

Our Ref : GST 24/93/(CC) VII (55)

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CUSTOMS AND EXCISE DEPARTMENT

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REPUBLIC OF SINGAPORE

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Homepage : <http://www.gov.sg/customs>

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All Traders and Declaring Agents



**USEFUL INFORMATION AND FACILITIES AVAILABLE AT
CUSTOMS WEBSITE (<http://www.gov.sg/customs>)**

The Customs Call Centre is a one-stop telephone enquiry facility set up in 1997 to provide a better service to the trading community. All enquiries on Customs matters including requests for information and various application forms can be made to the Customs Call Centre.

2 From the usage monitored thus far, we note that the following enquiries are frequently received by the Call Centre :

- Weekly Customs Currency Exchange Rate
- Amendable fields of IG permits and other non-payment permits
- Cancellation of Customs non-payment and Customs payment permits
- Application for Refund of Customs duty/GST paid

3 We have further enhanced our services to enable a 24-hour uninterrupted access to our website at <http://www.gov.sg/customs> on a wide range of comprehensive information for traders, e-filing applications for various Customs services and application forms for download. They are as follows :

(I) INFORMATION FOR TRADERS

- Customs Currency Exchange Rate (from 1994)
- Customs Duty and Tax
- Customs Valuation
- Procedures
- Registration
- Documentation
- Clearance
- TradeNet
- Exhibitions

(II) E-FILING APPLICATIONS

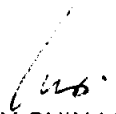
- Customs supervision
- Waiver of liquor analysis
- Registration for Documentation Course for traders
- Application for GST relief on household articles and personal effects
- Application for permit amendment and cancellation
- Application for refund of Customs duty/GST
- Application for Certified True Copy of Cargo Clearance Permit (CCP)

(III) FORMS AVAILABLE FOR DOWNLOAD

- Application for Inter-Bank GIRO
- Application for Refund of Customs Duty/GST
- Authorisation of Declaring Agent(s)
- Declaration of Facts (GST relief on used household articles and personal effects)
- Registration of Companies Form
- Application for Licensed / Bonded Warehouse

4 The services and facilities on fax-on-demand that are currently available at the Customs Tele infoPlus under the Interactive Voice Response module will be phased out by 1 Sep 2001. You are encouraged to start accessing our website to avail yourself of the facilities.

5 If you need further information, please contact our Customs Call Centre at telephone number 355 2000 followed by (*)0).


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

The Way of Excellence in Public Service