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Traders' Satisfaction Survey
and Pro-Enterprise Ranking
Survey 2016

inSIGHT

It is the time of the year where Singapore Customs celebrates International Customs Day (ICD) with the rest of the global Customs community. This year's theme is "Data Analysis for Effective Border Management". In line with the theme, our cover story features Singapore Customs' use of data analysis in risk management. Find out how we do so on page 02.

Also in Features, we highlight the Singapore Customs enforcement results of 2016. In line with its whole-of-government approach, the department continues to work closely with its enforcement partners to disrupt the supply of duty-unpaid cigarettes. See the results on page 04.

In addition to enforcement, the department conducts regular outreach sessions to work with the community to stamp out illegal cigarette activities. Turn to page 08 to find out where our Community Engagement Team has been in recent weeks.

In Updates, we share the findings from the latest Traders' Satisfaction Survey and Pro-Enterprise Ranking Survey. While we are happy that scores have remained high, we are looking at areas of improvement to continually improve the experience traders have with us (see page 10).

Following feedback from traders, a review of the TradeFIRST assessment checklist was conducted and we have launched a refreshed checklist on 31 January 2017. Find out about the changes on page 11.

Cover Photo:
World Customs Organisation

Neo Wen Tong
Editor

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Singapore Customs celebrates International Customs Day

Every year, Singapore Customs joins the global Customs community in observing International Customs Day. The department celebrated International Customs Day on 26 January 2017, taking stock of its achievements in the past year and looking to the challenges ahead.

The World Customs Organisation (WCO) has designated the 2017 theme as “Data Analysis for Effective Border Management”.

In his message, WCO Secretary-General Kunio Mikuriya said that customs administrations have a substantial amount of data at its disposal and it is critical that customs administrations leverage on these data to make informed decisions.

“Data analysis thus can greatly support the core Customs’ objectives of revenue collection, border security, collection of trade statistics, and trade facilitation. To achieve these benefits, customs administrations should make data analysis a strategic priority and acquire cutting-edge technology, establish appropriate automation policies, and recruit experts to collect and analyse data, and act upon the data-driven insights,” said Mr Mikuriya.

During the celebration, several awards were presented by Singapore Customs

Director-General Ho Chee Pong to recognise officers’ achievements over the past year. Nine officers were also awarded the WCO Certificate of Merit for their commitment towards promoting data analysis.

The department also invited our retired officers to join the celebration as one Customs family. [i](#)



Director-General Ho Chee Pong addresses staff at the International Customs Day 2017 celebration event.



The World Customs Organisation Certificate of Merit was presented to officers for their commitment towards promoting data analysis.



Assistant Director-General (Compliance) (right) Mok Hei Chee chats with a retired officer at the celebration event.

Using data analysis to manage risk

Risk management is one aspect of Singapore Customs' work that employs the use of data analysis.

Singapore Customs strives to strike a balance between ensuring sufficient controls are in place to interdict illicit trade and ensuring that legitimate trade continues to flow unhindered.

The department uses a four-step data analysis process to strengthen enforcement and boost compliance by the trading community.

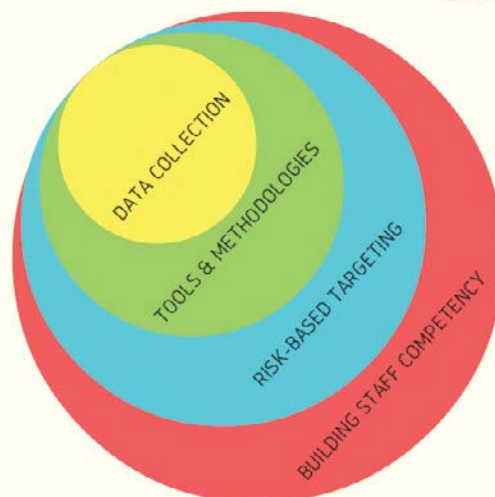
Step 1 DATA COLLECTION

Data collection is the first step in the data analysis process. Singapore Customs obtains data from multiple data sources. Such sources of data include information from Customs declarations, other domestic agencies, commercially available databases, and open source information platforms.

