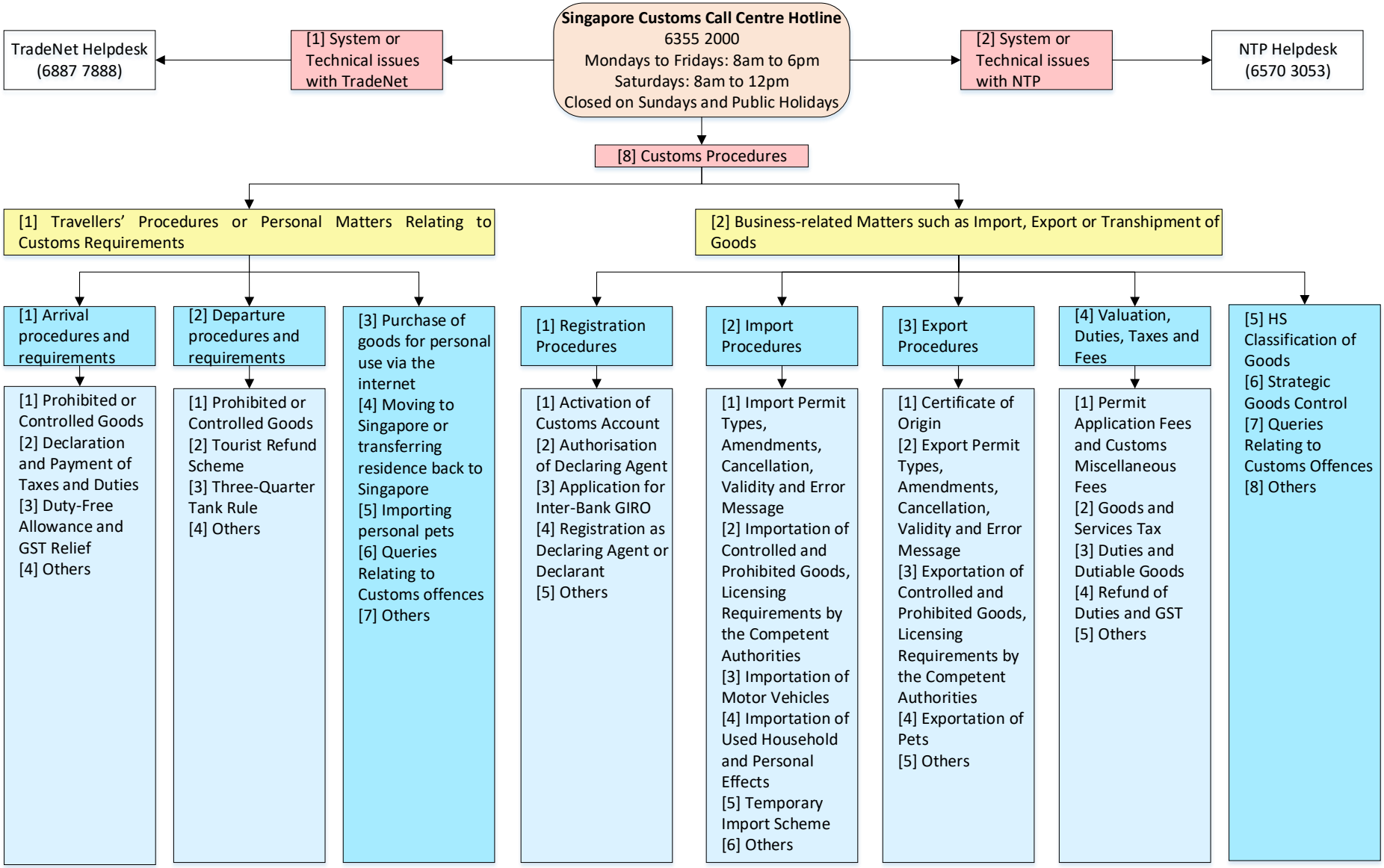
Singapore Customs Call Centre Hotline
6355 2000
Mondays to Fridays: 8am to 6pm
Saturdays: 8am to 12pm
Closed on Sundays and Public Holidays
[1] System or Technical issues with TradeNet
TradeNet Helpdesk (6887 7888)
[2] System or Technical issues with NTP
NTP Helpdesk (6570 3053)
[8] Customs Procedures
[1] Travellers' Procedures or Personal Matters Relating to Customs Requirements
[2] Business-related Matters such as Import, Export or Transhipment of Goods
[1] Arrival procedures and requirements
[1] Prohibited or Controlled Goods
[2] Declaration and Payment of Taxes and Duties
[3] Duty-Free Allowance and GST Relief
[4] Others
[2] Departure procedures and requirements
[1] Prohibited or Controlled Goods
[2] Tourist Refund Scheme
[3] Three-Quarter Tank Rule
[4] Others
[3] Purchase of goods for personal use via the internet
[4] Moving to Singapore or transferring residence back to Singapore
[5] Importing personal pets
[6] Queries Relating to Customs offences
[7] Others
[1] Registration Procedures
[1] Activation of Customs Account
[2] Authorisation of Declaring Agent
[3] Application for Inter-Bank GIRO
[4] Registration as Declaring Agent or Declarant
[5] Others
[2] Import Procedures
[1] Import Permit Types, Amendments, Cancellation, Validity and Error Message
[2] Importation of Controlled and Prohibited Goods, Licensing Requirements by the Competent Authorities
[3] Importation of Motor Vehicles
[4] Importation of Used Household and Personal Effects
[5] Temporary Import Scheme
[6] Others
[3] Export Procedures
[1] Certificate of Origin
[2] Export Permit Types, Amendments, Cancellation, Validity and Error Message
[3] Exportation of Controlled and Prohibited Goods, Licensing Requirements by the Competent Authorities
[4] Exportation of Pets
[5] Others
[4] Valuation, Duties, Taxes and Fees
[1] Permit Application Fees and Customs Miscellaneous Fees
[2] Goods and Services Tax
[3] Duties and Dutiable Goods
[4] Refund of Duties and GST
[5] Others
[5] HS Classification of Goods
[6] Strategic Goods Control
[7] Queries Relating to Customs Offences
[8] Others