

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

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

*Newly integrated into ICSC.

(C) Factory Registration and Certificate of Origin Service

<u>Service Points</u>	
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)

<u>Drop-in Box Services</u>	
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

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