Information is also obtained from local intelligence sources and via international collaborative efforts, such as feeds from the World Customs Organisation (WCO) Regional Intelligence Liaison Office (RILO).

Besides analysing historical data, Singapore Customs scans the environment to identify evolving trends and patterns, assess their impact, and respond to threats and opportunities posed by them.

DATA ANALYSIS



Step 2 **ADVANCING WITH TOOLS AND METHODOLOGIES**

For easy access, the voluminous data collected such as clearance timings for shipments and permit-related information, is stored in data warehouses. Using analytic tools, officers piece together information from different sources to establish links and relationships. Through such analysis, deviations, trends, and patterns in the trading environment can be spotted.

Singapore Customs has also implemented an anomaly-detection business intelligence tool to flag out shipments that have permit details that fall out of the norm. The tool aids in anomalies identification in permit declarations based on a set of pre-defined criteria and historical data, and assigns them risk scores, all in real time.

Apart from identifying shipments that are unusual, Singapore Customs also analyses similarities in permit declarations. Permit declarations that exhibit extreme similarities could be an indicator of rampancy of incorrect declarations. Singapore Customs is exploring further predictive capabilities in targeting, such as machine learning.

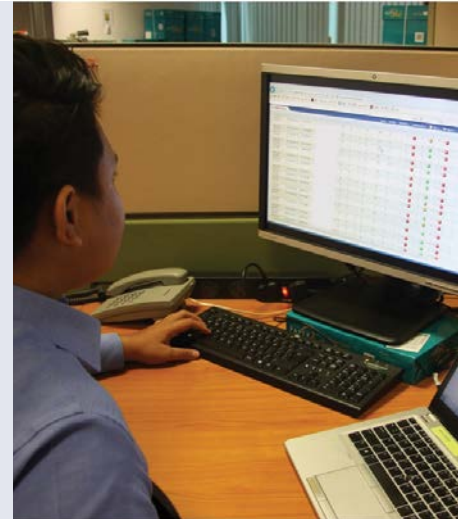


Photo: Stock Image

Step 3 **RISK-BASED TARGETING**

By analysing factors such as previous shipment data and modus operandi, Singapore Customs officers are able to identify irregularities that suggest non-compliance, and thus target suspicious shipments for inspections.

For example, in a case involving the detection of duty-unpaid cigarettes, officers observed that the weight of goods declared in a permit was lower than the historical norm. The shipment details were also found to be inconsistent with the importer's past business activities. These irregularities fit the risk profile of previous cases involving similar modus operandi. The shipment was targeted for inspection, which led to the detection of duty-unpaid cigarettes.

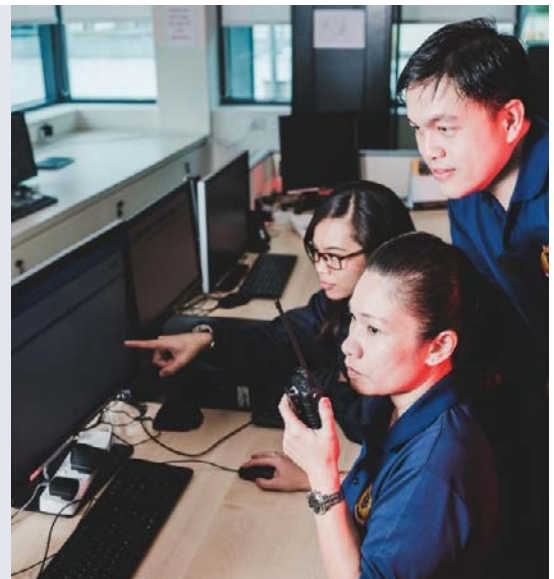
Step 4 **BUILDING STAFF COMPETENCY**

Singapore Customs officers performing data analysis undergo comprehensive training so that they understand the rules and underlying theories of data, as well as obtain hands-on experience in the enforcement and compliance aspects of Singapore Customs work.

