

**Trade and Industry Department**  
**Integrated Customer Service Centre**

The Integrated Customer Service Centre (ICSC) provides the following services:

**(A) General Enquiry**

**(B) Import and Export Licensing / Registration Services**

<b><u>Service Points</u></b>	
1. Strategic Commodities*	Receipt and Issue of: <ul style="list-style-type: none"> <li>• Import and export licences</li> <li>• Pre-classification</li> <li>• Other related applications</li> </ul>
2. Textiles	<ul style="list-style-type: none"> <li>• Textiles Trader Registration</li> </ul>
3. Rice	<ul style="list-style-type: none"> <li>• Licensing and Registration services relating to the Rice Control Scheme</li> </ul>
4. Mainland Cereals and Grain Flour	<ul style="list-style-type: none"> <li>• Registration as Local Importers of Mainland Cereals and Grain Flour</li> </ul>
5. Wine Exports to Mainland	<ul style="list-style-type: none"> <li>• Registration as Hong Kong Registered Wine Exporters</li> </ul>
<b><u>Drop-in Box Services</u></b>	
1. Ozone Depleting Substances	<ul style="list-style-type: none"> <li>• Receipt of               <ul style="list-style-type: none"> <li>- Applications or documents relating to Ozone Depleting Substances Licensing</li> </ul> </li> </ul>
2. Rough Diamonds	<ul style="list-style-type: none"> <li>• Receipt of               <ul style="list-style-type: none"> <li>- Applications or documents relating to Rough Diamonds Licensing</li> </ul> </li> </ul>
3. Rice	<ul style="list-style-type: none"> <li>• Receipt of               <ul style="list-style-type: none"> <li>- Form for Undertaking of Import Quantity of Rice</li> <li>- Application for Increasing the Total Quantity of Rice</li> <li>- Request for Revising the Undertaking of Import Quantity of Rice</li> <li>- Confirmation of Rice Arrival</li> <li>- Rice Stockholder's Monthly Return</li> <li>- Monthly Return on Storage of Rice</li> </ul> </li> </ul>
4. Mainland Cereals and Grain Flour	<ul style="list-style-type: none"> <li>• Receipt of               <ul style="list-style-type: none"> <li>- Report Form of Monthly Import Quantities of Mainland Cereals and Grain Flour</li> </ul> </li> </ul>

\*Newly integrated into ICSC.

**(C) Factory Registration and Certificate of Origin Service**

<b><u>Service Points</u></b>	
1. Factory Registration (FR)	• Receipt & dispatch of applications and documents relating to FR, LSA, OPA and CO
2. Local Subcontracting Arrangement (LSA)	
3. Outward Processing Arrangement (OPA) Registration	
4. Certificate of Origin (CO)	

**(D) Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA)**

<b><u>Drop-in Box Services</u></b>	
1. Hong Kong Service Supplier (HKSS) Certification	• Receipt of applications or documents relating to HKSS Certification
2. Hong Kong Investor (HKI) Certification	• Receipt of applications or documents relating to HKI Certification

**(E) Other Services**

<b><u>Drop-in Box Services</u></b>	
1. Manifest Checking	• Receipt of documents relating to manifest checking
2. Transshipment Cargo Exemption Scheme (TCES)	• Receipt of applications or documents relating to TCES