

Activation of Customs Account

Use the **Activation of Customs Account** module to activate the customs account with TradeNet®.

To activate the customs account:

1. Go to the TradeNet® portal page and select **Activation of Customs Account and/or Application of Declaring Agent Account** under Registration Information For Trading Community.
2. Click **Log in with singpass** to redirect to Singpass Login Page.

A Singapore Government Agency Website [How to identify](#) [show instructions](#)

TRADENET® (User Guide)

HOME / CUSTOMS ACCOUNT MANAGEMENT

Customs Account Management

► Please note that from 11 April 2021, you will be required to login to government digital services for business (G2B) using Singpass instead of Corppass for those TradeNet e-services currently using Corppass. For more information, visit go.gov.sg/corporate-login.

For more information on the Registration of Declaring Entities, Declaring Agents and Declarants, please read Singapore Customs' website for information on [Quick Guide for New Traders and Registration Services](#).

[Customs Account](#) [Declaring Agent Account](#)

ACTIVATE CUSTOMS ACCOUNT ^

This service allows entities to activate their Customs Account so that they could transact with Singapore Customs. You can also sign up to receive free notification alerts whenever permits under your Unique Entity Number (UEN) have been approved by TradeNet®.

CUSTOMS ACCOUNT ACTIVATION INFORMATION ^

This service allows entities to regenerate the Activation of Customs Account letter for printing.

UPDATE CUSTOMS ACCOUNT ^

This service allows entities to update their particulars and contact details in their Customs Account. You can also sign up to receive free notification alerts whenever permits under your Unique Entity Number (UEN) have been approved by TradeNet®.

TERMINATE CUSTOMS ACCOUNT ^

This service allows entities to terminate their Customs Account if they do not wish to transact with Singapore Customs. Please note that once the Customs Account is terminated, the entity will not be able to transact with Singapore Customs (SC). If the entity has a Declaring Agent Account, this Account and all the TradeNet® ID of the declarants will also be terminated accordingly. If the entity wishes to transact with SC in future, please activate the Customs Account again.

RENEW DECLARING AGENT ACCOUNT ^

This service allows entities to renew their Declaring Agent (DA) Account when they are due for renewal. Please be advised to complete the renewal early, as failure to renew successfully within the renewal window may result in suspension or termination of the Declaring Agent Account.

[Log in with singpass](#)

TradeNet® Portal

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Figure 1 Activation of Customs Account and/or Application of DA Account - Welcome Page

3. **Scan QR code** or enter **Singpass ID** and **Password**. Click on **Log In** button.

@ Click **Cancel** button to return to the welcome page.

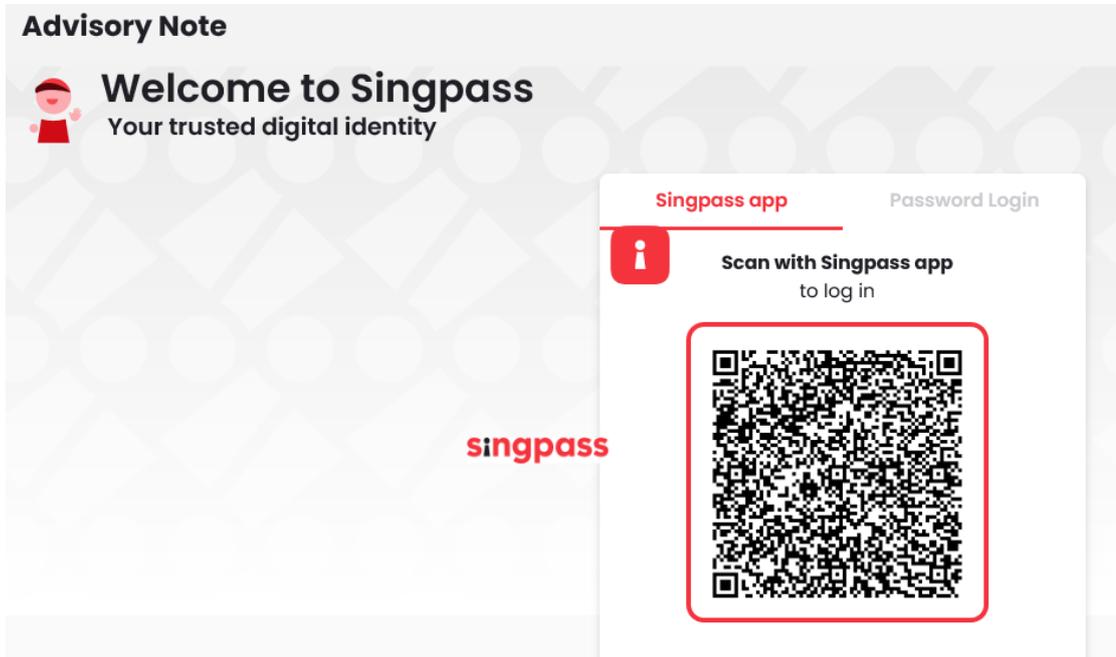


Figure 2.1 Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Scan QR code Log in