Regular joint training with other customs administrations and other domestic agencies are also conducted to enhance the officers' competencies in data analytics. In November 2016, Singapore Customs hosted a joint training session with the United States Customs and Border Protection to share insights and experiences in data analytics and targeting.

Through industry engagements, officers also stay updated on the evolving business environment, industry trends and consumer behaviour, which helps to enhance their knowledge base.

Singapore Customs also actively monitors latest developments in the field of data analytics to better understand the advancement of technology, products, and tools available in the market. [i](#)



Annual Enforcement Results 2016

Adopting a whole-of-government approach, Singapore Customs continued to work closely with other enforcement agencies to disrupt the supply and distribution of duty-unpaid cigarettes and enforce against other revenue-related offences. Here are the key numbers on customs offences detected in 2016.

DUTY-UNPAID CIGARETTE OFFENCES

34 inter-agency **JOINT OPERATIONS** conducted

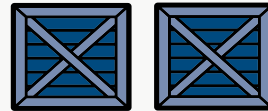
2.82 MILLION PACKETS seized

437 PEDDLERS caught; figure remains high with more accurate tip-offs by members of the public.



462 peddlers caught in 2015

3 SYNDICATES disrupted
More than **140,580** packets of duty-unpaid cigarettes were seized



28 cigarette smuggling cases via Less-than-Container-Load shipments (see page 05)

\$1.07 BILLION

in revenue collected from the sale of duty-paid cigarettes



2015 **22,763**



2016 **20,147** OFFENDERS caught for cigarette-related offences

Figures continued to show a high demand for duty-unpaid cigarettes.

Among them, 5,184 were caught inland for buying/possessing duty-unpaid cigarettes.

FUEL GAUGE OFFENCES

3,729 OFFENDERS in 2015
4,021 OFFENDERS in 2016



LIQUOR OFFENCES

Majority of cases were minor offences committed by travellers coming through Singapore's checkpoints.

1,196 OFFENDERS in 2016
1,512 offenders in 2015



GST EVASION

7 IMPORTERS prosecuted for evading or under-declaring GST



(see page 05)

14 cases in 2015



MORE CASES OF DUTY-UNPAID CIGARETTES SMUGGLED THROUGH LCL SHIPMENTS

Less-than-Container-Load (LCL) describes the transportation of sea shipments not requiring the full capacity of a container. A freight forwarder may consolidate multiple LCL shipments in a container.

With the growth of e-commerce, more consumers are purchasing goods overseas and shipping them to Singapore as LCL consignments. Smugglers are exploiting this to conceal duty-unpaid cigarettes.

In the first six months of 2016, eight such cases were detected. Another 20 cases were detected in the second half of the year.

Over 47,687 cartons of duty-unpaid cigarettes were recovered from these 28 cases. The duty and Goods and Services Tax (GST) evaded amounted to about \$3.7 million and \$370,540 respectively.

To avoid detection, the duty-unpaid cigarettes were hidden in the consignments with cover loads such as children play-mats, fabrics, imaging cartridges, partition boards, sofa sets, decorative stools, ornaments, picture frames, soldering devices, and wood furniture.



Children play-mats and wood furniture were some of the cover loads used to hide duty-unpaid cigarettes in consignments.

In one such case on 21 October 2016, an operation conducted by Singapore Customs resulted in a seizure of over 1,873 cartons of duty-unpaid cigarettes. Some of these duty-unpaid cigarettes were found hidden in consignments of children play-mats from China. The duty and GST evaded amounted to about \$145,380 and \$14,630 respectively.

Three male Chinese nationals – Chen Jie, 35; Zheng Chao Lin, 23; and Wang Yuanpeng, 26 – were sentenced by the State Courts to four months' imprisonment

and a fine of \$1,250, four months' imprisonment and a fine of \$1,000, and 15 weeks' imprisonment respectively for their involvement in dealing with duty-unpaid cigarettes.

