

Dialogue Session LWs

11 July 2014



**SINGAPORE
CUSTOMS**

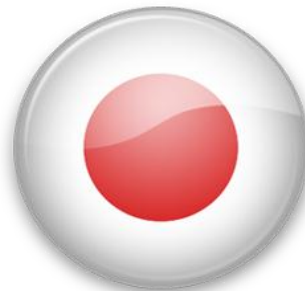
We Make Trade Easy, Fair & Secure



Secure Trade Partnership (STP) programme

MRA

Implemented



Latest addition: Signed on
27 Jun 2014
HONG KONG



Program Outline

Time	Topic	Presenter(s)
1530 – 1600	TradeFIRST Checklist	Mr Pratheepan, Schemes & Engagement Branch (SEB)
1600 – 1615	Sharing of Offence Records 2013	Ms Lynette Wong, Company Compliance Branch (CCmB)
1615 – 1630	Observations of LW Licensees	Ms Lynette Wong
1630 – 1635	Voluntary Disclosure Program	Ms Lynette Wong
1635 - 1700	Q&A Tea Break	
1700 – 1715	Sharing on TradeXchange	Mr Sahril Mahmood, Business Innovation Branch (BIB)
1715 – 1725	Trade Community Watch Group	Mr Bernard Lim, Intelligence Branch (IB)
1725 – 1730	Traders Satisfaction Survey	Ms Su Min, SEB
1730 – 1735	Q&A	All



TradeFIRST Checklist



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Agenda



1) Background of TradeFIRST

2) The New TradeFIRST Checklist

- 5 key criteria categories, respective elements and purpose

3) Guide on filling up the TradeFIRST Checklist

4) Moving forward



TradeFIRST

A single trade facilitation window that makes trade
easy, fair and secure

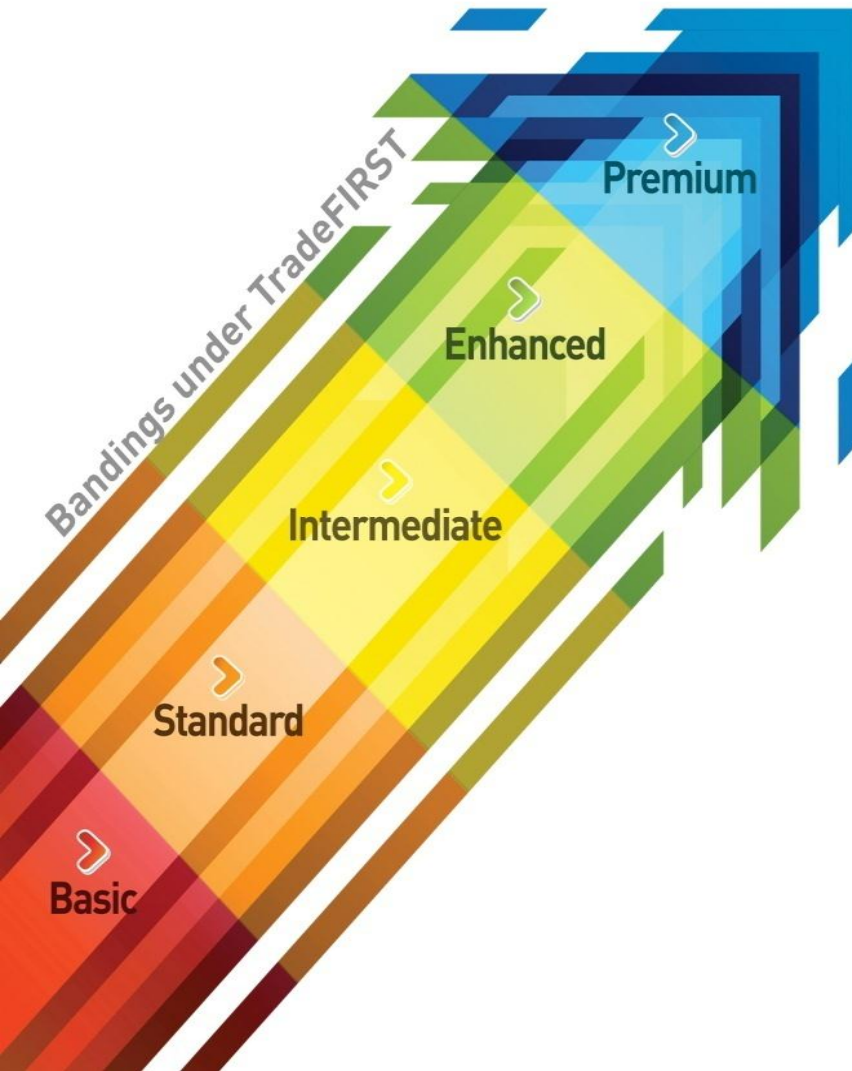
- Single Contact Point
- Single Assessment
- Set of criteria applicable for all schemes, programmes & facilitations



Trade Facilitation & **I**ntegrated **R**isk-based
Sys**T**em



TradeFIRST



↑ More robust systems & internal controls and procedures

- ↑
- Longer renewal periods
 - Eligibility for all schemes
 - Waiver of BGs
 - Customisation



The TradeFIRST Criteria

- Addresses Customs' concerns
 - Revenue – Duty, GST
 - Security – Supply Chain Security, Export Control
 - Adherence to Customs procedures – Permit Conditions etc.
- Improves self-compliance
 - Ability to detect, respond , report and implement corrective measures in case of non conformance
 - Minimize possibility of non conformance
- Adopt industry best practices and standards



Review of TradeFIRST

Launch in Jan 2011

- Single contact point
- Single assessment
- Single set of assessment criteria applied across all schemes

Need for Revision

- Greater clarity on assessment criteria requirements
- Share industry best practices
- Increase Trader's Compliance

Implementation

- Any submissions for TradeFIRST assessment after 1 May 2014 must be based on the new self-assessment checklist



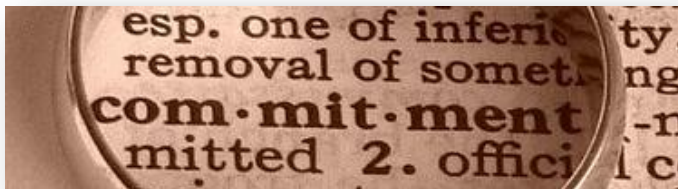
The New TradeFIRST Checklist

TradeFIRST Self-Assessment Checklist			
CRITERIA	Sub-Criteria	Applicants Answer	Remarks (Please briefly state the measures put in place in your company to meet the criteria)
Company Profile			
(1.1.1) Company Commitment	(a) Does your company have a Security Policy Statement?		
	(b) Is the Security Policy Statement communicated:		
	(i) Internally to all employees?		
	(ii) Externally to business partners, clients and subcontractors?		
	(c) Does your company have a Trade Compliance Policy Statement stating the company's commitment to comply with the terms and conditions and applicable regulations of the schemes that the company is applying for?		
	(d) Is the Trade Compliance Policy Statement communicated:		
(1.1.2) Review of TradeFIRST	(i) Internally to all employees?		
	(ii) Externally to business partners, clients and subcontractors?		
	(a) Does your company carry out the TradeFIRST self assessment annually?		
	(b) Is the TradeFIRST self assessment endorsed by a member of the senior management?		
	(c) Are there documented Standard Operating Procedures (SOPs) to rectify any instances of non conformance discovered during the annual self assessment?		
	(d) Is there a mechanism to update Singapore Customs (SC) on any changes to the company's operations , or any particulars in the application form within 7 days of discovery or change?		
Inventory Management and Controls			
(2.1.1) Data integrity	(a) Does your company file trade compliance documents (e.g. end-user screening results, training records, audit reports, export permits, end-user statements, supplying country's export licence etc.) for at least 5 years? <i>(Note to applicants: Score "N.A." only if your company does not deal with strategic goods)</i>		
	(b) Does your company file shipping documents (e.g. Commercial invoice, B/L, AWB, import and export permits) for at least 5 years?		
	(c) For Company Declaration Scheme (CDS) operators,		



TradeFIRST Checklist - Broad Criteria

Key Criteria Categories	Elements	Purpose
1) Company Profile	Company Commitment	To assess company's commitment to ensure business security and compliance
2) Inventory Management & Controls	i. Inventory Management	To assess the robustness of company's system in maintaining stock transaction records as well as preventing, detecting and responding to unauthorized access to its information system
	ii. Inventory Controls	



TradeFIRST Checklist - Broad Criteria

Key Criteria Categories	Elements	Purpose
3) Procedures & Processes	i. HR Policies	To assess how company screens its employees, and if the employees are trained adequately on Customs requirements and security awareness
	ii. Security risk assessment	To assess how company identifies security threats in its business operations and come up with ways to mitigate the risks.
	iii. Cargo handling	To assess how company ensures cargo integrity and security
	iv. Container Security	
	v. Conveyance Security	



