

Controlled and Restricted Items

The items listed below will be allowed entry only when you produce the import permit or authorisation from the relevant authorities.

If you do not have the import permit or authorisation, Customs will detain the item and refer it to the relevant authority for approval.

Item	Authority
Animals, birds and their by-products Endangered species of wildlife and their by-products Meat and meat products Fish and seafood products Fruits and vegetables	 Agri-food and Veterinary Authority of Singapore 5 Maxwell Road #02-00/#03-00 Tower Block, MND Complex Singapore 069110 Tel: 6222 1211
Arms and explosives Bullet-proof clothing Toy guns, pistols and revolvers Weapons, kris, spears and swords	 Singapore Police Force Licensing Division Police Cantonment Complex 391 New Bridge Road Block B, #02-701 Singapore 088762 Tel : 6835 0000
Films, video and video games Publications and audio records	 Media Development Authority 45 Maxwell Road #07-11/12 URA Centre East Wing Singapore 069118 Tel: 6372 2800
Pharmaceuticals	 Health Sciences Authority Centre for Pharmaceutical Administration No 2 Jalan Bukit Merah Singapore 169547 Tel: 6325 5609
Medicines/ Poisons	 Health Sciences Authority 11 Outram Road Singapore 169078 Tel: 1800 2130 800
Telecommunication and radio communication equipment Toy walkie-talkies	 The Infocomm Development Authority of Singapore 8 Temasek Boulevard #14-00 Suntec Tower Three Singapore 038988 Tel: 6211 0888

Prohibited Items

The following items are **NOT allowed** to be brought into Singapore

- Intoxicating liquors and cigarettes marked with "SINGAPORE DUTY NOT PAID" or "SDNP" on the labels, cartons or packets
- Cigarettes with the prefix "E" printed on the packets
- Chewing gum
- Chewing tobacco and imitation tobacco products
- Cigarette lighters of pistol or revolver shape
- Controlled drugs and psychotropic substances
- Endangered species of wildlife and their by-products
- Firecrackers
- Obscene articles, publications, video tapes/ discs and software
- Reproductions of copyright publications, video tapes, compact discs, laser discs, records or cassettes

Further Information

This pamphlet is designed as a guide and does not contain a complete list of customs procedures and requirements. The list of prohibited, controlled, restricted or taxable goods are not exhaustive. Information in this pamphlet is valid at the time of printing. If you need further information, please contact:

WOODLANDS CHECKPOINT

Customs Duty Office
(Car Arrival)
Tel: 6767 5829

Customs Duty Office
(Passenger Arrival)
Tel: 6767 5827

CUSTOMS TRAIN CHECKPOINT

(Passenger Arrival)
Tel: 67675898

TUAS CHECKPOINT

Customs Duty Office
Tel: 68654780

Feedback

Singapore Customs is committed to providing a high standard of service to the public. We welcome feedback on the quality of our services. You may

- Call our toll-free QSM line, Tel: 1800 - 2533866
- Write to: Director-General of Customs & Excise
55 Newton Road, Revenue House
#10-01, Singapore 307987
Fax No: 6250 8663
E-mail to us: CED_Feedback@ced.gov.sg

For more information on Customs procedures, you may visit our home page @ <http://www.customs.gov.sg>

[January 2003]



Your *Guide* through *Customs*

Woodlands and Tuas CHECKPOINTS

Woodlands Train CHECKPOINT



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SS ISO 9001 : 2000



CUSTOMS FORMALITIES

This pamphlet provides information on Customs clearance procedures and GST relief for travellers arriving at Woodlands/Tuas Checkpoints and Woodlands Train Checkpoint.

Red and Green Channels

To expedite Customs clearance, Singapore Customs operates the dual channel system - the Red and Green Channel system for travellers.

If you are arriving by car, you will see the Red and Green Channel directional signs located along the route after Immigration clearance.

Bus/Coach or rail passengers will see the Red and Green Channel Information Notice and the dual-channel signs above the Customs Examination Counters in the Arrival Hall at the respective checkpoint.