Investigations also revealed that the declaring agent importing the consignment on behalf of the importer did not exercise due diligence to conduct checks on the importer. A composition sum of \$1,000 was imposed on the declaring agent for making incorrect declaration.

SEVEN IMPORTERS CONVICTED FOR UNDER-DECLARING OR EVADING GST

Seven importers were sentenced by the State Courts for under-declaring the import value of goods or evading GST in 2016.

These importers under-paid or evaded GST by either using fictitious invoices with suppressed values to make import declarations to Singapore Customs, and/or not making any declarations on hand-carried goods purchased overseas on their arrival at the checkpoints in Singapore. They were sentenced by the State Courts to fines ranging \$3,000 to \$190,000.

In one such case, Zhang Wei, 38, a director of J2 Trading and Business Pte Ltd and Ziming Global Trading Pte Ltd, was caught for under-declaring the value of goods meant for sale in Singapore on two occasions between January and February 2016. These goods included handphones, screen protectors, and handphone accessories.

Investigations revealed that Zhang had instructed his purchasing agent in China to



Handphones, handphone casings, power banks, screen protectors, souvenirs, and women's clothes and accessories were some goods that were under-declared by importers convicted in 2016.

purchase the goods on his behalf and create fictitious commercial invoices with suppressed values. The invoices were then submitted to his declaring agents to obtain import permits, which resulted in lower values being declared and lower GST sums being paid. The under-

declaration of these goods resulted in a shortfall of about \$3,310 in GST payment.

Zhang had used fictitious invoices on 89 other past shipments. He was fined \$156,000 by the State Courts on 14 September 2016. [i](#)

Bringing the National Trade Platform to life

In building the National Trade Platform (NTP), the project team continued to collaborate with representatives from industries, developers, as well as government agencies to co-design the NTP.

NTP WEBSITE USER EXPERIENCE

More than 20 sessions were held in November 2016 with developers, current TradeNet and TradeXchange users, business development executives, and business owners.

The participants were invited to preview the wireframes – consisting of images that display the functional elements of the NTP website – and asked to complete a series of tasks, such as activating an account, submitting a TradeFIRST assessment, and viewing a company profile. While they were navigating and completing these tasks, the moderators asked questions to ascertain whether they were able to navigate intuitively and understand the site structure, page layout, and the content.

The feedback from these sessions will be incorporated in the new NTP design for enhanced user experience.

ENSURING BUSINESS CONTINUITY

To ensure business continuity when the NTP is launched, the team has engaged the TradeNet front-end solution providers, TradeXchange value-added service providers, and various competent authorities early.

Besides validating their needs with the new NTP functionalities, the team is also working closely with them to ensure the smooth transition of the existing Business-to-Government permit-related services, and adding Business-to-Business value-added services to the new platform.

FOCUS GROUP DISCUSSIONS AND INNOVATION WORKSHOPS

During the last few months, the NTP team has conducted multiple focus group discussions and workshops with industry partners to generate ideas and validate platform capabilities for the NTP.

Over 50 participants from multinational companies, small and medium-sized enterprises, and trade finance organisations took part. The participants shared their business challenges and suggested how the NTP can help to improve their operational efficiency. Some also volunteered to continue their collaboration with the NTP team to further develop these ideas.

BUILDING THE NTP DEVELOPER COMMUNITY

As part of the NTP's vision to be an open technology ecosystem connecting all trade and logistics players, the NTP team has started engaging developers, both professionals and representatives from institutes of higher learning, to co-design the open innovation platform.

Feedback on the tools and data library needed by the developers were gathered to support them in building and hosting commercially-viable solutions on the NTP. In turn, the developers provided valuable insights on industry practices that will help nurture a vibrant developer community on the NTP. [i](#)



Industry partners take part in innovation workshops.



Developers were introduced to the proposed NTP developer community.



Focus group discussions were also held with representatives from the trade and logistics sectors to gather feedback on the design of the key platform capabilities for the NTP.

JOIN US – BE A PART OF THE COLLABORATION!