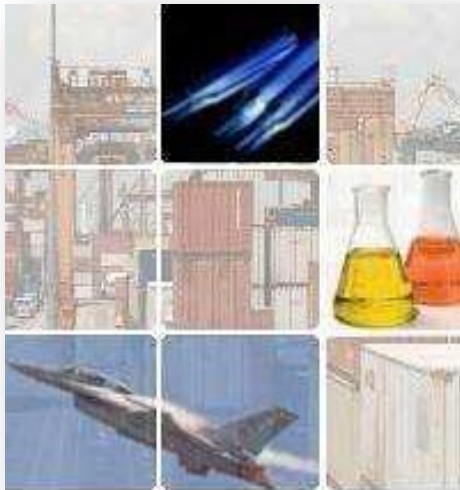
TradeFIRST Checklist - Broad Criteria

Key Criteria Categories	Elements	Purpose
4) Security	i. Premises security and access control	To assess how company secures its premises, conducts business partner screening and business continuity planning to safeguard supply chain security
	ii. Business partner security	
	iii. Crisis management and business continuity	

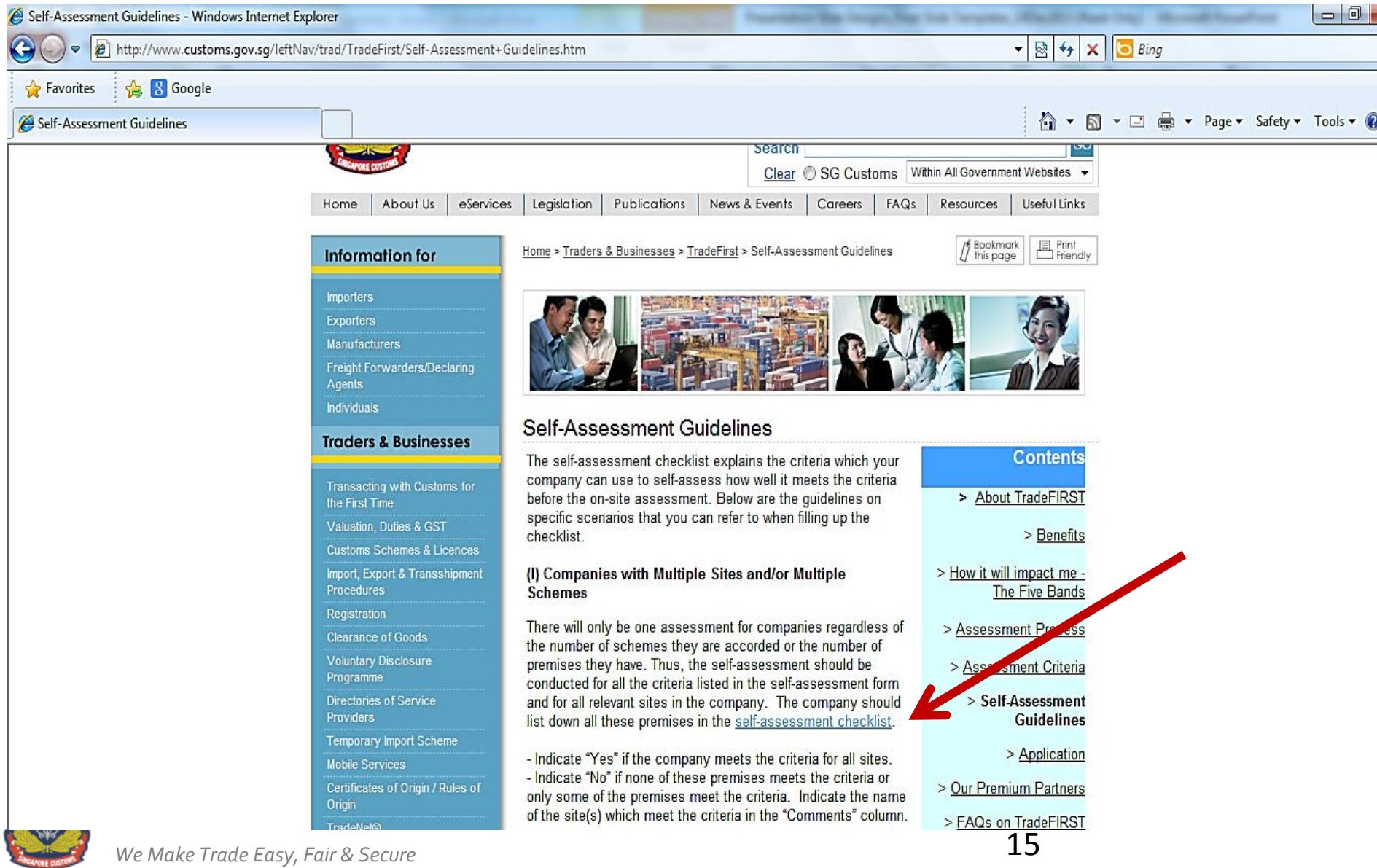


TradeFIRST Checklist - Broad Criteria

Key Criteria Categories	Elements	Purpose
5) Compliance & other requirements	i. Strategic Goods Control	To assess the robustness of company's Internal Compliance Program.
	ii. Compliance	Company's compliance records with Customs and other agencies



Downloading the TradeFIRST Checklist



Self-Assessment Guidelines - Windows Internet Explorer

http://www.customs.gov.sg/leftNav/trad/TradeFirst/Self-Assessment+Guidelines.htm

Search

Clear SG Customs Within All Government Websites

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Home > Traders & Businesses > TradeFirst > Self-Assessment Guidelines

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Information for

- Importers
- Exporters
- Manufacturers
- Freight Forwarders/Declaring Agents
- Individuals

Traders & Businesses

- Transacting with Customs for the First Time
- Valuation, Duties & GST
- Customs Schemes & Licences
- Import, Export & Transshipment Procedures
- Registration
- Clearance of Goods
- Voluntary Disclosure Programme
- Directories of Service Providers
- Temporary Import Scheme
- Mobile Services
- Certificates of Origin / Rules of Origin
- TradeNet®

Self-Assessment Guidelines

The self-assessment checklist explains the criteria which your company can use to self-assess how well it meets the criteria before the on-site assessment. Below are the guidelines on specific scenarios that you can refer to when filling up the checklist.

(I) Companies with Multiple Sites and/or Multiple Schemes

There will only be one assessment for companies regardless of the number of schemes they are accorded or the number of premises they have. Thus, the self-assessment should be conducted for all the criteria listed in the self-assessment form and for all relevant sites in the company. The company should list down all these premises in the [self-assessment checklist](#).

- Indicate "Yes" if the company meets the criteria for all sites.
- Indicate "No" if none of these premises meets the criteria or only some of the premises meet the criteria. Indicate the name of the site(s) which meet the criteria in the "Comments" column.

Contents

- > [About TradeFIRST](#)
- > [Benefits](#)
- > [How it will impact me - The Five Bands](#)
- > [Assessment Process](#)
- > [Assessment Criteria](#)
- > [Self-Assessment Guidelines](#)
- > [Application](#)
- > [Our Premium Partners](#)
- > [FAQs on TradeFIRST](#)

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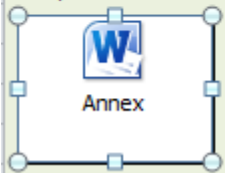
Filling up the TradeFIRST Checklist

Step 1: Read the Instruction Tab

Step 2: If your company owns/leases multiple sites OR has contracted any supply chain functions to third parties, pls complete Annex A and B

Please take note of the following when completing the checklist:

1. All information/documentation provided is to be accurate, complete and current at the time of submitting this form.
2. Companies which are renewing existing schemes will have to resubmit documents that have been updated from the previous submission. In cases where the documents have not been updated, please indicate clearly in the Remarks column that there are no updates to the documents submitted for the previous validation.
3. The checklist should be completed by an authorized personnel within the company.
4. If your company owns or leases multiple sites or has contracted any supply chain related functions to third parties, please complete Annex A and B downloadable at the below link:



Filling up the TradeFIRST Checklist

Step 3:

- Indicate Yes/No/NA in column C accordingly.
- In column D, pls indicate your remarks (if any) such as description of measures, references to supporting documents, etc.

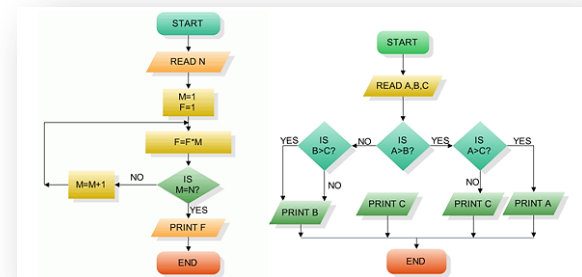
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	(b) Is the Security Policy Statement communicated:		
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	(c) Does your company have a Trade Compliance Policy Statement stating the company's commitment to comply with the terms and conditions and applicable regulations of the schemes that the company is applying for?		
	(d) Is the Trade Compliance Policy Statement communicated:		
	(i) Internally to all employees?		
	(ii) Externally to business partners, clients and subcontractors?		
	(a) Does your company carry out the TradeFIRST self assessment annually?		
	(b) Is the TradeFIRST self assessment endorsed by a member of the senior management?		

