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SINGAPORE CUSTOMS

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All Traders, Freight Forwarders, Cargo Agents and Carriers

DISRUPTION TO CUSTOMS SERVICES

Singapore Customs will be carrying out a major upgrade to its IT systems in various phases. This massive project involves the replacement of the back-end and front-end systems. During this period, some of our services will be affected. In particular, users will likely experience disruptions and intermittent slowness while making your declarations through TradeNet[®].

2 The parallel run for TradeNet[®] version 4.0 will be from 30 October 2007 to 30 November 2007. For some specific declarations, there will be no parallel run and it will be a “big bang” cut-over from version 3.1 to version 4.0 on 19 November 2007. These declarations involve:

- (a) Movement of goods in and out of Licensed Premises * ;
- (b) Temporary Import Scheme;
- (c) Parallel Importer of Motor Vehicles;
- (d) Chemical Weapon Convention-controlled items; and
- (e) Textile Tariff Preference Level

***Note 1:** Applicable to Licensed Warehouses, Licensed Factory Warehouses and Type I Zero-GST Warehouses.

3 To facilitate the planning of your operations, it is important that you take note of the time periods when services will be affected:

(a) Central Registration (CR) Number Application for New Applicants

	Start			End		
i	Friday	26 October 2007	10:00 am	Monday	29 October 2007	08:00 pm
ii	Saturday	17 November 2007	03:00 pm	Monday	19 November 2007	09:00 am

(b) TradeNet[®] Declarations

	Start			End***		
i	Saturday	27 October 2007	12:00 pm	Sunday	28 October 2007	03:00 am
ii**	Friday	16 November 2007	07:00 pm	Monday	19 November 2007	09:00 am

****Note 2:** There will be intermittent disruptions throughout this period.

***** Note 3:** Please note you could experience some slowness in response when the systems are up.

4 You are advised to submit your CR number applications and permit declarations early, and avoid the affected time periods. To minimise any complications while clearing your cargo, please print out and present your Cargo Clearance Permit (CCP), together with the supporting commercial documents for clearance, including clearance for containerised shipments.

5 Singapore Customs regrets the inconvenience and seeks the understanding of the trade that the temporary disruption is necessary for the system migration.

6 For clarifications, please contact us at:

Singapore Customs

Customer Service Line: 6355 2000

Email: customs_documentation@customs.gov.sg

A handwritten signature in black ink, appearing to read 'K. Lim', with a long horizontal flourish extending to the right.

KAREN LIM (MS)

HEAD

PROCEDURES & PROCESSING BRANCH
for DIRECTOR-GENERAL OF CUSTOMS
SINGAPORE CUSTOMS