In the coming months, the NTP project team will be embarking on building the platform. The team remains committed to collaborate with the trade and logistics community to gather feedback and insights to co-create a platform that is not just forward-looking and innovative, but practical and relevant to the business community as well.

If you have any feedback or suggestions, such as platform capabilities, value-added services, datasets or application programming interfaces (APIs) that you would like to be available on the NTP, contact the project team at customs_ntp@customs.gov.sg.

To provide feedback or to indicate interest in being involved in building the NTP, contact the project team at Customs_NTP@customs.gov.sg

REGISTER FOR CORPPASS

In line with the Government's initiative to unify online government connections and transactions, companies will be required to use their CorpPass to access and use the Business-to-Government (B2G) and Business-to-Business (B2B) services on the NTP.

Find out more information and register today at <https://www.corppass.gov.sg/>

THE NATIONAL TRADE PLATFORM (NTP)

The NTP is being designed to be a one-stop trade information management platform that will facilitate and enable electronic data sharing among businesses and the Government. It will replace the current TradeNet and TradeXchange.

For more information on the NTP, including news and events, visit the NTP microsite at customs.gov.sg/about-us/national-single-window/national-trade-platform



Working with the community to stamp out illegal cigarette activities

The Singapore Customs Community Engagement Team (CET) participates regularly in roadshows and talks to reach out to the community about the dangers of getting involved with duty-unpaid cigarettes.

These efforts are aimed at educating the public on how to differentiate duty-paid cigarettes from duty-unpaid ones, and raising awareness on the consequences of getting involved in duty-unpaid cigarette activities. The CET also encourage members of the public to report illegal cigarette activities to the department.

The CET is a unit within Singapore Customs' Suppression & Community Engagement Branch, and is responsible for driving community engagement to

increase public awareness and maintain public confidence in the enforcement of Singapore Customs' laws.

Here is a glimpse of some of the engagements that the CET has been involved in over the past few months.

In January 2017, the CET headed to Aljunied to participate in a multi-agency roadshow organised by the Workplace Safety and Health Council. This event was attended by about 1,500 foreign workers and our officers took the opportunity to share with them the consequences of being

involved with duty-unpaid cigarette activities.

In November 2016, the CET was invited by Bukit Batok Neighbourhood Police Centre of the Singapore Police Force to set up a booth at the Anti-Scam Awareness 2016 roadshow. The event attracted about 500 members of the public, and the team took the opportunity to share information on traveller's tax relief, in addition to messages on garnering public support in the fight against duty-unpaid cigarette activities. 



1 & 2 - Anti-Scam Awareness 2016 roadshow
 3 - Multi-agency roadshow in Aljunied
 4 - Roadshow at PSA Corporation Ltd

MORE FOREIGN WORKERS GETTING INVOLVED IN DUTY-UNPAID CIGARETTE ACTIVITIES TO EARN MONEY ON THE SIDE

These foreign workers usually post advertisements on social media platforms such as Shi Cheng BBS and WeChat to look for work during their free time. They are then hired by illegal cigarette syndicates to deliver duty-unpaid cigarettes. Some of these foreign workers also use their employer's vehicles to deliver the duty-unpaid cigarettes.

In the first six months of 2016, nine foreign workers were caught for being involved with duty-unpaid cigarettes. Another 12 were caught in the second half of the year. "Foreign workers looking to earn extra money on the side through illicit activities should be fully aware of the consequences,"

said Mr Yeo Sew Meng, Assistant Director-General (Intelligence and Investigation), Singapore Customs.

"If they are caught for being involved in such illegal activities, they will be prosecuted and their work pass will be revoked, and they will be repatriated after they have fulfilled their sentence," said Mr Yeo.

"We urge employers who allow their workers to drive company vehicles outside working hours to closely monitor the use of the vehicle by their employees," added Mr Yeo. "This will help to prevent company vehicles from being misused for illegal activities, and avoid any inconvenience and financial loss to the vehicle owners."

