

## Frequently Asked Questions – Licensed / Bonded Warehouses

Q1	How do we effect the direct or partial releases of Class II & CFW consignments during the period of your downtime?
A	For urgent case, applicants can fax their application to Singapore Customs at fax number: 62509950. For transshipment goods from licensed premises, our Revenue Control Branch officer will fax or email a letter certifying the release of the goods to the licensees for the licensees to present it to the checkpoint for clearance.
Q2	Will the customs downtime affect our application for licensed warehouse or Zero-GST warehouse?
A	No, the application could be submitted via Customs website at <a href="http://www.customs.gov.sg">http://www.customs.gov.sg</a> and be processed by our Revenue Control Branch.
Q3	Your e-file service for application for industrial exemption has been suspended. How do we file in our application?
A	For urgent cases, applications may be faxed to our Revenue Control Branch at 62509950.
Q4	For licensed warehouse operators, what is the deadline to cease using TN3.1 and start using the new TN4.0?
A	The deadline to cease using TN3.1 is 16 November 2007 at 1900 hrs and operators shall use TN4.0 with effect from 19 November 2007 at 0900 hrs.
Q5	What if we need to remove goods from our licensed warehouse to meet urgent shipments during the period of your downtime?
A	The licensee could seek approval from Revenue Control Branch for the use of a LOU for releasing of goods from the warehouse for export. Please contact your respective Account Manager.
Q6	When will WISE be replaced?
A	The new Inventory Control System (ICS) will replace WISE with effect from 19 November 2007.
Q7	When should we stop transmitting stock transaction records via WISE? What is the deadline?
A	The deadline to stop transmitting stock transaction records via WISE is by 15 November 2007, 2359 hours
Q8	Will there be training on the use of the new ICS? What about technical support?
A	Singapore Customs will be conducting training sessions in November 2007. User guides will be given to the participants and the respective SC Account Managers will be present to provide assistance.