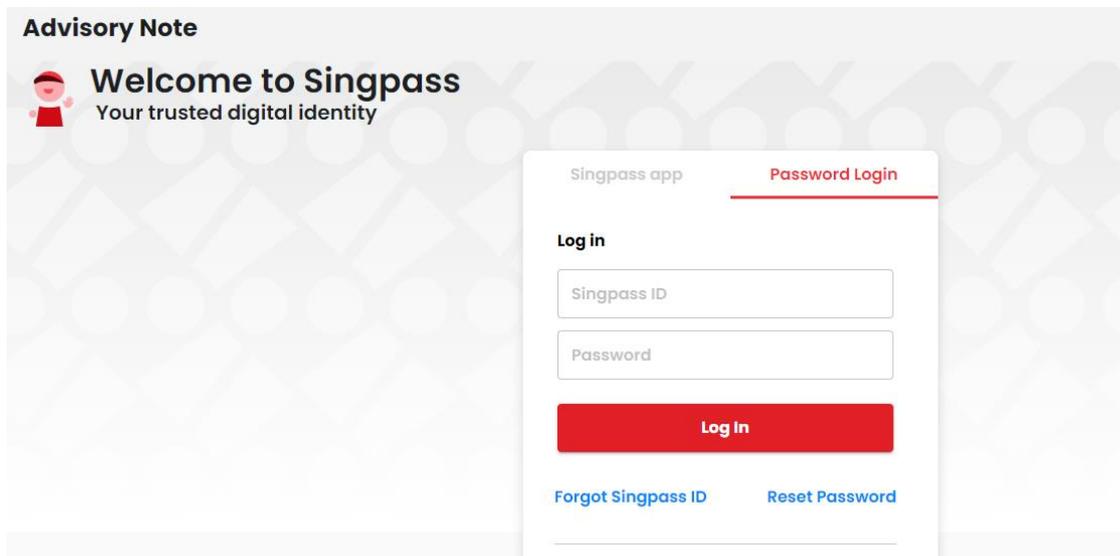


Figure 2.2 Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Password Log in

4. The different information displayed in Menu Link Page are according to the login user's role.

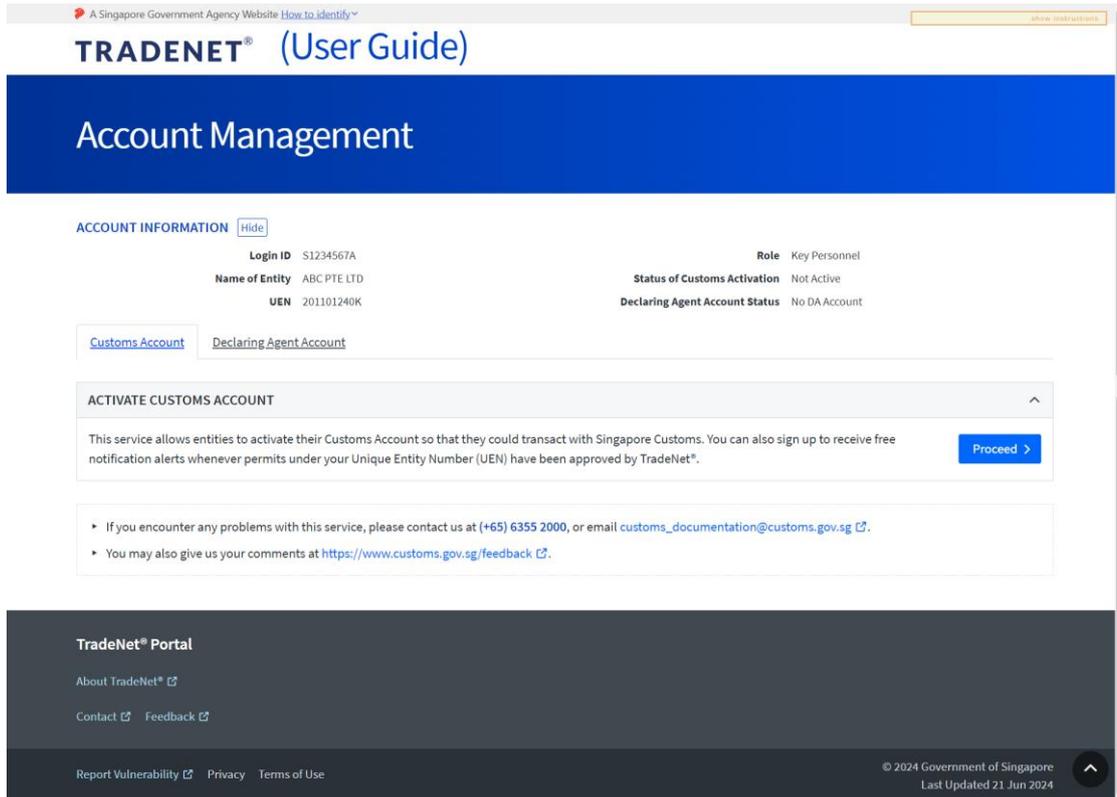


Figure 3.1 Activation of Customs Account and/or Application of DA Account – Menu Link Page