In January 2017, the Singapore Customs Community Engagement Team (CET) discussed with the management representatives from three companies whose employees were found to be involved in such duty-unpaid cigarettes activities. Through this engagement, Singapore Customs hopes that company management will play a proactive role in ensuring that their employees do not take part in such illegal activities outside of their work hours.

The companies were also briefed on the Customs@SG mobile app and given educational posters and brochures to display within their company premises to educate their employees.

To report any suspicious duty-unpaid cigarette activities, members of public can call the Singapore Customs hotline at 1800-2330000, email customs_intelligence@customs.gov.sg, or use the Customs@SG Mobile App.

New STP companies on board

Three companies joined the Secure Trade Partnership (STP) programme in the third quarter of 2016. The STP is a voluntary certification programme that encourages companies to adopt robust security measures and contribute to improving the security of the global supply chain.

STP STATUS

Forcom Phase to Phase Pte Ltd

Forcom Phase to Phase is a just-in-time transport company offering bonded transportation solutions between Singapore and Penang. The company is able to transport goods received within 24 hours, sending spare parts and raw materials to Penang, and carrying semi to finished products back to Singapore, for multinational companies.

"The STP scheme has expanded our horizons and we can offer a more comprehensive service to our clients, with a lower risk and faster turnaround time. It's a great scheme; with our enhanced ability, we are receiving more enquiries for our services," said Mr Thomas Lim, Managing Director.

TE Connectivity

TE Connectivity (TE) is a leader in global technology. The company's commitment to innovation enables advancements in transportation, industrial applications, medical technology, energy, data communications, and in the home. TE's breadth of connectivity and sensor solutions help to build a safer, greener, smarter and more connected world.

TE is committed to supply chain security. "With the latest STP status, TE

Singapore is recognised as having robust security measures and efficiency in its supply chain management, which will in turn create more value and confidence for its customers and suppliers," said Mr Irving Chung, Trade Compliance Analyst (Global Trade Services).

Zebra Technologies Asia Pacific Pte Ltd

Zebra Technologies Asia Pacific aims to create a smarter, more connected global business community with its partners through intelligent products and solutions.

The company helps organisations glean real-time information to give them the competitive edge they need to simplify operations, know more about their businesses and customers, and empower their mobile workers to succeed in today's data-centric world.

"Zebra is proud to receive the STP certificate and Strategic Trade Scheme bulk permit from Singapore Customs. The average processing time for a strategic goods export permit has been significantly reduced from five to seven working days to one to two working days. This has reduced the waiting time for delivery to our end-customer and improved Zebra's supply chain efficiency," said Ms Anna Luo, Senior Manager, APAC Global Trade Compliance Office.

Traders' Satisfaction Survey and Pro-Enterprise Ranking Survey 2016

In these two key surveys, a common theme emerged – progress. In both the Pro-Enterprise Ranking Survey, commissioned by Pro-Enterprise Panel, and the Traders' Satisfaction Survey, commissioned by Singapore Customs, a rise could be observed across the various satisfaction indices.

TRADERS' SATISFACTION SURVEY 2016

Singapore Customs conducted its annual Traders' Satisfaction Survey to measure customer satisfaction in their interactions with the agency, so as to better understand the experiences, needs and expectations of the trading community.

Survey respondents provided their satisfaction rating across various touchpoints, such as website, call centre, TradeNet, schemes and certifications, and their overall satisfaction with Singapore Customs.

The agency received an overall satisfaction mean score of 4.98 out of 6, up from 4.88 in 2015.

A large majority of the touchpoints also recorded increased levels of satisfaction. In particular, satisfaction with TradeFIRST rose significantly to 4.97. The three top-scoring touchpoints were face-to-face interactions with Singapore Customs officers (5.16); manufacturers' registration (5.14), which is a new category introduced in the 2016 survey; and schemes (5.09).

Singapore Customs thanks all the respondents for their valuable feedback and suggestions in this survey. The department will continue to seek and address the feedback received as part of its continual service improvement.

