

No. 34 of 2024

13 May 2024

To: All Port Users

PAPERLESS CLEARANCE OF CONVENTIONAL CARGO AT JURONG PORT

We would like to draw your attention to Immigration & Checkpoints Authority's (ICA) New Clearance Concept (NCC) for cargo.

NCC cargo aims to provide a seamless and efficient cargo clearance experience for our industry partners through the utilisation of automation and paperless cargo clearance. The adoption of a paperless route will enable drivers to clear the checkpoint faster compared to the traditional paper clearance methods. On average, a 67% improvement in clearance time can be anticipated.

Please find attached to this circular the document issued by ICA detailing the new clearance process.

We strongly encourage all port users to review this information carefully and to stay updated on any future requirements.

Thank you.

Lee Shi Ming
Head Security
For Jurong Port Pte Ltd

(This is a computer-generated circular and does not require a signature.)

RELY ON US

Jurong Port Pte Ltd
37 Jurong Port Road Singapore 619110
Tel (65) 6265 0666 www.jp.com.sg
Reg No. 200007468N

All Traders and Declaring Agents

Dear Sir/Madam

Paperless clearance of conventional cargo at Jurong Port

1 Immigration & Checkpoints Authority (ICA) had implemented paperless clearance of conventional cargo at all ICA Cargo Checkpoints since March 2023 and many drivers and traders have taken up this initiative to enjoy seamless and more efficient clearance of conventional cargo. With support from ICA, we are extending such benefit to the whole of Jurong Port trading community.

2 Since May 2024, ICA officers at the clearance booths of Jurong Port Main Gate (JPMG) have been engaging drivers, who have not submitted their permit details online, to guide and assist them in the submission. In event of traffic build-up, ICA officers may direct your drivers to their Cargo Inspection Centre (CIC) at Jurong Scanning Station to complete the online submission with guidance.

3 We strongly encourage drivers/traders to submit the Cargo Clearance Permit (CCP) numbers and vehicle plate license number to ICA online prior to vehicles arriving at the checkpoint to experience faster and seamless clearance. Upon successful submission of required details via SGAC, drivers can proceed to the checkpoints without the need to present hardcopy of CCPs as information will be retrieved electronically by ICA officers which is tagged to the vehicle number, translating into lesser waiting time.

4 Drivers/traders can apply for paperless clearance, via the myICA mobile application (under 'Submit cargo clearance') or ICA website (www.ica.gov.sg > e-Services > Cargo Clearance > Apply for paperless clearance for conventional cargo). The paperless clearance process for conventional cargo will apply to all conventional cargo permit types (i.e., import, export and transshipment) that are required for clearance and cargo processes (i.e., partial and convoy clearance).

5 Please refer to a list of Frequently Asked Questions in **Annex A** for more details.

Annex A – FREQUENTLY ASKED QUESTIONS

1) Am I still required to present physical copies of CCPs for cargo clearance after I have applied for paperless clearance? What about supporting documents?

If you have successfully submitted your vehicle information and the corresponding CCPs numbers for your journey to ICA online, you are not required to present physical CCPs for cargo clearance. ICA officers will be able to retrieve the permit information tagged to your vehicle license plate number in our clearance system.

You are also strongly encouraged to upload supporting documents such as Master Air Way Bill and Invoices via TradeNet before proceeding to the checkpoints. If you have successfully submitted your supporting documents electronically via TradeNet, you are not required to present physical supporting documents at our counter, thus enabling a paperless clearance process.

2) Is there a possibility that ICA officers are unable to retrieve the permit information in ICA Cargo Clearance System with the vehicle number even though a submission was made? What would happen to the driver then?

Yes. This may happen when companies / drivers submit an incorrect Vehicle Number via the myICA mobile app (under 'Submit cargo clearance') or the ICA website (www.ica.gov.sg > e-Services > Cargo Clearance > Apply for paperless clearance for conventional cargo). For instance, the actual vehicle number is V1234D but V1235D was submitted instead. As no permit information could be retrieved using V1234D, the driver would be requested to show a screenshot or PDF copy of the submission details on their mobile device to the ICA officer for verification. If further verification is required, the driver would be directed to the secondary office. It is important to ensure that the correct vehicle number is submitted to minimize such inconveniences.

3) I have inadvertently omitted some permit from my paperless clearance submission. What should I do?

Upon every successful submission, you will receive an Application Reference Number. You should use this Application Reference Number to retrieve your submitted details and furnish other permit numbers required for the trip. It is important to ensure that **all** the permit numbers required for the trip are correctly submitted. This is similar to the current procedure whereby drivers should present all the permits of the cargo they are conveying.

4) I need to deploy a backup vehicle for a trip which has been submitted. What should I do?

Upon every successful submission, you will receive an Application Reference Number. You should use this Application Reference Number to retrieve your submitted details and change/update the vehicle number accordingly.

5) Is the submission for paperless clearance applicable to both containerised and conventional cargoes?

The submission for paperless clearance via the myICA mobile app (under 'Submit cargo clearance') or via ICA website (www.ica.gov.sg > e-Services > Cargo Clearance > Apply for paperless clearance for conventional cargo) applies to conventional cargoes only. There is no change to the current clearance of containerised cargoes, which has been paperless since 1997.

6) Previously, we could refer to the physical copies of CCPs that were endorsed with the physical endorsement to verify the status of cargo clearance. With the implementation of paperless clearance, how should we access the clearance information of the CCPs?

All cargo clearance information will be captured in our systems based on the CCPs tagged to the vehicle license plate number submitted via myICA mobile app (under cargo clearance) or ICA website (www.ica.gov.sg > e-Services > Cargo Clearance > Apply for paperless clearance for conventional cargo). Since 6 Jan 2023, traders can view the clearance information via Customs Permit Clearance Enquiry Service (PCES) on the Networked Trade Platform. With the PCES, traders will only require to input the permit number and a Unique Entity Number (UEN) of the trader or any party involved in the shipment to perform the query. Traders may refer to Singapore Customs circular no: 02/2023 for more information.

7) As we move towards full digitalisation and paperless process, are we still required to keep physical CCPs as standby in case of system downtime/issues?

Users will be informed of both scheduled and ad-hoc downtime via the myICA App or ICA website (www.ica.gov.sg > e-Services > Cargo Clearance > Apply for paperless clearance for conventional cargo). Please be informed that submissions made before the downtime would have already been stored in our cargo clearance system. Drivers can proceed to the checkpoints without a need to make a new submission. For users who need to make a new submission or amend an earlier submission during system downtime, users can continue to do so via the myICA App or ICA website. For such submissions/amendments, a QR code will be generated for each successful submission/amendment and drivers will just need to present the QR code at the checkpoints. No physical copies of CCPs are required.