When to use the Red Channel



If you have prohibited, controlled or dutiable goods and goods exceeding your duty/GST-free concession, you should seek Customs clearance at the Red Channel. If in doubt, always enquire at the **Red** Channel.

Declaration to Customs

When you are at the **Red** Channel with your baggage, please:

- declare orally to Customs the goods in your possession; or
- produce to Customs the prohibited or controlled items together with the import permit, if any.

Please, however, note that your baggage may be examined by Customs whether you take the Red Channel or the Green Channel.

When to use the Green Channel



If you do not have any prohibited, controlled or dutiable goods and goods exceeding your duty/GST-free concession, you may leave the Arrival Hall through the Green Channel.

WARNING: It is an offence under the law to proceed to the Green Channel with any goods which exceed the duty/GST-free concessions or for which no duty/GST-free concessions is granted.

Dutiable Goods

- Intoxicating liquors, including wine, beer, ale, stout and porter.
- Tobacco, including cigarettes and cigars.
- Motor spirit.

There is **no duty-free** concession on **cigarettes, tobacco products, intoxicating liquors** and **motor spirits** for travellers arriving from Malaysia. The items may be brought in on payment of GST and Customs duty.

Goods and Services Tax (GST)

There is a 4% Goods and Services Tax levied on all goods imported into Singapore. Cars and vans carrying goods brought in for trade, commercial or business purposes should seek Customs clearance via the lorry lane and such goods are to be covered by a proper Customs permit. Upon arrival, the relevant permits and supporting documents must be produced for Customs clearance.

GST Refund

Refund claims under the GST Tourist Refund Scheme can only be made at Changi Airport and Seletar Airport.

GST Relief

A traveller, other than a person who is the holder of a work permit, employment pass, student pass, dependent pass or long-term pass, will be given GST relief on:

- New articles, souvenirs, gifts and food preparations, **excluding dutiable goods**, up to the following total value if he has been away from Singapore:
 - **for less than 24 hours and is:**
 - 18 years of age and above - S\$50.00
 - below 18 years of age - Nil
 - **for 24 hours or more but less than 48 hours and is:**
 - 18 years of age and above - S\$150.00
 - below 18 years of age - S\$50.00
 - **for 48 hours or more and is:**
 - 18 years of age and above - S\$300.00
 - below 18 years of age - S\$100.00

Your GST Relief concessions are granted for your personal consumption only. It is **an offence** to sell or give them away.

You will have to pay tax on the value of the goods in excess of the GST Relief concessions and also pay tax on goods carried on behalf of other persons.

Pay your Customs Duties and GST via Credit Cards, NETS, Cashcard or Autopass card.
It is easy, fast and convenient.

**WARNING:
DEATH FOR DRUG TRAFFICKERS
UNDER SINGAPORE LAW**

Traveller Tips

- **DO NOT BE TEMPTED TO CARRY GOODS FOR OTHER PEOPLE.** If you do, and the goods are, or contain prohibited, controlled, restricted or taxable items, you will be held liable.
- **DECLARATION TO CUSTOMS**
Please declare your goods fully and correctly to Customs. Making an incorrect declaration is an offence.
- **BAGGAGE EXAMINATION**
Under the law, you are required to produce, open, and unpack your baggage for Customs examination and to repack it thereafter.
- **THREE QUARTER TANK RULE**
Singapore registered cars must have at least 3/4 tank of petrol when departing Singapore. Failure to do so constitutes an offence.

Our Service Standards

- **Clearance of Land Cargo**
We are able to clear land cargo within 10 mins for 95% of the time (inclusive of queue time). Your cargo can be cleared within the time set, if no secondary inspection is required. However, you may have to wait a bit longer if the cargo traffic is heavy during peak periods.
- **Clearance of Passengers**
We are able to clear passengers arriving in Singapore within 4 mins for 95% of the time.
- **Clearance of Passenger Vehicles**
We are able to clear a passenger vehicle within 4 mins for 95% of the time.
- **Collection of Customs Duty/GST from passengers**
We are able to assess and collect Customs Duty/GST from an arriving passenger within 8 mins for 95% of the time.