PRO-ENTERPRISE RANKING SURVEY 2016

Singapore Customs was ranked 4th among 29 agencies in the Pro-Enterprise Ranking Survey 2016, up from 7th in 2015. This annual survey aims to assess government regulatory agencies on their pro-enterprise orientation. Agencies that perform well in the survey were presented with the Pro-Enterprise Panel-Singapore Business Federation (PEP-SBF) award.

Over the years, Singapore Customs has stayed committed to making trade easy, fair and secure. We will continue to work closely with our partners in the business community to support Singapore's position as a global trade hub.

4.98
Overall
satisfaction
mean score
4.88 in 2015

4.97
Satisfaction
with
TradeFIRST
4.69 in 2015

THREE TOP-SCORING TOUCHPOINTS

5.16
Face-to-face interactions with
Singapore Customs officers
5.3 in 2015

5.16
Manufacturers' registration
New category

5.09
Schemes
5.05 in 2015



Assistant Director-General (Compliance) Mok Hei Chee received the award from Ms Low Yen Ling, Parliamentary Secretary for Trade and Industry and Education, at the PEP-SBF Awards.

Shorter, clearer TradeFIRST checklist following traders' feedback

The TradeFIRST checklist has been revised to enhance traders' experiences when going through the TradeFIRST process. Since the last review in 2014, Singapore Customs received feedback that traders found the checklist excessive, that some of the criteria were difficult to understand, and that there was a lack of information on the mandatory criteria for each scheme.

To enhance traders' experiences, the checklist has been revised and streamlined in several aspects, such as the following three areas.

1. Submission of supporting documents

Previously: Traders were required to submit all supporting documents to Singapore Customs before the on-site assessment.

Now: Traders have to submit supporting documents only for the scheme's mandatory criteria before the on-site assessment. The other supporting documents can be provided later, during the on-site assessment.

2. Streamlined checklist

Previously: The checklist was long, and some parts were difficult to understand.

Now: The checklist is shorter, with the removal of criteria that were no longer required. The remaining criteria have been streamlined, and explanatory notes are included.



3. Introduction of the TradeFIRST Dictionary

Previously: There was a lack of information on the mandatory criteria pertinent to each scheme.

Now: The TradeFIRST Dictionary provides traders with clear information on the requirements of each criterion, and examples of supporting documents that should be submitted to Singapore Customs.

The new checklist is available on the Singapore Customs website (<http://bit.ly/2jPvHL8>) and should be used from 31 January 2017 onwards. For traders who started their TradeFIRST assessment process before 31 January 2017, the previous version of the checklist may still be used.



Meeting on enforcement collaboration with the Royal Malaysian Customs Department

A delegation of Singapore Customs officers, led by Senior Assistant Director-General (Intelligence & Investigation) Lee Tiow Yong, visited the Royal Malaysian Customs Department (RMCD) on 11 January 2017 to discuss bilateral cooperation in the area of enforcement.

The RMCD's Deputy Director General of Customs (Enforcement & Compliance) Dato' Subromaniam A/L Tholasy hosted the delegation at the RMCD's headquarters in Putrajaya, Malaysia.

During the meeting, both sides discussed possible collaborations to strengthen enforcement cooperation. The Singapore delegation presented the RMCD with a framed copy of Singapore Customs' corporate newsletter inSYNC, which featured a meeting of Singapore Customs' Director-General Ho Chee Pong and RMCD's Director General Dato' Sri Khazali Bin Haji Ahmad in April 2016.



Four measures traders should know about Singapore Customs' efforts to regulate the Zero-GST Warehouse Scheme

Singapore Customs maintains an effective and robust trade regulatory regime that is able to adapt quickly to the ever-changing business landscape. As the department adopts principles of risk management, legitimate traders can trade easily and securely in Singapore. Here are four regulatory measures on the Zero-Goods and Services Tax (GST) Warehouse Scheme (ZGS) you should know about.



1

Traders who wish to operate a zero-GST warehouse are subjected to regular assessment via the TradeFIRST assessment framework. Once granted, **ZGS licensees must adhere to licensing conditions** to ensure compliance with Singapore Customs' laws and regulations.