Filling up the TradeFIRST Checklist

To note:

- It is **mandatory** to provide supporting documents* for every “Yes” that you have indicated in the checklist; otherwise it might be counted as a “No” answer

**Supporting document is any form of documented evidence to prove that your company fulfils the criterion. For example, SOP, flow charts, screenshots, emails, etc*



Renewal Process

- For TradeFIRST renewal, please submit the necessary documentation to your respective Account Managers (AMs) at least 4 months prior to your company's TradeFIRST renewal date
- During these 4 months, your AM will send reminders to you for submission of checklist and documents. **Pls do not hesitate to consult your AM if you need any clarification**
- Upon your submission, your AM will review the documents and advise you further if more information is required
- When most of the supporting documents are in, the AM will handover the documents and checklist to the Assessment & Audit team for follow-up and onsite assessment



Key Points to Note

- Incomplete/late submission of TradeFIRST checklist and documents might result in your licence not getting renewed in time and your business operations might be affected
- Appreciate your cooperation to be prompt in replying to Customs and to give reasonable time for Customs to respond.



Moving forward

- Feedback
 - Customs_Schemes@customs.gov.sg
 - Account Managers
- Upcoming TradeFIRST Handbook



Compliance Observations on LW Licensees



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Overview

- ❖ Industry Compliance Level
- ❖ Customs Observations of LW Licensees
- ❖ Key Compliance Messages
- ❖ Responsibilities of Declaring Agent & Declarant
- ❖ Voluntary Disclosure Programme

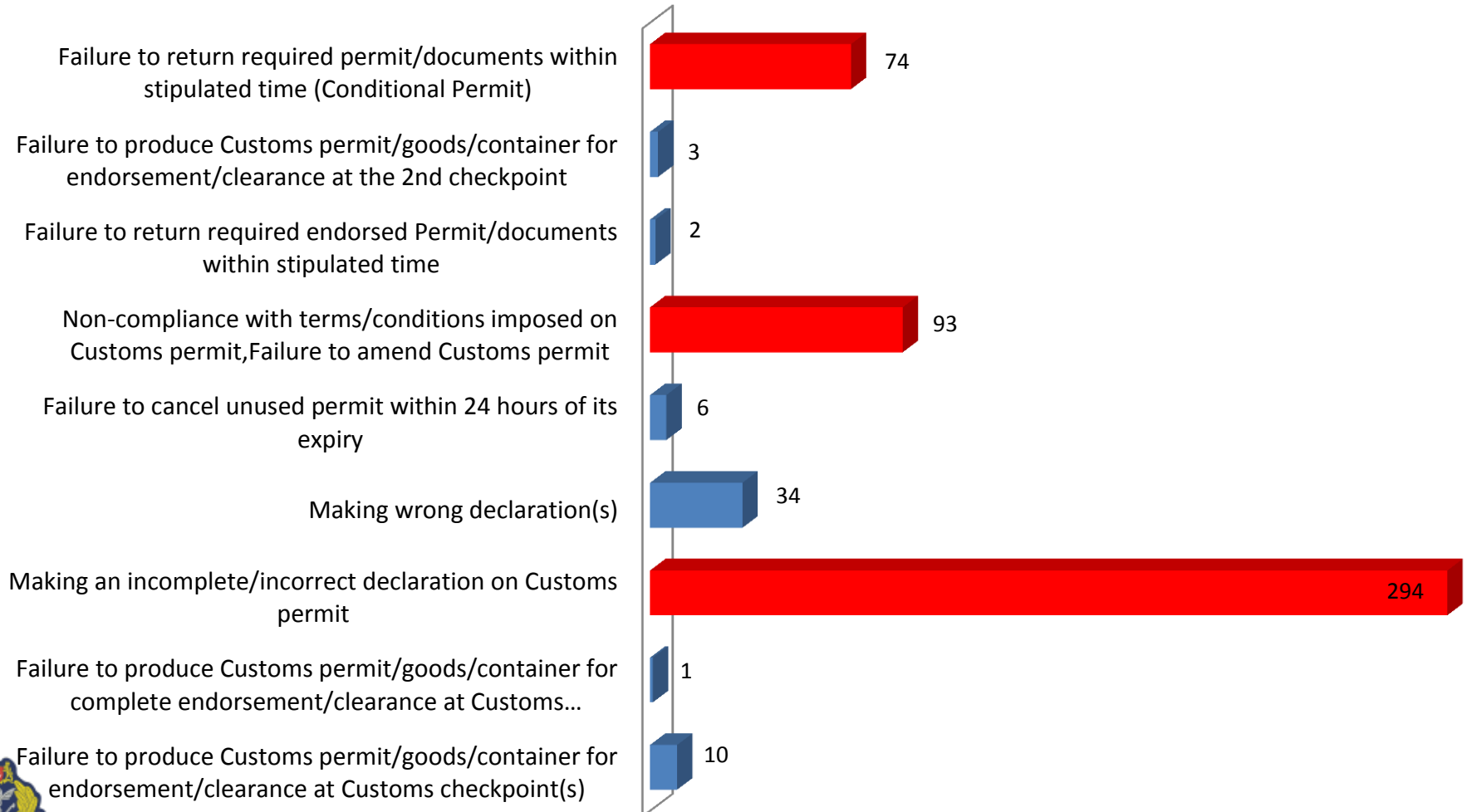


Industry Compliance Level



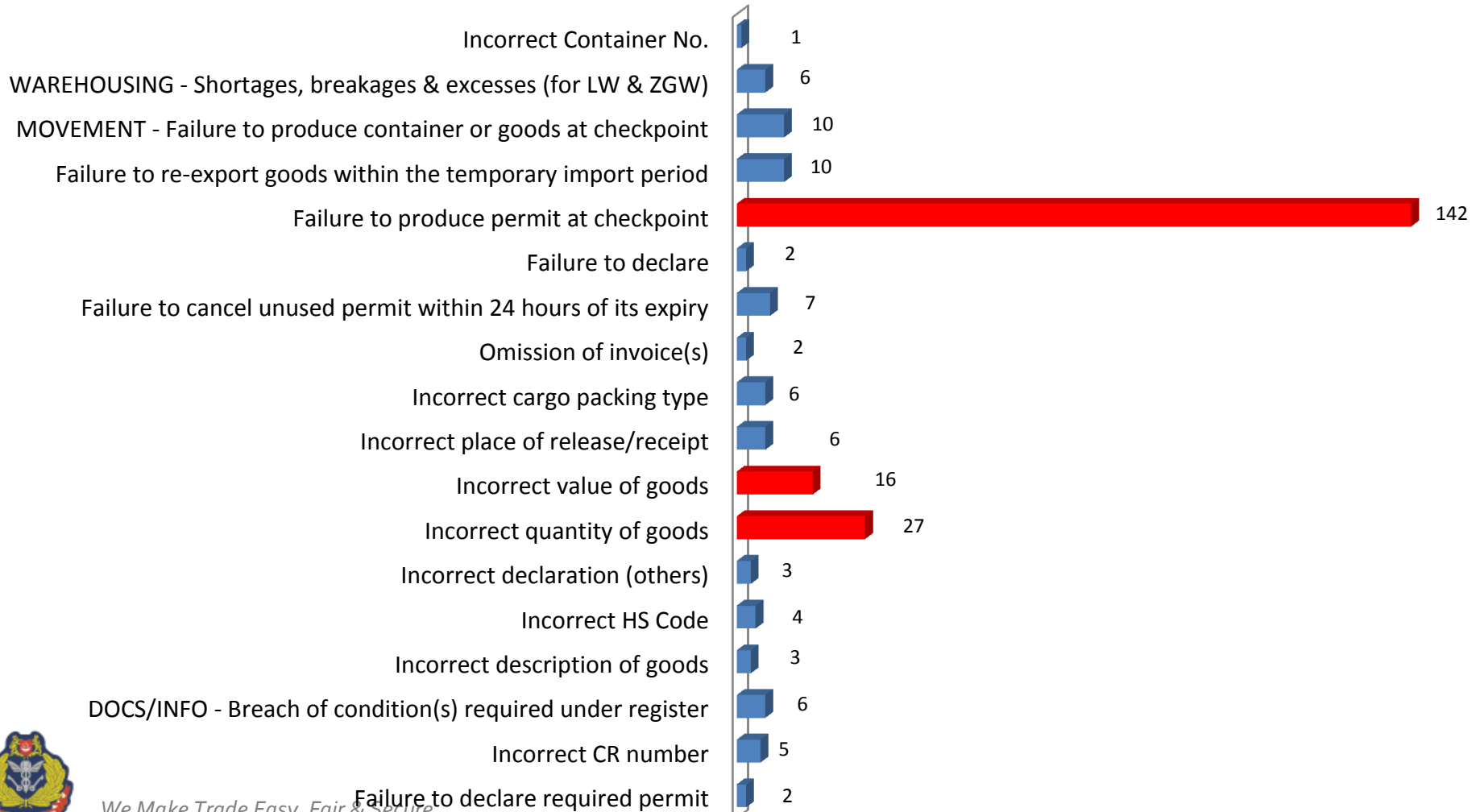
Offence Record (Jan – Dec 2013)

Type of Error Committed between Jan - Dec 2013



Offence Record (Jan – Dec 2013)

Type of Error Committed between Jan - Dec 2013



Top Common Errors

Common Errors	Action Required	Suggested Improvements
Incorrect Value of Goods	<ol style="list-style-type: none"> 1. Key in CIF/LSP value (S\$) - for imports for each item. 2. FOB value (S\$) – For exports for each item. The values must be rounded to the nearest dollar. 	<ol style="list-style-type: none"> a. Use the prevailing Customs exchange rate if the invoice value is in foreign currency. b. Be careful of the use of comma (,) and full stop (.). In some European countries, they use the comma as a decimal point and full stop as thousand separators. c. CIF/LSP – This is the cost/sale price of the goods including insurance and freight or the last selling price in Singapore Dollars (S\$). d. FOB - This is the sale price of the goods excluding freight and insurance in Singapore Dollars (S\$).
Incorrect HS Code	Use the most applicable HS Code for the goods for declaration.	<ol style="list-style-type: none"> a. Use the alphabetical index at http://www.customs.gov.sg/topNav/res/ b. Search for the appropriate HS code at https://www.tradexchange.gov.sg/tradexchange/default.portal?_nfpb=true&_nfls=false&_pageLabel=main_tn&_action=searchHSCA c. If in doubt, call the Classification Unit at 63552016 d. Goods that are classified under different HS codes must be declared separately at item level. e. Avoid using HS code for “Parts”. The HS code for “Parts” should be used only when there is no specific HS code available for the item description.

