

IMPORTANT NOTICE

*Call TID direct for RTEL amendments/cancellation/
Comprehensive Licence and TTRS arrangement from 2005 onwards*

As the electronic service for RTEL has been discontinued, Tradelink Customer Service Hotline is no longer in a position to give advice regarding quota licensing matters. You are kindly requested to contact the **Trade and Industry Department at 2398 5288 or 2398 5512** for enquiries relating to amendment or cancellation requests of RTELS, Comprehensive Licence and TTRS arrangement from 2005 onwards.

Remove the TCR number to avoid TTRS/CO Application Errors

Customers using TTRS and CO service are reminded to remove the TCR number from their Company Profile. To do so, simply download the upgrade patch by selecting *Start>Program>SilkNet Standard on Internet>Smart Upgrade*. Remember to close all the workstations before running the upgrade.

In addition, TTRS customers should delete the TCR number manually to avoid rejection of messages. To do so, select 'TTRS Information' under the 'Company Profile' page. You can see the TCR number as shown in the diagram below, simply delete the TCR number and 'save' to confirm. Customers failing to delete the TCR number may receive Application Error Message "This notification must be corrected and re-submitted. It has not been sent to the Government because TCR No. is not required after 2004. Please delete the TRC No. on your profile then sign and send again."

The screenshot shows a 'Company Profile' window with a 'Modify Company Details' sidebar. The main area contains the following fields and options:

- Country: [Empty field]
- FR No.: 12345
- TT Registration No.: 2345678
- TCR No.: 12345
- Branch No.: 0
- Company Identity: Trader, Manufacturer, Forwarder, Carrier
- Default Company: Set Default

At the bottom, there are tabs for 'Standard', 'CO Address Code', and 'TTRS Information' (which is selected). 'Save' and 'Cancel' buttons are at the bottom right.



(Total: 2 pages)