2

ZGS licensees are responsible for **keeping records of all supporting documents**, including permits, house airway bills, bills of lading, invoices, and insurance papers. These documents are to be produced for Singapore Customs' inspection when required. **Routine and surprise compliance checks** are carried out regularly.

3

Singapore Customs, in consultation with the Monetary Authority of Singapore, has identified **four categories of listed goods** that are more vulnerable to money laundering and terrorism financing risks, due to their high value and relative ease of being moved around. They are:

- Precious stones and precious metals
- Works of art, such as paintings and sculptures
- Antiques that are more than 100 years old
- Watches clad in precious metal or with precious metal casings

ZGS licensees who have the above-mentioned listed goods stored in their zero-GST warehouses are required to **obtain and maintain information on the value of goods** stored, the **identity of the customer** who deposited the goods, and the **owners** or persons with control or beneficial ownership of the goods.

4

ZGS licensees are also encouraged to **conduct screening on their customers** to protect their businesses from being used as conduits for money laundering or terrorism financing-related activities. Industry circulars were also issued in December 2014 and August 2015 to remind the industry of their reporting obligations. [i](#)

TRAINING CALENDAR

Please note that dates are subject to change. For full programme and registration details, please refer to www.customsacademy.gov.sg

PROGRAMME

SC100 BASICS OF EVERY DECLARANT

3-5 May 2017
7-9 June 2017

This three-day course provides trade declarants with an overview of customs procedures pertaining to the import and export of goods, the basic requirements for preparing TradeNet declarations, classification of goods, and the rules of origin.

The course comprises three modules:

- SC101 Customs Procedures (2 days)
- SC102 Classification and the Harmonised System (half-day)
- SC103 Rules of Origin / Free Trade Agreements (half-day)

Participants may register for individual modules.

SC111 HANDS-ON TRADENET DECLARATION

9 May 2017
6 July 2017

This one-day workshop provides new declarants who have just entered the industry with basic information on TradeNet, and its various message and declaration types.

The guided practical session uses simulated scenarios to help new declarants prepare and submit a declaration using the Government Frontend Solution.

SC200 STRATEGIC GOODS CONTROL PROGRAMME

12 June 2017

This one-day seminar provides an overview of Singapore's strategic goods control system and its regulations, registration procedures and permit requirements for strategic goods transactions, as well as the essentials of an internal (export control) compliance programme.

The seminar comprises two modules:

- SC201 Basics of Strategic Goods Control (half-day)
- SC202 Essentials of Internal (Export Control) Compliance Programme (half-day)

Participants may register for individual modules.

SC400 CUSTOMS COMPETENCY TEST FOR DECLARANTS

20 April 2017
11 May 2017
18 May 2017

This module is designed to test an individual's knowledge of the customs procedures and documentation requirements. Upon passing this test, the individual can then apply for registration with Singapore Customs as a declarant to submit TradeNet permit declarations.

This is an open-book test comprising 50 multiple-choice questions. The topics tested include: customs procedures, TradeNet declarations, valuation, classification, rules of origin and specialised procedures. The one-hour test can be taken during the AM or PM session.

Individuals who wish to sit for the test are advised to familiarise themselves with above-listed subject areas. They can do so through courses or eLearning at Singapore Customs Academy, the Customs Virtual Academy and by visiting the Customs website.

(AM and PM sessions available)

OUTREACH PROGRAMME FOR NEWLY-REGISTERED MANUFACTURERS

This bimonthly programme is designed to equip newly-registered manufacturers with a better understanding of the rules of origin under Singapore's free trade agreements, the application procedures for certificates of origin, and the compliance requirements.

For enquiries, please email customs_roo@customs.gov.sg

TRADERS CLINICS

These one-to-one consultation sessions are an avenue for traders to seek general advice on general customs procedures and services. If you are interested, write in to customs_documentation@customs.gov.sg for an appointment. Sessions are subject to availability.



SINGAPORE CUSTOMS

We Make Trade Easy, Fair & Secure

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