Top Common Errors

Common Errors	Action Required	Suggested Improvements
<p>Failure to produce Customs permit/goods/container for endorsement/clearance at Customs checkpoint(s)</p>	<p>The goods must be produced together with:</p> <ul style="list-style-type: none"> - permit - commercial invoice - BL/AWB - Other supporting docs for customs clearance/endorsement at checkpoints 	<ol style="list-style-type: none"> 1. DA to identify permits with such conditions and notify drivers. 2. Remind drivers to produce for endorsement to ICA officers upon inspection. 3. Stick a note or stamp on front page permit to indicate to be endorsed to serve as reminder for drivers. <p>E.g</p> <div data-bbox="1207 1085 1870 1342" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>TRANSHIPMENT PERMIT</p> <p>ENDORSEMENT</p> <p>From 2 checkpoints required</p> </div>
<p>Failure to produce Customs permit/goods/container for endorsement/clearance at the 2nd checkpoint</p>		

Top Common Errors

Common Errors	Action Required	Suggested Improvements
<p>Making an incomplete/incorrect declaration on Customs permit</p>	<p>To key in information provided by traders/shippers via commercial invoice and AWB/BL for declaration of Customs Permit</p>	<ul style="list-style-type: none"> a. Prepare the declaration based on the information as provided in the invoice(s). b. Avoid using default HS code description. Avoid using generic description like “part” to describe a specific product. E.g. Hard disk drive as computer parts. c. The number of packages should also be stated correctly for each item.
<p>Failure to return required permit/documents within stipulated time (Conditional Permit)</p>	<ul style="list-style-type: none"> 1) Submit the Cargo Clearance Permit (CCP), commercial invoice(s) and BL(s)/AWB(s). 2) When submitting the supporting document you must state the CCP No. clearly on it and submit to Singapore Customs within 48 hours by fax (63371556) or by email at customs_tn48hr@customs.gov.sg 	<ul style="list-style-type: none"> a. Submit the documents before you utilize the permit. b. State the permit number in big and clear characters at a prominent place on the invoice(s) and BL(s)/AWB(s). c. Number (pg n/m) all the pages you are going to submit. d. Ensure you receive an acknowledgement one working day after you have submitted the documents. Call Tel: 63552139 if you do not receive the acknowledgement. e. A reminder will be sent if we do not receive the documents. You are given another 48 hours to comply with the condition to submit the documents upon receipt of the reminder.

Top Common Errors

Common Errors	Action Required	Suggestion for Improvement
Incorrect quantity of goods	Declare quantity as prescribed in the Singapore Trade Classification, Customs and Excise Duties, 2012 publication.	<ol style="list-style-type: none"><li data-bbox="994 344 1891 735">1. Do not key in the unit of quantity. Quantity by weight refers to net weight (i.e. without packing). The quantity should be declared to the nearest four decimal places and the decimal point should be represented by a full stop (.). E.g. Quantity 7.5378 TNE 0.0085 TNE<li data-bbox="994 735 1891 963">2. Remember to convert the quantity according to the unit of measure. E.g. tonne, kilogram, ten, cen, and mil etc.<li data-bbox="994 963 1891 1332">3. Work out the area (sq metre) or volume (cubic metre)



Top Common Errors

Common Errors	Action Required	Suggested improvements
<p>Non-compliance with terms/conditions imposed on Customs permit - Removal of goods outside the permit validity period.</p>	<ol style="list-style-type: none">1. To comply with stated conditions imposed on last page of permit.2. To move/clear goods within permit validity period.	<ol style="list-style-type: none">1. Check for permit conditions that require special attention. E.g AX, A12. Take note of the permit validity period so as to avoid late clearance.



Customs Observations of LW Licensees



Observations of LW Licensees

- Vehicles collecting goods from the LW have no licence plates
- Client of the LW assisted in the unstuffing/stuffing of their goods although the client is under investigation and the LW is aware of it
- Not informing Customs of damaged stocks and allowing the exporter to export empty packaging (e.g. empty stout cans)
- Duty/GST unpaid goods found outside the licensed area (i.e. LW using staging area (loading/unloading bay) to store duty-suspended goods) and duty-paid/GST-paid goods found in the licensed area (except for LW Type III)
- Incorrect declarations (e.g. wrong quantity/outer pack, wrong brand, wrong alcoholic strength) detected during supervision for unstuffing of containers



Observations of LW Licensees

- Excess/under-declaration of quantity of cigarettes moving into LW (LW did not request for stock amendment) and missing stock on the export leg
- Duty-suspended goods not labelled with Customs Lot Numbers (*for type III LW, duty paid goods have to be labelled with 'Tax Paid')
- Using OO permits to move dutiable goods from Licensed Warehouse into the FTZ for storage (or subsequent transshipment to another FTZ), which is not allowed



Observations of LW Licensees

- Violation of AY permit condition (in/out movement):
 - Goods released from LW took more than 1 day to clear the exit point
 - Goods received by LW not stored at the licensed area within the same day

*Traders can apply for extension of storage period (of stuffed containers planned for release) at the LW (non-licensed area) from Customs only for unforeseen circumstances
- Violation of A10 permit condition (for export - OO, OU and IR permits):
 - Goods released from LW not delivered directly to the exit point
 - Vehicles containing the goods were waiting around in Customs Territory (possible leakage into local market/smuggling activity)
 - Goods released from LW were subsequently returned back to the LW due to last minute cancellation of shipment (some cases involved >1 day to return goods)
- Violation of A11 permit condition (for sea stores - OX permits):
 - Liquor and tobacco collected first, before picking up the other provision items
 - Possible leakage of liquor/tobacco or smuggling via diversion of sea stores
- Violation of A13 permit condition (for removal – RM permits):
 - Warehouse A purchased goods from Warehouse B, however goods were collected from Warehouse B but not delivered straight to Warehouse A



Key Compliance Messages



Key Requirements of a LW Licensee

- Accountable for the dutiable goods stored in the licensed premises.
- Ensure adequate security measures. All entrance/exits must be secured when there is no movement of dutiable goods in the licensed premises. *Do not allow any unauthorised personnel to enter the storage area(s) meant for duty-unpaid goods.
- Inventory records must be properly maintained and updated. Inform Customs without delay if discrepancies between the physical stock and the recorded stock were discovered at any time. *Ensure that you inform your AM by the next working day.
- Comply with the Customs Act and Customs Regulations and other conditions imposed. E.g. all import, export and removal of goods from and/or to the licensed premises must be covered by relevant Customs permits.
- Apply for Survey & Destruction: For goods deemed unfit for human consumption and/or goods with damaged packaging. Licensee to book a destruction slot at an approved disposal site.
- Know your customer, know who you are hiring.



Key Requirements of a LW Licensee

- Goods declared must be collected and delivered directly to the place of receipt by the same commercial (not private passenger cars) vehicle(s). Detouring and/or transferring of goods to other vehicles are prohibited.
- Ensure that you fill in the “Trader’s remarks” field with the appropriate info under the following scenarios:
 - a) If there is a need for a commercial vehicle already loaded with dutiable goods from a licensed warehouse to detour to another licensed warehouse to collect and consolidate goods for export , you will have to indicate under the ‘Trader’s remarks” a statement such as “Need to proceed to LW xxx to collect goods for export together with the goods declared herein”
 - b) If the vessel requesting for the dutiable sea stores from a licensed warehouse is scheduled to arrive beyond the warehouse’s operating hours, you are allowed to collect the goods before the closing time of the licensed warehouse, and then deliver them to your private warehouse for temporary storage whilst awaiting the arrival of vessel. However, you must indicate in the “Trader’s remarks” that “Goods will be stored temporarily at XXX warehouse located at (address)”
- For the export of conventional consignments from a licensed warehouse/excise factory, the licensed premises should be the last stop for cargo collection.
- If there is a last minute change in the planned route for your vehicle, which is not declared in the remarks field of the permit, you have to notify Customs in writing before the goods are released from the licensed warehouse.