Figure 3.2 Login User – Key Personnel



Figure 3.3 Login User – Authorised Personnel (CA)



Figure 3.4 Login User – Authorised Personnel (CA & DA)



Figure 3.5 Login User – Authorised Personnel (Not Authorised)

5. Click on **Proceed** under Activate Customs Account in figure 3.1.

6. Read through the Terms and Conditions and check on the box beside “(1) I have read..” in Fig 4.2.
7. Click on **Activate Customs Account** button to proceed.

The screenshot displays the TradeNet (User Guide) Account Management interface. At the top, there is a navigation bar with the TradeNet logo and a 'User Guide' link. Below this is a blue header for 'Account Management'. The main content area is titled 'ACCOUNT INFORMATION' and includes fields for Login ID (S1234567A), Name of Entity (ABC PTE LTD), UEN (201101240K), Role (Key Personnel), Status of Customs Activation (Not Active), and Declaring Agent Account Status (No DA Account). The primary focus is the 'ACTIVATE CUSTOMS ACCOUNT' section, which contains 'Important Information' and a scrollable area for 'TERMS AND CONDITIONS FOR DECLARING ENTITIES UNDER PART IVA OF THE REGULATION OF IMPORTS AND EXPORTS REGULATIONS AND PART XIV A OF THE CUSTOMS REGULATIONS'. The terms include a definition section and a list of requirements. A checkbox at the bottom of the terms area is currently unchecked, with the text 'I have read, understood and will comply with all the Conditions stated above.' Below the terms, there are 'Back' and 'Activate Customs Account' buttons. At the very bottom of the page, there is a footer for the TradeNet Portal with links for About, Contact, Feedback, Report Vulnerability, Privacy, and Terms of Use, along with copyright information for the Government of Singapore.

Figure 4.1 Terms and Conditions Page

I have read, understood and will comply with all the Conditions stated above.

Figure 4.2 Terms and Conditions Page

@ Click on **Back** button to go back to previous page.

8. Provide the required information in the company’s details tab.

Operating Address (mandatory field)

Enter the Company’s operation address.

Postal Code (mandatory field)

Enter the postal code.

Main Business Activity to Trade with Customs (mandatory field)

Select the main business activity from the dropdowns.

Other Business Activity (please select where applicable)

Mark the checkbox(es) of other business activity where applicable.

Nature of Goods Commonly Dealt With (Mandatory)

Mark at least one of the checkbox(es) of Nature of Goods commonly dealt with.

Name (Mandatory)

Enter the applicant’s name.

9. Click on **Next Tab** button to go to the Contacts’ Details tab or click on the tabs to go to the corresponding tab as shown in Fig 5.



Figure 5 Form Tabs

@ Click on **Next Tab** button to go to the next tab.

@ Click on **Cancel** button to go back to the main menu.

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TRADENET® (User Guide)

Account Management

ACCOUNT INFORMATION [Hide](#)

Login ID 51234567A	Role Key Personnel
Name of Entity ABC PTE LTD	Status of Customs Activation Not Active
UEN 201101240K	Declaring Agent Account Status No DA Account

ACTIVATE CUSTOMS ACCOUNT

Please complete all mandatory (*) information.

[Company's Details](#) | [Contacts' Details](#) | [Authorised Personnel's Details](#)

Company Information

UEN
201112290002

Entity Name
TEST 201112290002

Postal Code *
123456 [Get Address](#)

Operating Address *
123 ABC ROAD 14-15 SINGAPORE 123456

Main Business Activity *
Importer / Exporter / Distributor

Other Business Activity

Importer / Exporter / Distributor

Manufacturer

Freight Forwarder / Haulier

Postal, Courier & Air Express Service Providers

Declaring Agent

Warehouse Operator

Airline / Airline Agent

Shipping Line / Shipping Agent

Ship Chandler / Seastore Supplier

Events / Exhibition Organiser and Venue Operator

Government Ministry / Department / Statutory Board

Chamber of Commerce / Association

Other

Nature of Goods Commonly Dealt With *

Dutiable Liquor Products

Dutiable Tobacco Products

Dutiable Motor Vehicles & Parts

Dutiable Petroleum Products

Strategic Goods

Aircraft Parts / Ship Spares

High Value Exhibition Items such as Painting, Jewellery, Gems etc.

