

Our ref: TM.006.2003.06

Circular No: 31 /2007

Date: 29 October 2007



SINGAPORE CUSTOMS

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Singapore 307987
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E-mail: customs_documentation@customs.gov.sg
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All Traders, Freight Forwarders,
Cargo Agents and Carriers



**CHANGES TO THE SINGAPORE CUSTOMS
CUSTOMER SERVICE LINE 63552000**

New Interactive Voice Response (IVR) Menu

We are pleased to introduce a new IVR menu for our Customer Service Line 63552000 with effect from 30 October 2007 Tuesday 0800 hrs. The IVR system will be available 24-hours a day.

2 With these new enhancements, you may now contact Crimson Logic, Agri-Food & Veterinary Authority of Singapore (AVA), Health Sciences Authority (HSA), and National Environment Agency (NEA) directly via our Customer Service Line for matters relating to your permit declarations. For matters relating to strategic goods control, you may also contact our Trade Control Branch directly via our Customer Service Line. If you wish to speak to our Customer Service officer directly, please press “0” in the IVR menu. The options available in the new IVR menu are as follows:

Option	Description
1	Direct call routing to Crimson Logic for enquiries on TradeNet [®] services, status of declarations, registration of TradeNet [®] users and system downtime. Crimson Logic Operating Hours: 24 hrs daily including Public Holidays
2	For enquiries on permit declarations pending at AVA, HSA and NEA
2.1	Direct call routing to AVA for enquiries on meat, fish, fruits and vegetables, animal, plant, ornamental fish & CITES declarations pending at AVA. AVA Operating Hours: Monday to Thursday : 0830 hrs to 1800 hrs and Friday : 0830 hrs to 1730 hrs
2.2	Direct call routing to AVA Food Control Division (FCD) for enquiries on processed food declarations pending at AVA (FCD). AVA (FCD) Operating Hours: Monday to Friday : 0830 hrs to 1730 hrs
2.3	Direct call routing to HSA for enquiries on declarations pending at HSA. HSA Operating Hours: Monday to Thursday : 0830 hrs to 1800 hrs and Friday : 0830 hrs to 1730 hrs
2.4	Direct call routing to NEA for enquiries on declarations pending at NEA. NEA Operating Hours: 24 hrs daily including Public Holidays
3	Direct call routing to Customs Trade Control Branch (TCB) for enquiries on strategic goods control. TCB Operating Hours: Monday to Tuesday : 0830 hrs to 1800 hrs, Wednesday : 0830 hrs to 1730 hrs and Thursday to Friday : 0830 hrs to 1800 hrs

Option	Description
4	Information on application, cancellation and enquiry on CR number and updating of particulars. Online Business Licensing Service (OBLS) Operating Hours: Monday to Friday : 0830 hrs to 1730 hrs
0	To speak to our Customer Service Officer

Extended Operating Hours during the Implementation of TradeNet[®] Version 4.0

3 To provide additional customer support to the trade during the implementation of TradeNet[®] Version 4.0, we are pleased to announce that the operating hours of our Customer Service Line will be extended during the period 30 October 2007 Tuesday to 15 December 2007 Saturday. Our Customer Service Officers would be available to assist you during the extended operating hours. The IVR system will be available 24-hours a day. Details are as follows:

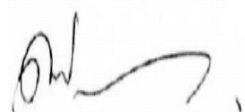
Period	Extended Operating Hours
30 October 2007 Tuesday to 15 November 2007 Thursday	0800 hrs - 1830 hrs (Monday to Friday) 0800 hrs - 1400 hrs (Saturday) Closed on Sundays and Public Holidays
16 November 2007 Friday	0800 hrs - 2200 hrs
17 November 2007 Saturday to 15 December 2007 Saturday	0800 hrs - 2000 hrs (Monday to Friday) 0800 hrs - 1400 hrs (Saturday) Closed on Sundays and Public Holidays

4 The operating hours of our Customer Service Line will revert to usual operating hours with effect from 17 December 2007 Monday. The IVR system will be available 24-hours a day.

Period	Usual Operating Hours
From 17 December 2007 Monday onwards	0800 hrs – 1730 hrs (Monday to Friday) 0800 hrs – 1245 hrs (Saturday) Closed on Sundays and Public Holidays

5 We hope you will find these changes helpful, and the new IVR menu easy and convenient to use. For clarifications, please contact us at:

Customer Service Line: 6355 2000
Email: customs_documentation@customs.gov.sg



KAREN LIM (MS)
HEAD PROCEDURES & PROCESSING BRANCH
for DIRECTOR-GENERAL OF CUSTOMS
SINGAPORE CUSTOMS