Key Requirements of a LW Licensee

- For container that is being sealed with Customs seal, application for unstuffing of dutiable goods at a licensed warehouse should be e-filed to Company Compliance Branch 24 hours before the intended operation.
- ***Do not Break the Customs red seal and unstuff a container sealed with Customs red seal without any Customs approval.**
- Liquors and tobacco products as prescribed under the Free Trade Zones (Prescribed Goods) Notification are not allowed to be stored in the Free Trade Zone.
- To facilitate trade, , Customs has allowed, administratively, for such goods to be temporarily stored in the Free Trade Zone for up to 30 days pending transshipment or removal to a licensed warehouse (LW). **However, there is no administrative arrangement to allow the temporary storage of dutiable liquors and tobacco products in the FTZ when these goods are removed from the LW.**
- Liquor/Tobacco have to be directly exported upon removal from the LW.



Best Practices of LW Licensee

- ✓ Conduct regular briefing sessions to remind staffs and clients on LW Scheme requirements.
- ✓ Maintain proper documentary controls.
- ✓ Keep track of person entering/exiting Licensed Warehouse premises during collection of goods.
- ✓ Remind drivers to proceed directly to the checkpoint and not stop en route at other locations to collect goods.



Handbook for LW Scheme

For more requirements under the LW Scheme, Licensees may refer to:

"A Handbook for the Licensed Warehouse Scheme" , at the following link:

http://www.customs.gov.sg/NR/rdonlyres/762E980D-39F8-4F35-B1E6-E34C6C6DAD6C/25770/1LWHandbook_March2013version.pdf



Offences and Penalties

<u>Offence</u>	<u>Penalty Upon Conviction</u>
<p><i>Section 27(1)(c) of the Customs Act:</i> Failure to comply with conditions imposed on removal of dutiable goods from customs control.</p>	<p>A fine not exceeding \$5,000.</p>
<p><i>Section 128(1)(a) of the Customs Act:</i> Making an incorrect declaration.</p>	<p>A fine not exceeding \$10,000, or the equivalent of the customs duty, excise duty or GST payable, whichever is the greater; or imprisonment not exceeding 12 months; or both.</p>



Offences and Penalties

<u>Offence</u>	<u>Penalty Upon Conviction</u>
<p><i>Section 128K(a) of the Customs Act:</i> Illegally removal of goods from customs control.</p>	<p>A fine not less than 10 times the customs duty, excise duty or GST evaded, or \$5,000, whichever is lesser; and not more than 20 times the customs duty, excise duty or GST evaded, or \$5,000, whichever is greater. Note: Higher penalties are applicable for: (a) second or subsequent conviction, or (b) offences involving tobacco products. Refer to the Customs Act for more details.</p>
<p><i>Regulation 16(4) of the Customs(Container) Regulations:</i> It is an offence for any person who does not have prior permission of Singapore Customs, to tamper with, open, break, alter or remove any lock, or seal used to seal a container.</p>	<p>A fine not exceeding \$5,000.</p>



Case Examples

Discrepancies Detected during Stock Checks

- During a stock check conducted by Singapore Customs on a licensed warehouse, more than 600 discrepancies were detected.
- The licensee was unable to furnish satisfactory explanation for the missing stocks as they had failed to properly maintain proper accounting records when receiving and releasing goods.
- Inventory records were also not updated promptly.
- The licensee was compounded for offences under Section 128K(a) of the Customs Act. Duty and GST for the unaccounted goods were also recovered.

Technical Errors involving Incorrect Declarations

- Licensees or their authorised declaring agents should ensure that information is correctly declared when applying for customs permit, including consignment details such as HS Code, HS Quantity & Unit, Packing/Goods Description, etc.
- Company A made errors in their declaration and was compounded for an offence under Section 128(1)(a) of the Customs Act.



Case Examples

Violation of P1/H1/A3 Permit Condition

- The above permit conditions require that the container or the goods, together with the relevant permits and supporting documents to be produced at the checkpoint for customs clearance.
- Licensees or their authorised declaring agents should ensure that their drivers report to the designated lane at the checkpoint for customs clearance by Immigration and Checkpoint Authority officers.
- Company B was compounded under Section 27(1)(c) of the Customs Act for failure to produce the goods for customs clearance.
- Duty and GST were also recovered as the company was unable to show proof of export of the goods.



Responsibilities of Declaring Agents & Declarants



Responsibilities of Declaring Agents & Declarants

With reference to Circular No. 10/2010, it is the responsibilities of the declaring agent and the declarants to ensure that all declarations made to Singapore Customs via TradeNet® on behalf of your customers are accurate and complete.

- DA and declarants are encouraged to keep records of customers' identities (identity card no., passport, office or residential address and local contact details) to enable traceability to investigations and audits).
- Verify all supporting documents provided by traders and ensure it is of authenticity. When in doubt, clarification should be sought in writing from traders.
- All records of transactions including supporting documents are to be maintained for 5 years under the law.
- Enhance your skills and your knowledge of permit declarations to ensure competency.
- Contact SC immediately at Tel: 1800-2330000, if you encounter any suspicious transactions.



Voluntary Disclosure Programme



Voluntary Disclosure Programme

The Voluntary Disclosure Programme (VDP) is for individuals or companies to voluntarily come forward to disclose errors/omissions committed by them under laws and regulations administered and enforced by Singapore Customs.

<http://www.customs.gov.sg/leftNav/trad/Voluntary+Disclosure+Programme.htm>


The eligibility criteria for the VDP are as follows:

- a. Disclosure must be complete with all the relevant information pertaining to the errors and omissions; and
- b. Disclosure must be made before notice or commencement of audit checks and investigations.

Important:

There is no fixed time period for the errors/omissions committed.

The VDP Application Form must be signed by the individual/company who made the errors/omissions.



SINGAPORE CUSTOMS
 25 Stevens Road
 #06-01 Revenue House
 Singapore 257987
 Tel: 63552000
 Fax: 63513217
 E-mail: customs_vdp@customs.gov.sg
<http://www.customs.gov.sg>

APPLICATION FOR VOLUNTARY DISCLOSURE

Instructions:
 (i) This form will take about 10 minutes to complete.
 (ii) You will need the following information for this form:
 • UEN
 • Permit Details
 (iii) Please complete this form and return it together with the required supporting documents (permit, invoice, packing list, etc. or ATR) and other documents as applicable.

PART I: PARTICULARS

Company Name:	
Company UEN:	
Company Address:	
Person Name:	Designation:
NRIC/Fin/Passport No:	Office Tel:
Email:	Mobile No:

PART II: DISCLOSURE INFORMATION

PART II(A): PERMIT DECLARATION ERROR

Permit No.	S/N of Permit Line Item	Field(s) Wrongly Declared	Incorrect Data Declared	Correct Data

PART II(B): OTHER TYPES OF ERRORS (If Part II(A) is not applicable)

PART III: REASONS FOR ERROR

PART IV: DECLARATION

I, _____ on behalf of M/S _____ declare that the
(Full name/authorized person) (Company Name)
 information given in this form is true and complete.

Signature: _____ Company Stamp: _____ Date: _____

PART V: FOR OFFICIAL USE

VDP Reference No.: _____ Date: _____



Voluntary Disclosure Programme

Contact Information

For all VDP form submissions or enquiry:

Email to customs_vdp@customs.gov.sg or

Fax to [6251 3227](tel:62513227)

