.gov.sg/customs>
E-mail : CED_Documentation@ced.gov.sg

All Traders and Declaring Agents



REQUIREMENT FOR NEW TRADENET DECLARANTS TO ATTEND DOCUMENTATION COURSE BEFORE REGISTRATION



The service standard set by Customs & Excise Department (CED) for processing a Customs/GST declaration under the TradeNet system is 3 minutes for 90% of the time. The benefits of having a fast processing time for TradeNet declarations will only be fully realised if such declarations are transmitted without any error. Despite the various measures undertaken by CED to reduce the rejection rates of such declarations, the rejection rate continues to remain high. From the feedback gathered, the errors made are primarily due to lack of understanding of customs documentation requirements.

2 As such, CED has decided that all new TradeNet declarants will be required to attend the 3-day Customs Documentation Course before a declarant can be registered as a TradeNet declarant for Customs and GST declarations. This would improve the competency level of TradeNet declarants which in turn, would translate to greater efficiency and cost saving if a declaration is transmitted right in the first instance. Rejection means a higher cost and delay in clearance of goods as the declaration would have to be amended and re-transmitted for approval.

3 CED will implement the above requirement on 1 Jan 2002. This requirement will not apply to existing TradeNet declarants who have been registered with CED to declare Customs/GST permits and new declarants to be registered by 31 Dec 2001. The course fee for the 3-day course is \$103.00 and the payment is to be made via IBG arrangement. The course dates are available at the Customs homepage, <http://www.gov.sg/customs/> and application is to be e-filed.

4 If you need further information, please contact Customs Call Centre at Tel. No. 3552000 followed by (*) (0).


TAY CHIN LEONG
HEAD DOCUMENTATION, DOCUMENTATION BRANCH
for DIRECTOR-GENERAL OF CUSTOMS & EXCISE