



SINGAPORE CUSTOMS

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All Traders and Declaring Agents

ENHANCED INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

We are pleased to inform you that with effect from 1 Oct 04, you would be able to access new information available on our newly enhanced Interactive Voice Response (IVR) system when you call our Customer Service Line at 6355 2000.

2 The new information available covers matters relating to Central Registration (CR) number and textile exporters, application of certificates of origins, classification and HS Code, Manifest Reconciliation Statement and Strategic Goods Control System.

3. The new IVR menu is as follows :

Option	Description
1	Enquiry on CR Number or textile exporter
1.1	Enquiry on CR Number
1.2	Registration as exporter of textile
2	Enquiry on application of certificates of origin
2.1	Registration with customs as manufacturer
2.2	To obtain cost statement
3	Enquiry on classification & HS Code
3.1	Enquiry on the search for HS Code
3.2	Enquiry on classification certificates
4	Enquiry on status of application and stock balance of liquor and tobacco
4.1	Enquiry on status of application
4.2	Enquiry on stock balance of liquor and tobacco
5	Enquiry on Customs exchange rate
6	Enquiry on Manifest Reconciliation Statement (MRS)
6.1	Information on MRS Scheme
6.2	Information on MRS registration
6.3	Information on MRS procedures
7	General information
7.1	Duty free concession for travellers
7.2	GST relief for travellers
8	Enquiries on strategic goods control system
8.1	Enquiries on Import Certificate & Delivery Verification (ICDV)
8.2	Feedback or enquiry on trade complaints

4. We hope you would find the new information available on our IVR system useful to you.

5. For further enquiries, you may contact the Customs Call Centre at our Customer Service Line 63552000.



WINSTON TAY
HEAD
PROCEDURES & PROCESSING BRANCH
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