Thank You



TradeXchange: Promoting collaborations to enhance competitiveness

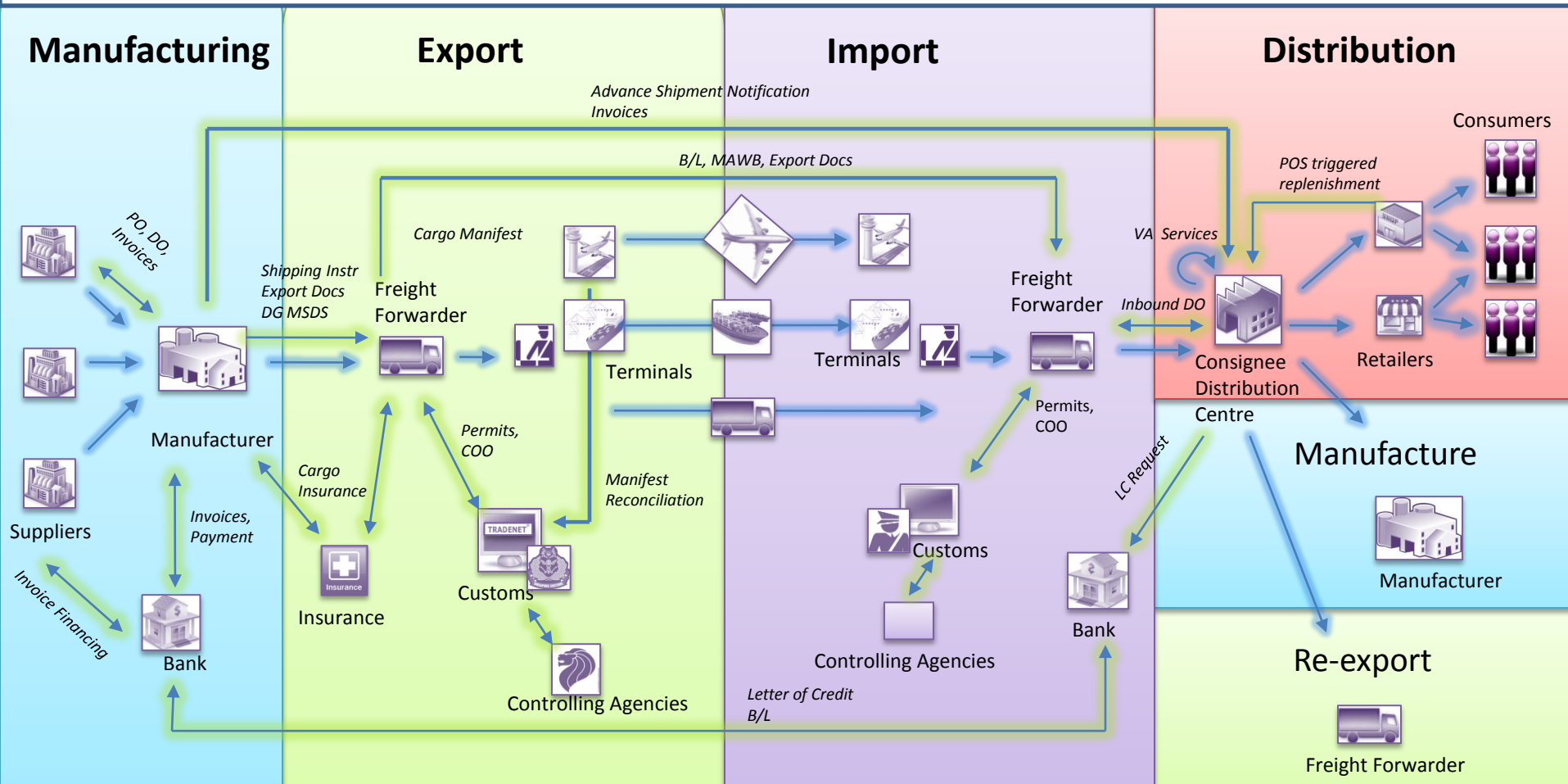


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Supply Chains are Complex



Fragmented Landscape

- One consignment can involve up to 25 different parties

Inefficient Data Flow

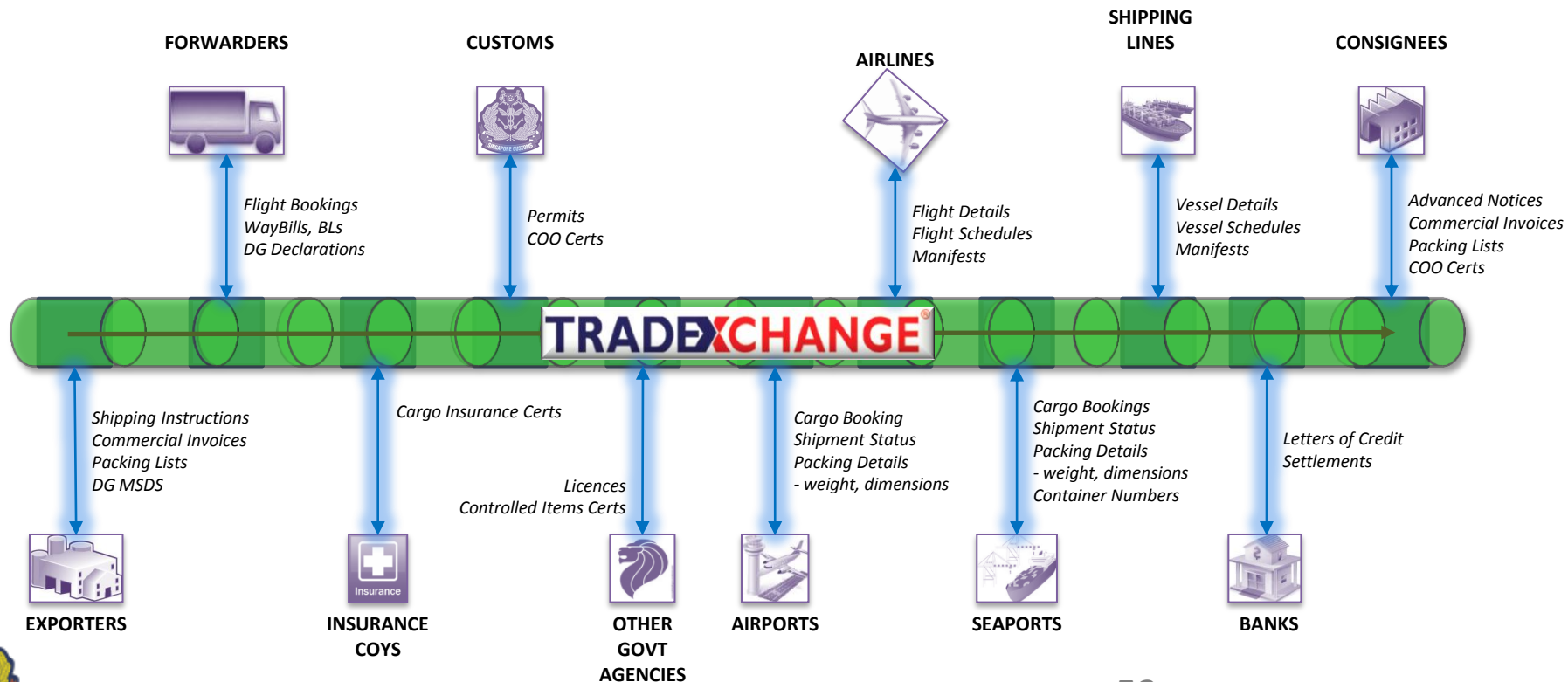
- Up to 30-40 documents exchanged.
- Multiple data re-entry: 60-70% of data is re-keyed in at least one.

TradeXchange is the data pipe provided to industry to link systems, integrate processes and share data

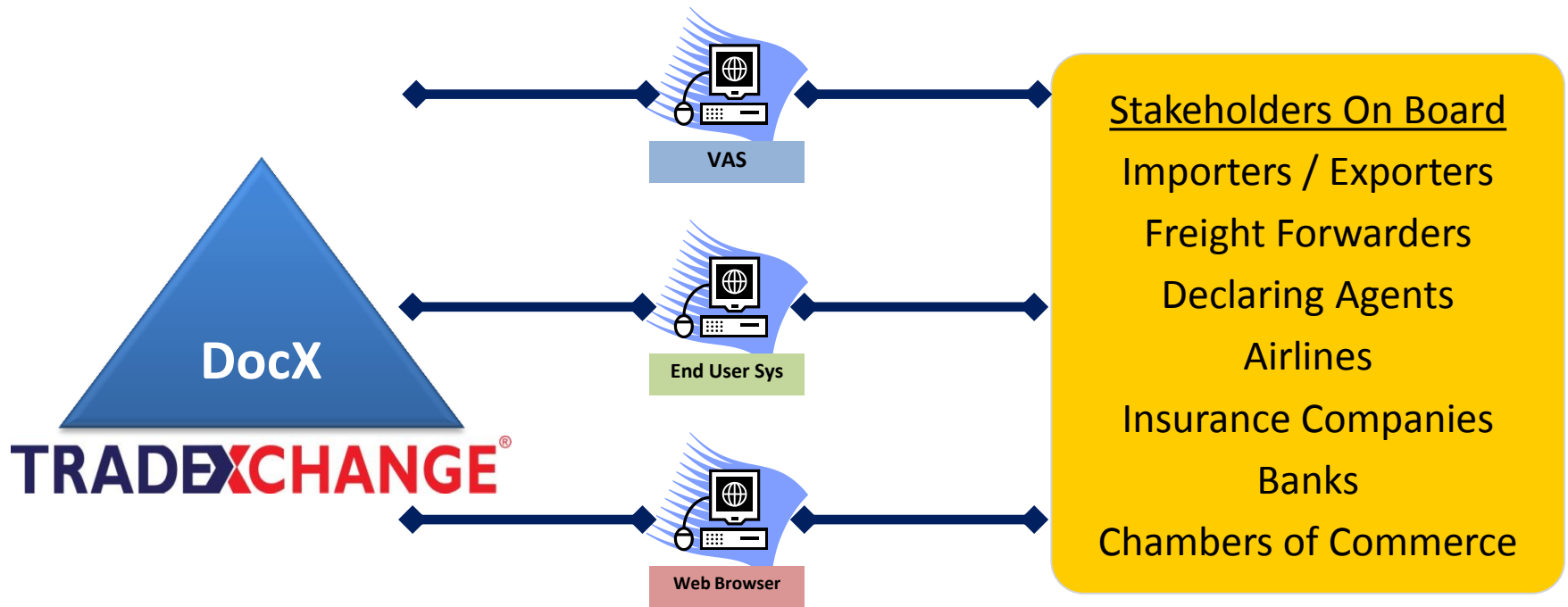
Physical Flow of Cargo:



