



Circular No: 11/2018  
1 Nov 2018

To Traders and Declaring Agents

Dear Sir/Madam

**ADVISORY: CUSTOMS SUPERVISION FOR UNSTUFFING CONTAINERS**

Singapore Customs conducts selective customs supervision for unstuffing transshipment containers going to unmanned places and import containers to ensure compliance with regulatory requirements, such as to check that all goods conveyed in the containers have been accurately declared to Customs.

2 A container that has been selected for customs supervision for unstuffing will be sealed with a customs red seal and affixed with a warning sticker (see **Annex B**) at the time of clearance at the checkpoint. A "Notice to Haulier" (see **Annex C**) will be issued to the prime mover driver to inform the trader of the customs supervision requirement. Traders are reminded not to break the customs red seal and/or unstuff the container without prior approval from Singapore Customs.

3 Traders should apply for customs supervision for unstuffing within one working day of clearance of the container from the checkpoint. The application is to be submitted via e-filing at [www.customs.gov.sg](http://www.customs.gov.sg) > eServices > Customs Forms & Service Links > Customs Supervision Forms. The intended date of unstuffing operation should be at least one working day after the date of e-filing. The actual time slot allocated for the customs supervision operation is subject to our manpower availability.

4 The hours for conducting customs supervision for unstuffing are 8.00 am to 5.00 pm on Mondays to Fridays and 8.00 am to 12.30 pm on Saturdays. No customs supervision is conducted on Sundays and Public Holidays.

5 The unauthorised breaking of customs red seal is an offence under Regulation 16(4) of the Customs (Container) Regulations. Any person guilty of breaking a customs red seal shall be liable on conviction to a fine not exceeding \$5,000 and, in the case of a second or subsequent conviction, to a fine not exceeding \$8,000.

6 This circular supersedes the earlier Circular No: 13/2015 issued on 28 Sep 2015.

## Clarification

7 A list of frequently asked questions (FAQ) is provided in **Annex A** for your reference. Should you require further clarification on the content of this circular, please write to [customs\\_whsg\\_supervision@customs.gov.sg](mailto:customs_whsg_supervision@customs.gov.sg).

Yours faithfully

Wan Boon Oon  
Head Company Compliance Branch  
for Director-General of Customs  
Singapore Customs

*(This is a computer-generated notice. No signature is required.)*

We hope that this notice has been written in a way that is clear to you. If not, please let us have suggestions on how to improve this notice at [customs\\_whsg\\_supervision@customs.gov.sg](mailto:customs_whsg_supervision@customs.gov.sg).

## Annex A – Frequently Asked Questions

### Q1. What should I do when my container is affixed with Customs red seal?

A1: Please apply for customs supervision for unstuffing within one working day of clearance of the container from the checkpoint. The application shall be submitted via e-filing at [www.customs.gov.sg](http://www.customs.gov.sg) > eServices > Customs Forms & Service Links > Customs Supervision Forms. The intended date of unstuffing operation should be at least one working day after the date of e-filing. Meanwhile, please do not break the red seal until further notice by Customs.

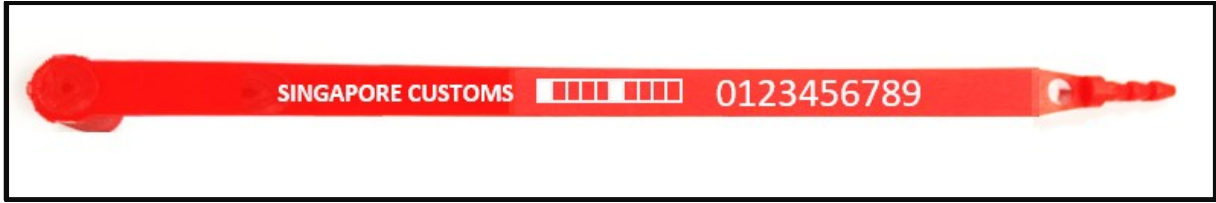
### Q2. My container is affixed with a green seal bearing “Singapore Customs” and I did not receive any “Notice to Haulier” from my prime mover driver. Should I apply for customs supervision for unstuffing? Can I break the green seal without approval from Singapore Customs?

A2: No, there is no need to apply for customs supervision for Customs **green** seal as the requirement (to apply for customs supervision for unstuffing) is only applicable to Customs red seal (not green seal). No approval is required from Singapore Customs to break the Customs **green** seal.

### Q3. My shipper seal looks like a Customs seal. How do I differentiate Customs seals from shipper seal?

A3: The 2 types of Customs seals are the Customs red seal and Customs green seal. “Singapore Customs” will be imprinted prominently on each Customs seal. Please see **Annexes B and D** for the images of Customs red seals and green seals respectively.

## Annex B – Images of Customs Red Seal and Warning Sticker



## Annex C – Sample Copy of “Notice to Haulier”



Singapore Customs,  
55 Newton Road #06-01,  
Revenue House  
Singapore 307987

### NOTICE TO HAULIER

(1) Date and Time:	
(2) Container No.:	
(3) Customs Seal No.:	
(4) Sealed By:	
(5) Permit / Doc No.:	
(6) Haulier's Name:	
(7) Driver's Name and NRIC / FIN No.:	
(8) Driver's Contact No.:	

#### PURPOSE FOR SEALING:

- For container that has been selected for Customs Inspection, the importer / haulier must apply for Customs supervision for unstuffing of the container via e-filing at <http://www.customs.gov.sg> by selecting the e-file option "Application for Customs supervision addressed to Company Compliance Branch – Supervision at Licensed Premises / Non-Licensed Premises" by the next working day. Should you require any clarification, please call 6355 2049 during office hours.
- For container that has been selected to be held at the designated Customs Holding Area pending Customs Inspection, the importer / haulier must deliver the container to the Customs Holding Area immediately and apply for Customs supervision for unstuffing of container via e-filing at <http://www.customs.gov.sg> by selecting the e-file option "Application for Customs supervision addressed to Company Compliance Branch – Supervision at Licensed Premises / Non-Licensed Premises" by the next working day. Should you require any clarification, please call 6355 2049 during office hours.
- For container issued with a Notice of Discrepancy (NOD), the importer / haulier may call Permits Compliance Branch at 6355 2031 / 6355 2065 during office hours if they have further enquiries.
- Others:  
(Please specify)

#### CAUTION:

Please note that under Regulation 16(4) of the Customs (Container) Regulations,

No person shall, without prior permission of the proper officer of customs, tamper with, open, break, alter or remove any lock, seal or other safeguards used in respect of a container or container freight station.

\_\_\_\_\_  
Name / Rank / Signature of Sealing Officer

\_\_\_\_\_  
Gate / Unit

## Annex D – Images of Customs Green Seal

