

Customs GST 24/93(CCC)/Part II

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CUSTOMS AND EXCISE DEPARTMENT

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To: All Traders and Declaring Agents

NEW CUSTOMS TIPS (TELE INFOPLUS)

We are pleased to announce that the Customs & Excise Department will be launching a new Interactive Voice Response System called *new Customs TIPS* (Tele InfoPlus) on 3 August 98. By calling new Customs TIPS on 3552000, members of the trading community and the public can access to a variety of Customs information and services any time of the day. We would like to take this opportunity to also inform you that the phone enquiry service previously available on 2507337 will cease on the same day.

2 Installed with 30 hunting telephone lines, the new Customs TIPS has the capability to provide the most up-to-date status of selected transactions and respond to the caller with a voice message. In addition to providing information over the phone, the system also allows the caller to request for documents by fax at any time of the day from the comfort of his/her office or home. Documents available through this fax-on-demand option include application forms, lists of exchange rates and circulars on customs procedures.

3 We are pleased to forward you a copy of the new Customs TIPS User Guide. This guide is designed to make it as easy as possible for you to start taking advantage of our new Interactive Voice Response System. We invite you to go through the guide and see how you can access to a variety of Customs information and services 24 hours a day. We look forward to servicing you.

4 If you require further information on Customs TIPS, please call our Customs Service Centre at Tel No: 3552013.

CHAN KOK YIN
DIRECTOR REVENUE
for DIRECTOR-GENERAL OF CUSTOMS & EXCISE



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