Information Flow:



The Document Exchange (DocX) on TradeXchange enables documents to be uploaded and retrieved easily



- Enables reuse of source data for downstream processes
- Prompts with alerts and notifications on document delivery status
- Tracks & Traces documents

- Eases sharing of documents and data - uploads, downloads and electronic access
- Safeguards documents and data with authorizations and digital signatures



There have been early successes to bring the industry together to collaborate

Stakeholders On Board

Importers / Exporters
Freight Forwarders
Insurance Companies
Chambers of Commerce
Declaring Agents
Airlines
Banks

Processes enabled

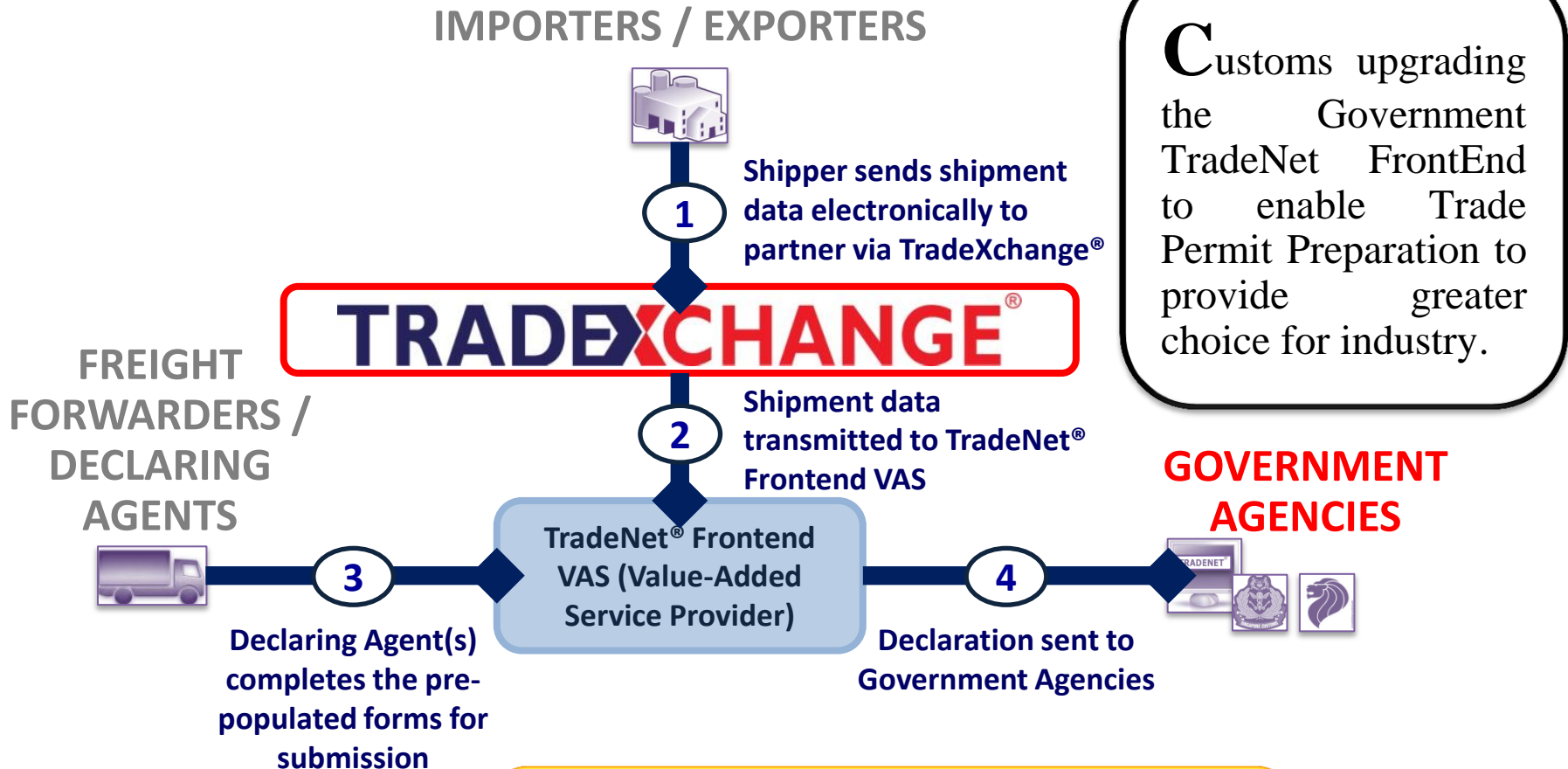
Permit Preparation
Permit Return
Cargo Insurance
Application
eCO Application
eFreight
Trade Finance
Data @Source

Benefits

up to 50% time savings in permit preparations
up to 90% time savings in cargo insurance applications
Faster & Less Costly financing



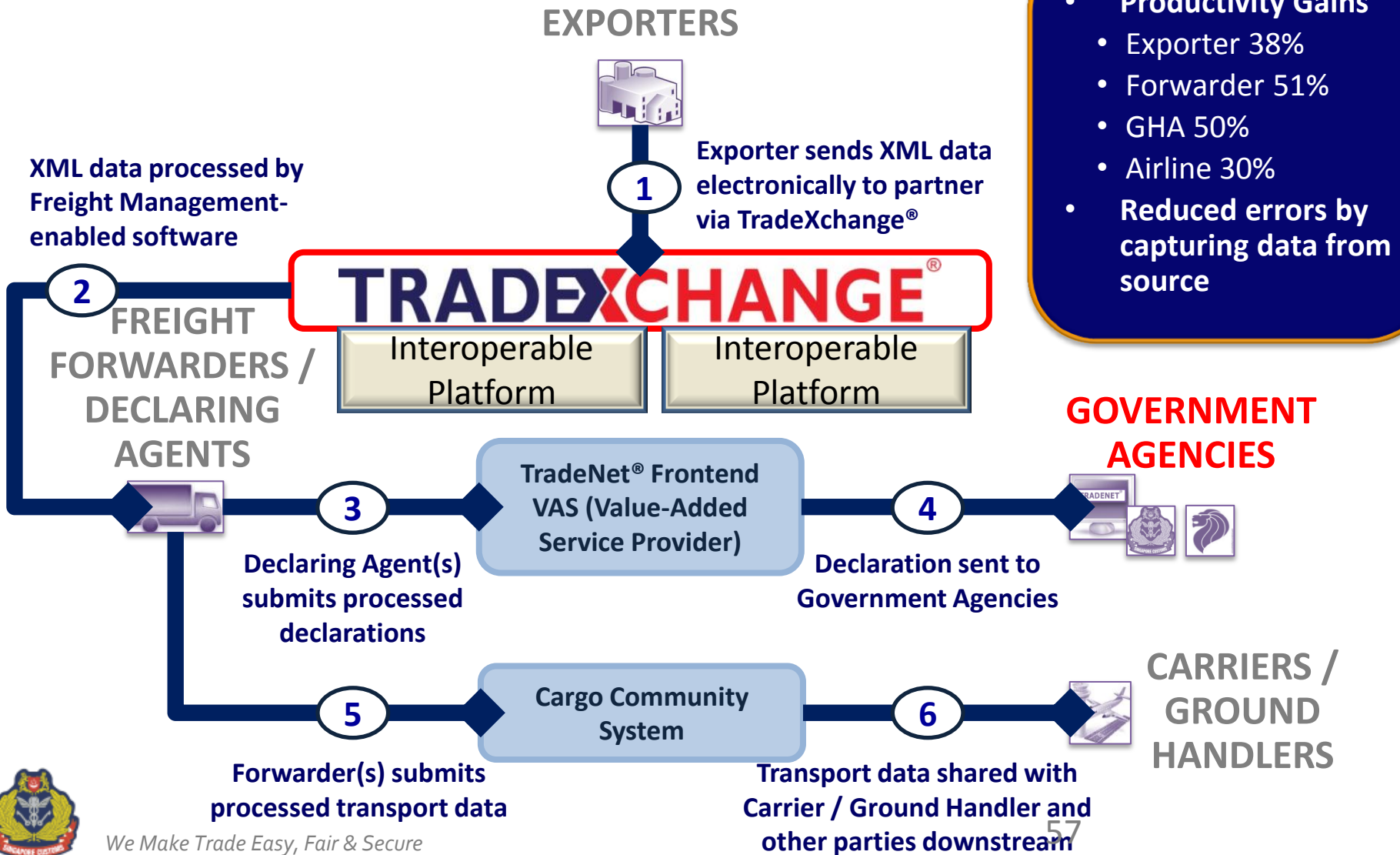
Trade Permit Preparation



- Up to 50% Time Savings in applying for Trade Permits
- Reduced errors by capturing data from source



