

## Frequently Asked Questions – Declaration

<p>Q1</p> <p>A</p>	<p>Why is it necessary for the services to be suspended?</p> <p>Singapore Customs will be carrying out a major upgrade of its IT systems. The upgrade is necessary to increase efficiency and to meet future operational needs, as well as to prepare for the roll out of its trade declaration system - TradeNet<sup>®</sup> to the new version 4.0. The downtimes are necessary for system migration. To minimize inconvenience, there will be two brief downtimes over the weekends.</p>
<p>Q2</p> <p>A</p>	<p>Will there be a parallel run before implementation of new version TN4.0?</p> <p>Yes, the parallel run will be from 30 October 2007 to 30 November 2007.</p> <p>However, for some specific declarations, it will be a “big bang” cut-over from version 3.1 to version 4.0 on 19 November 2007. These declarations involve:</p> <ul style="list-style-type: none"> <li>- Licensed Premises * ;</li> <li>- Temporary Import Scheme;</li> <li>- Parallel Importer of Motor Vehicles;</li> <li>- Chemical Weapon Convention quota; and</li> <li>- Textile Tariff Preference Level</li> </ul> <p>*Note: Applicable to Licensed Warehouses, Licensed Factory Warehouses and Type I Zero-GST Warehouses.</p>
<p>Q3</p> <p>A</p>	<p>Should we use TN3.1 or TN4.0 during the parallel run?</p> <p>Users are encouraged to use TN4.0 during the parallel run to familiarize themselves with it.</p> <p>However, for declarations involving movement of goods in and out of licensed premises (licensed warehouses, licensed factory warehouse and type I Zero GST warehouses), Temporary Import Scheme, parallel import of motor vehicles, items controlled under the Chemical Weapons Convention as well as items exported under the Textile Tariff Preference Level, you may only use TN4.0 after 9am on 19 November 2007, due to system migration.</p>
<p>Q4</p> <p>A</p>	<p>TN3.1 is down and we have not installed TN4.0. We need to clear our cargo urgently, what should we do?</p> <p>Please ensure that you install TN4.0 early so that you will have one version of TN running in case the other version is affected by the scheduled downtime. In this case, you may approach any of the TN Service Centres that have already installed TN4.0 to declare the permit for you. Alternatively, if you have a TradeNet id issued by CrimsonLogic, please logon to <a href="http://www.tradexchange.gov.sg">www.tradexchange.gov.sg</a> and access the Internet Declaration system offered by the Government.</p>

<p>Q5</p> <p>A</p>	<p>We've installed TN4.0. When should we start using the new version?</p> <p>Users may start to use TN4.0 at the beginning of the parallel run. However, for declarations involving movement of goods in and out of licensed premises (licensed warehouses, licensed factory warehouse and type I Zero GST warehouses), Temporary Import Scheme, parallel import of motor vehicles, items controlled under the Chemical Weapons Convention as well as items exported under the Textile Tariff Preference Level, you may only use TN4.0 after 9am on 19 November 2007, due to system migration.</p>
<p>Q6</p> <p>A</p>	<p>Who should we call if encounter problems with the new version?</p> <p>For permit enquiries and enquiries relating to status of declarations (pending approval, amendment or cancellation), TN services, registration of TN users, guide on use of the TX Portal, system downtime/disruption, you may contact Crimson Logic Call Centre at 6887 7888 at anytime of the day for assistance. Alternatively, you may check the status of your permit declaration at this URL (<a href="http://www.tradexchange.gov.sg">www.tradexchange.gov.sg</a>) under TradeNet services.</p> <p>For queries relating to your software, please contact your software vendors directly.</p> <p>For issues relating to the type of permit to declare, you may contact the Customs Call Centre at 6355 2000.</p> <p>Users are also encouraged to familiarize themselves with the TN4.0 via the e-learning module on the TX website, as well as attending their vendors' training sessions.</p>
<p>Q7</p> <p>A</p>	<p>I'm unable to apply for a CR No due to the downtime, but I need one urgently to clear my goods. What should I do?</p> <p>Please approach a TradeNet Service Centre for assistance in declaring your permit. A list of the service providers can be found on the TX Portal at <a href="http://www.tradexchange.gov.sg">www.tradexchange.gov.sg</a>.</p>
<p>Q8</p> <p>A</p>	<p>How can I extend temporary import (TI) due date for TN3.1 when e-file service is suspended on 30 November 2007?</p> <p>You may email your request for extension of TI due date for TN3.1 permits to <a href="mailto:customs_ti_supervision@customs.gov.sg">customs_ti_supervision@customs.gov.sg</a>.</p>
<p>Q9</p> <p>A</p>	<p>My clients will be bringing jewelry into Singapore via an ATA Carnet during your system downtime period. Will there be any change of clearance procedure?</p> <p>There will be no change to the current clearance procedure for goods under ATA Carnet. As usual, traders need to produce the goods together with the hardcopy of the ATA Carnet to the Checkpoint for clearance and endorsement.</p>
<p>Q10</p> <p>A</p>	<p>How do we apply for a Carnet during your system downtime?</p> <p>There will be no change in the application procedures for local goods. Traders may apply for an ATA Carnet to cover their export and subsequent re-import of local goods through Singapore International Chamber of Commerce (SICC). As for temporary import for subsequent re-export of foreign goods, traders are required to produce the Foreign ATA carnet issued by the foreign Chamber of Commerce for clearance at the checkpoint.</p>

