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All Traders and Declaring Agents



COMMON QUESTIONS ON CUSTOMS DECLARATIONS/PROCEDURES: HELPLIST 4/2000

I am pleased to list below the questions and answers for List 4/2000 :

- Q1 My bank guarantee has expired. How would the liability against the guarantee be released? Can I request for the return of the bank guarantee for submission to the bank to effect the cancellation?
- A The effective period of the bank's liability is stipulated in paragraph 3 of the bank guarantee. It is thus not necessary to seek confirmation in writing for the release of the liability from the Department after the expiry of the bank guarantee. The Association of Banks in Singapore has also been informed that the expired guarantee need not be returned to the issuing bank for cancellation.
- Q2 I would like to know what should be declared in the "Total Outer-Pack" field of my TradeNet declaration for a consignment of goods which had been repacked into 10 packages from the original 50 cartons before removal from the FTZ?
- A For all TradeNet declarations, the quantity and unit to be declared in the "Total Outer-Pack" field should describe the goods in their visible form when the goods are cleared at the customs checkpoint. In your case, the correct input for the "Total Outer-Pack Quantity" is 10 packages.
- Q3 I understand that the Customs Call Centre has an advanced Interactive Voice Response System to provide 24-hour access to self-help information and services. Would this system enable me to obtain information on the status of a declaration that has been submitted electronically to CED?
- A The Customs Call Centre Tele-InfoPlus System (TIPS) is connected to the Customs mainframe to enable callers to check on the status of a declaration that had been submitted electronically to CED. You only need to dial our hotline number 3552000 to log-in to TIPS. After selecting option 1.1 of TIPS, you could choose to enquire on the status of one of the following - TradeNet declarations (option 1), amendment of permits (option 2), cancellation of permits (option 3) or refund applications (option 4).

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