eFreight@Singapore

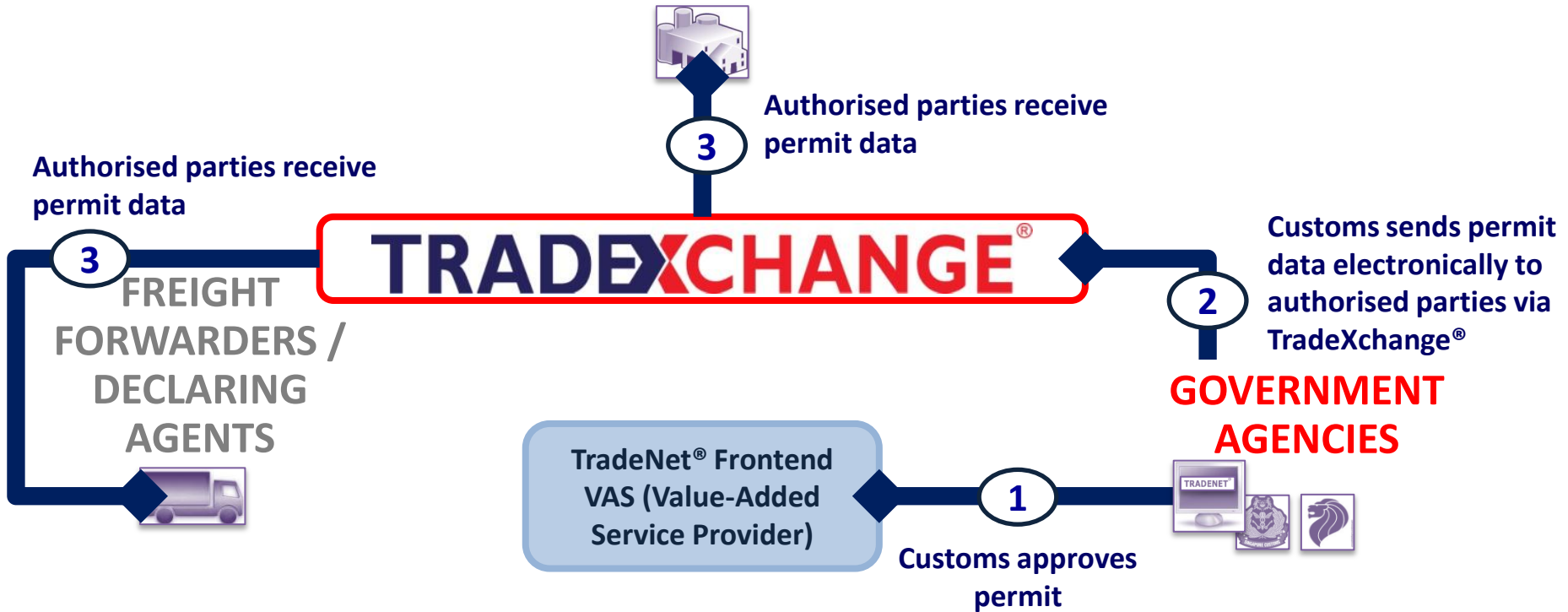


- **Productivity Gains**
- Exporter 38%
- Forwarder 51%
- GHA 50%
- Airline 30%
- **Reduced errors by capturing data from source**



Trade Permit Return

IMPORTERS / EXPORTERS



- Importers/Exporters receive approved permits almost immediately upon approval
- PDF or machine-readable formats allow for verification or re-use of permit information



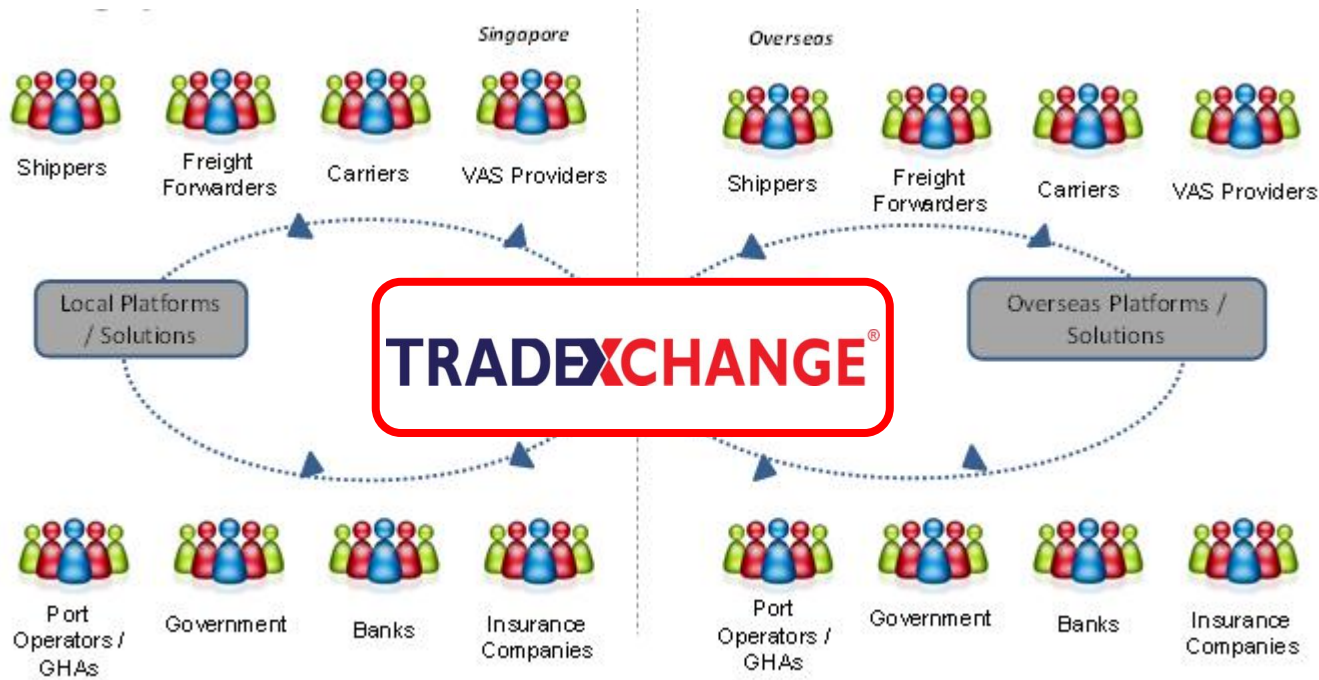
Waiver of TradeXchange Charges

For the period 1 April 2014 to end 2017, TradeXchange charges for subscription, downloading and uploading are waived for the following services

- Trade Permit Preparation
- eFreight@Singapore
- Data@Source



TradeXchange[®] will continue to evolve and support Singapore's infrastructure and cargo clearance



What can you do?

- Join the community to better collaborate with your partners
- Identify focus areas / processes for possible innovations



Thank You

For more information

www.tradexchange.gov.sg

tradexchange@crimsonlogic.com



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TRADING COMMUNITY WATCH GROUP (TCWG)



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AGENDA

- Aims of TCWG
- Past Cases of Interest
- Red Flags & Contact Details

AIMS OF TCWG

- **TCWG is an initiative launched by Singapore Customs to reach out to the Trading Community in order to:**
 - Highlight warning signs and “Red Flags” of illicit activities.
 - Encourage companies to proactively alert the authorities about suspicious activities at their premises.
- **Past cases show that there is a need for Singapore Customs to work with companies.**
- **Encourage companies to work with us to secure their facilities and prevent exploitation by criminals.**



Liquor Smuggling Under False HS Codes

- In 2012, Singapore Customs received information that a logistics company was **importing dutiable liquor using non-dutiable HS Code** and **smuggling beer through using herbal tea as coverload**.



- An operation was conducted, which resulted in the successful seizure of the duty-unpaid alcoholic beverages which were stored in a warehouse.



Declaring Agent – Food items & Tobacco Leaves

- In 2013, Singapore Customs received a tip-off about a consignment from a neighbouring country that was **fraudulently declared through a Declaring Agent**, as containing food items, but was instead concealing tobacco leaves.



- Tobacco leaves was found and seized upon checking a vehicle which arrived to collect the illicit goods.



Alert Staff Helped Stopped Cigarette Smuggling

- In 2013, Singapore Customs received a **tip-off from a company staff** about their premises being used for the movement of duty-unpaid cigarettes.



- Singapore Customs officers arrived and seized cases of duty-unpaid cigarettes which were being transferred from a container into a van.



HOW YOU CAN PLAY A PART

Call us at **1800-2330000** or email us at **CUSTOMS_Intelligence@customs.gov.sg** if you spot these tell-tale signs:

- **Misdeclared, wrongly described cargo**
- **Wrongly spelt company names**
- **Obscure labels**
- **Non-matching shape, weight description**
- **Unusual odours**
- **Nervous & evasive point of contact**
- **Preference to settle accounts early in cash terms**
- **Dubious delivery instructions**
- **Mismatch between products and company's business**

END

Traders Satisfaction Survey



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Traders' Satisfaction Survey

- Measure customer satisfaction on areas such as Singapore Customs' engagement channels and interaction points

Year	% of respondents who	
	Are "Satisfied"	Are "Strongly Satisfied"
2011	93.4%	67.6%
2012/2013	97.7%	78.5%



Traders' Satisfaction Survey

- Conducted online from mid July 2014 to mid August 2014
- Engaged an external consultant, Aadvantage Consulting, to conduct it
- All feedback will be kept strictly confidential and will remain anonymous to Singapore Customs



Q&A

THANK YOU



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