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To: All Manufacturers registered with  
Documentation Specialists Branch of  
Singapore Customs



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## REVISION OF OPERATING HOURS FOR RULES OF ORIGIN (ROO) UNIT

In view of the low volume of applications for Certificates of Origin (COs) on Saturdays, the ROO Unit has reviewed its operating hours with the objective of better utilizing its resources without compromising its service level to customers.

2. With effect from 3 Jan 2005, the ROO Unit will be operating longer hours during weekdays and will be closed on Saturdays. Our operating hours on weekdays will be extended by half an hour to 5.30pm while our operating hours on Fridays will be extended by one hour to 6.30 pm to cater to COs applications for shipments departing during the weekends. However, we would like to request exporters and manufacturers who have planned weekend shipments for exports to submit your CO applications early in the week for processing.

3. Please note also that the operating hours for collection of approved COs at our 2 designated CO Collection Centres at Bugis Junction and AirCargo Office will remain unchanged. Hence, COs submitted and approved on Fridays can still be collected from the 2 Collection Centres on Saturdays.

4. For further enquiries, please contact our Customs Call Centre at telephone number 63552000.

MRS LAM MENG CHOO

HEAD

DOCUMENTATION SPECIALISTS BRANCH

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