



# Shenzhen Customs

Import & Export Customs Policies  
Announcement and Explanation:  
Important Measures to Improve the  
Local Economy

Enterprise Administration Dept.  
of Shenzhen Customs



## Main Content

- 1) Establish goals to serve the local economy
- 2) Take measures to boost the development of enterprises
- 3) Designate Customs leaders to help enterprises resolve difficult problems



## 1) Establish goals to serve the local economy

Optimizing the customs clearance environment and providing support for enterprises' development have always been an essential goal of Shenzhen Customs. Especially since last year, in spite of the complex international economic situation, Shenzhen Customs has put “**support and service to enterprises**” as the focus of Customs' work by reducing administrative burdens and improving the efficiency of services provided with the aim to facilitate social and economic development.

Shenzhen Customs has implemented 8 **concrete measures** in all, including:

- Simplifying processing trade procedures
- Encouraging functional integration in key areas
- Publicizing classable clearance process reform
- Supporting companies to make full use of preferential tax policies
- Intensifying protection of intellectual property rights
- Cracking down on smuggling to maintain trade order



## 2) Measures to boost development of enterprises

a) Improve cooperation and responsiveness to requests, make preparations prior to new policy implementation, and enhance service efficiency

Formulate <Several opinions about further improving working style and making preparations for implementation>, <Notification from Shenzhen Customs on further improving working attitude and raising effectiveness and efficiency of law enforcement>, <Shenzhen customs regulations on putting facilitation measures into practice for class A above enterprises>.

Require all the staff to enhance work efficiency, ensure various facilitation measures for enterprises of high credit to be put into practice, and create a more favorable customs clearance climate for importing & exporting enterprises.



## b) Implement new processing trade policies, support transformation and upgrading of trading companies

In order to promote facilitation of processing trade for the domestic market, the Customs has introduced No.4 Notice “Shenzhen Customs carry out pilot reform of centralized declaration of processing trade for domestic market” and No.5 Notice “Shenzhen Customs to promote and implement pilot projects of centralized declaration of outward processing and no margins charged for outward processing across areas within the province” for the purpose of promoting transformation and upgrading of processing trade. **Centralized approval policies** for law-abiding companies with good credit.



## c) Take measures to firmly put preferential policies into practice

Carry out the convenient mode of customs clearance — **Localized declaration and port clearance**, which means after the enterprises have applied, they could declare to local customs and handle import & export formalities at any other customs port.

Implement the **mode of declaration and clearance with guarantee**, hand in receipt afterwards, which means when the electronic data of import & export goods declaration form has been accepted by Customs, prior to handling customs formalities, enterprises could go through the procedure of declaration and clearance with guarantee in advance to let the cargo be initially cleared by Customs and other relevant formalities should be handled within 10 days.

Implement the **Trust Release Policy** to lower the inspection rate of passing the Customs for Class A enterprises and above. The inspection rate for Class AA enterprises is no more than 0.5%, Class A enterprises no more than 3%. This helps relieve corporate pressure of capital turnover. Bank deposit guarantee system is not applied for processing trade enterprises.



Implement **personalized and customized service policy** and designate staff to be responsible for coordinating and resolving difficulties encountered by enterprises when handling customs affairs.

Implement the policy of making customs clearance **appointments on weekends and holidays**. The customs staff work overtime to deal with clearance formalities in accordance with production demand of enterprises even if it is on non-working time, weekends or holidays. The Huanggang Customs provides 24-hours service to ensure that enterprises are able to handle import & export business.

**Provide onsite inspection service** for enterprises for the inspection of import & export cargoes that are inconvenient to be inspected at the time of customs clearance. Once the enterprises have submitted an application, the customs will give priority to the request and assign staff to go to enterprise to conduct inspection in accordance with processes of manufacturing, loading and unloading.

Promote cooperation of clearance and inspection to improve the efficiency of customs clearance. Carry out the policy “One Declaration (One form, Two Declarations), One Inspection (Joint inspection and quarantine), One Release (Networking Certificate For Release)



**Abolish five kinds of charges** in the process of import & export, such as printing fees, to lower customs clearance costs.

**Seek a balance between enforcing law and punishment.** For illegal activities conducted without subject intent, report the case to general administration of Customs in time and ensure that the enterprise could still maintain its credit rating and continue to enjoy legal preferential policies.

**Deliver timely regulation updates** to enterprises to ensure enterprises grasp customs clearance policies as early as possible. In recent years, Shenzhen customs has held almost 50 seminars on policy announcement and explanation which are participated by up to 2000 enterprises, and around 40,000 copies of publicity materials have been distributed.

The measures listed above play a significant role in promoting development of enterprises. The customs release rate of imported cargoes on a 24-hour basis is 98.5%, of exported cargoes is 100%, both of which are 1 to 2 percentage points higher than the domestic average. It indicates that the clearance efficiency of Shenzhen Customs continues to maintain domestic leading position.





## d) Promote strategic cooperation between Customs and enterprises to encourage mutual development

Shezhen Customs has established strategic cooperative mechanism with 150 high-tech large enterprises which mainly consists of council, secretariat, advisory committee and research institute in order to innovate administrative system and enriching service content on a higher level.

The Customs and Enterprises Cooperation Advisory Committee selected 10 entrepreneurs with strategic insight to be committee members. The Customs and Enterprises Research Institute of Strategic Cooperative Theory is led by leaders from different departments of Customs and comprised of senior executives and scholars.

The aim of cooperation is to provide in-depth and practical solutions to cope with the conflicts between customs management and actual demands of enterprises and ensure customs management supports corporate development.



## e) Achieve constructive communication by building a dialogue platform

In 2010, Shenzhen Customs designed and developed a service platform catering to high-tech large business. It is a new information network platform of great significance which is used by Shenzhen Customs to serve the enterprises and achieve open communication. The platform provides a dozen of service functions, ranging from solutions to difficult problems, customs clearance status inquiry to facilitation measures explanation.

The development and application of the platform has greatly reduced the costs of customs clearance as enterprises could communicate smoothly with the Customs and resolve the problems they are confronted with. Both the rate of effectiveness of solving problems and of enterprise satisfaction are 100%.



## 3) Designate Customs leaders to help enterprises resolve difficult problems

In recent years, official leaders from Shenzhen Customs personally attend to business plan formulation, conduct research in designated enterprises and coordinate to solve problems. 8 leaders visit more than 100 enterprises including CSOT in person and work on the spot to cope with problems in time as well as understand the practical appeal of corporations, which receive wide praise.

“Shenzhen provides the best investment environment in China. The efficient service and smooth customs clearance climate win the city this good reputation.” - An entrepreneur from a Fortune 500 company

The mayor of Shenzhen Mr Xu Qin also speaks highly of Shenzhen Customs as follows: “...actively working to formulate special policies to support and serve enterprises, and has made great contributions to the local economy development.”



Thank You  
for Your Attention