Q11	Where can we get a copy of the Singapore Trade Classification, Customs & Excise Duties (STCCED) 2007 book? How much is it?
A	The publication may be purchased at \$15.00 a copy (inclusive of GST) from 1 October 2007 at CrimsonLogic Pte Ltd at 230 Victoria Street, #07-02, Bugis Junction Tower, Tel No: 6339 0798 (ext 0).
Q12	Is there an electronic version of the Singapore Trade Classification, Customs & Excise Duties (STCCED) 2007 book available?
A	An electronic version is available in our website at <a href="http://www.customs.gov.sg">www.customs.gov.sg</a>
Q13	What shall we do if we encounter problems finding the HS codes for our products under the new STCCED 2007?
A	<p>We have in place the following self-help tools on the website -</p> <ul style="list-style-type: none"> <li>- WCO HS correlation tables for HS 2007 amendments (to find out the correlating HS subheadings (6-digit level) of your products) <a href="http://www.wcoomd.org/home_wco_topics_hsoverviewboxes_hsconvention_hsnomenclature.htm">http://www.wcoomd.org/home_wco_topics_hsoverviewboxes_hsconvention_hsnomenclature.htm</a></li> <li>- HS code search engine <a href="http://www.tradexchange.gov.sg/txwebp/pfk/PfkMainServlet?pContents=/txwp/search/searchHSCAProductCode.jsp&amp;ptabSelect=3">http://www.tradexchange.gov.sg/txwebp/pfk/PfkMainServlet?pContents=/txwp/search/searchHSCAProductCode.jsp&amp;ptabSelect=3</a></li> </ul> <p>Alternatively, you may also call us for assistance at 6355 2000. Based on information provided, our officer will provide you with the 4-digit HS heading to assist you in narrowing down the HS codes for your products under STCCED 2007.</p>
Q14	Which version of the HS codes should be used for the declaration of TN permits?
A	For TN permit declaration, STCCED 2003 is to be used for TN version 3.1 while STCCED 2007 is to be used for TN version 4.0.
Q15	Are the exchange rates valid during the periods of your downtime?
A	The Customs exchange rate will still be valid during the periods of downtime. Please check our website @ <a href="http://www.customs.gov.sg">www.customs.gov.sg</a> for the list of the current exchange rates.
A16	We submitted our permit for import of cars before the downtime. How do we know when our permit will be approved as the shipment of cars is already in the port?
Q	You are advised to check the permit status on the same day of submission to avoid such situations. For permit enquiries and enquiries relating to status of declarations (pending approval, amendment or cancellation), TN services, registration of TN users, guide on use of the TX Portal, system downtime/disruption, you may contact Crimson Logic Call Centre at 6887 7888 at anytime of the day for assistance. Alternatively, you may check the status of your permit declaration at this URL ( <a href="http://www.tradexchange.gov.sg">www.tradexchange.gov.sg</a> ) under TradeNet services.

Q17	To import tobacco, we were told we need to apply for a product code and samples have to be extracted for test weighing. However, your e-file service is temporary suspended. How can we do so without any delay to our shipment during the downtime period?
A	Under the new TN4.0, tobacco product code is no longer required. Test weighing requirement for tobacco products is also not compulsory. Please ensure that the correct weight of the tobacco product based on the invoice/ packing list or any other documents is declared.
Q18	We need to apply for manufacturer's registration to obtain certificates of origin for our products. Your e-file service is suspended. Please advise how we should go about our registration.
A	Please download the registration form from our website at <a href="http://www.customs.gov.sg">www.customs.gov.sg</a> and submit the application by fax or post. Details are stated on the form itself.