

## Frequently Asked Questions - Clearance

Q1	Any advice for traders as regards clearance of goods at the checkpoint?
A	Traders are advised to plan their clearance schedule early to avoid the brief period of the system downtime and the expected delay. Also, please do ensure that your trucker brings along the hardcopy of your permit together with the supporting commercial documents to enable ICA to facilitate cargo clearance.
Q2	In the event that ICA issues our cargo lorry driver with Notice of Discrepancy for not producing a permit at the time of cargo clearance. But the system is down and it's not our fault. Can we not sign on the Notice?
A	We advise traders to take up a permit before the downtimes and to present the hardcopy of the permit together with the supporting commercial documents to facilitate clearance. As importation of goods without a proper document is an offence under the Customs Act, a Notice of Discrepancy will be issued for follow-up action by Singapore Customs. The Notice has to be signed in order for ICA to release the consignment from the checkpoint.
Q3	What is the penalty for failing to present a permit at the checkpoint for clearance?
A	We advise traders to note the downtimes and take up the necessary permit early. The approved permit should be printed, and the hardcopy of the permit together with the supporting commercial documents are to be presented at the time of cargo clearance. All cases of importation of goods without a proper permit will be investigated.