



# 客戶通訊

## Customer Notice

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### 紙張報關轉電子服務通知

親愛的客戶：

「商貿易」為配合政府安排，以減低疫情在社區傳播的風險，護己護人，減少社交接觸，我們的櫃檯只提供有限度服務。

#### 報關 123 服務

为了方便貴客戶，你們可以通過我們的報關 123 服務遞交報關表格，詳情請瀏覽網站 [www.bokan123.com.hk](http://www.bokan123.com.hk)。

#### 上門收件服務

客戶可選擇使用「商貿易」上門收件服務遞交進出口報關表格，客戶只需致電收件熱線 2217 1520，「商貿易」會安排專人到客戶指定的地址收件，並把紙張報關表格轉換至電子格式遞交到政府部門。

#### 郵遞服務

由於疫情嚴峻，我們不建議客戶通過郵寄申報表，**任何報關郵寄暫停/延誤**，進出口商將須繳付罰款。為避免罰款，可以選擇使用我們的報關 123 服務 或上門收件服務。建議請將報關申請表在過期日前 5 至 7 天工作日寄給我們，以便處理，多謝合作。

如有任何查詢，查詢請致電「商貿易」客戶服務熱綫 8201 0082。

條例：

根據香港法例進出口(註冊)規例第六十章及/工業培訓(製衣業)條例，任何人進出口任何貨物而非屬豁免之貨物，須於該貨物進出口的十四日內向海關關長申報準確及完整的報關資料，及需繳付有關報關費用。任何報關延誤，進出口商將須繳付罰款。

「商貿易」客戶服務部 謹啟



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### CUSTOMER NOTICE

## **Paper-to-Electronic Conversion Service Customer Notice**

Dear Valued Customers,

In order to cooperate with the HKSAR Government's arrangement to reduce the risk of spreading the epidemic in the community, to protect ourselves and others, and reduce social contact, our Ge-TS counters only provide limited services.

### **Bokan123 service**

For the convenience, customers can submit declaration forms through our Bokan123 service. For details, please visit the website [www.bokan123.com.hk](http://www.bokan123.com.hk).

### **Pick-up service**

Customers can choose to use our door-to-door pick-up service to submit declaration forms. Customers only need to call the Pick-up service hotline 2217 1520, Ge-TS team will arrange pick up and then convert paper to electronic forms and submit to the Government.

### **Postal service**

Due to the severe epidemic situation, we do not recommend customers to send declaration forms by post. Any delay/suspend in the postage of declaration will result in importers and exporters paying fines. In order to avoid penalty, we suggest customers to use our Bokan123 service or pick-up service. It is recommended that you send the declaration form to us 5 to 7 working days before the expiration date for processing, thank you for your cooperation.

If you have any enquiries, please call the Ge-TS customer service hotline at 8201 0082.

### **Regulation:**

In accordance with the Import and Export (Registration) Regulations, Chapter 60 and the Industrial Training (Clothing Industry) Ordinance, Chapter 318, Laws of Hong Kong, every person who imports or exports any article other than an exempted article is required to lodge with the Commissioner of Customs and Excise an accurate and complete import/export declaration within 14 days after the importation/exportation of the article and pay the required declaration charges. Any late lodgment of declaration will result in penalty being imposed on the importer/exporter

Customer Service Department  
Global e-Trading Services Limited