Electronics Products

Pharmaceutical Products

Chemical Products (excluding Petroleum Products)

Other

Applicant Information

NRIC / FIN
S1000030A

Name *
ALFREDO BALAGTAS

[Cancel](#) [Next Tab](#)

• If you encounter any problems with this service, please contact us at (+65) 6355 2000, or email customs_documentation@customs.gov.sg

• You may also give us your comments at <https://www.customs.gov.sg/feedback>

TradeNet® Portal

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Figure 6 Activation EForm - Company's Details Tab

10. Enter the Primary Contact information.

Name (mandatory field)

Enter the Primary Contact's Name.

Designation (mandatory field)

Enter the Primary Contact's Designation.

ID Type (mandatory field)

Enter the ID Type of Primary Contact.

NRIC/FIN/Work Pass (mandatory field)

Enter the NRIC/FIN/Work Pass of Primary Contact.

Salutation (mandatory field)

Enter the Salutation.

Email Address (mandatory field)

Enter the Primary Contact's email address.

Telephone No. (mandatory field)

Enter the Primary Contact's telephone no.

Mobile No.

Enter the Primary Contact's mobile no.

ACTIVATION OF CUSTOMS ACCOUNT

ACCOUNT INFORMATION [Hide](#)

Login ID	S1234567A	Role	Key Personnel
Name of Entity	ABC PTE LTD	Status of Customs Activation	Not Active
UEN	201101240K	Declaring Agent Account Status	No DA Account

ACTIVATE CUSTOMS ACCOUNT

Please complete all mandatory (*) information.

[Company's Details](#) [Contacts' Details](#) [Authorised Personnel's Details](#)

Primary Contact

Important Note: All notifications, correspondences, including reminder / license / registration / renewal requirement, approval and rejection letters will be sent via fax or email to the Primary Contact Person registered. Please ensure that the contact details provided are accurate and do update the details as and when there are changes.

Name *

Designation *

ID Type *

NRIC / FIN / Work Pass *

Salutation *

Email Address *

Telephone Number *

Mobile Number

Figure 7.1 Activation EForm – Primary Contact Information

11. Enter the Secondary Contact information.

Name (mandatory field)

Enter the Secondary Contact's Name.

Designation (mandatory field)

Enter the Secondary Contact's Designation.

ID Type (mandatory field)

Enter the ID Type of Secondary Contact.

NRIC/FIN/Work Pass (mandatory field)

Enter the NRIC/FIN/Work Pass of Secondary Contact.

Salutation (mandatory field)

Enter the Salutation.

Email Address (mandatory field)

Enter the Secondary Contact's email address.

Telephone No. (mandatory field)

Enter the Secondary Contact's telephone no.

Mobile No.

Enter the Secondary Contact's mobile no.

Secondary Contact

Important Note: If the transmission to the Primary Contact failed, all notifications, correspondences, including reminder / license / registration / renewal requirement, approval and rejection letters will be sent via fax or email to the Secondary Contact Person registered. Please ensure that the contact details provided are accurate and do update the details as and when there are changes.

Name *

Designation *

ID Type *

NRIC / FIN / Work Pass *

Salutation *

Email Address *

Telephone Number *

Mobile Number

Figure 7.2 Activation EForm – Secondary Contact Information

12. Provide the Trader Notification Contact information.

Name

Enter the Trader Notification Contact's Name.

Designation (mandatory field)

Enter the Trader Notification Contact's Designation.

ID Type (mandatory field)

Enter the ID Type of Trader Notification Contact.

NRIC/FIN/Work Pass (mandatory field)

Enter the NRIC/FIN/Work Pass of Trader Notification Contact.

Salutation (mandatory field)

Enter the Salutation.

Email Address (mandatory field)

Enter the Trader Notification Contact's email address.

Telephone No. (mandatory field)

Enter the Trader Notification Contact's telephone no.

Mobile No.

Enter the Trader Notification Contact's mobile no.

Trader Notification Contact

Important Note: By providing contact details, you will receive notification alert whenever TradeNet® permits have been approved with your UEN. If you wish to receive the notification alert via email, please key in only the email address and leave the fax number field blank.

TradeNet® Notifications & Alerts *

Yes No

Name *

MY TRADER NOTIFICATION CONTACT NAME

Designation *

TRADER NOTIFICATION CONTACT DESIGNATION

ID Type *

Singaporean / PR

NRIC / FIN / Work Pass *

S1234567C

Salutation *

Mister

Email Address *

abc123@abc123.com

Telephone Number *

68888888

Mobile Number

91234567

Cancel Previous Tab Next Tab

Figure 7.3 Activation EForm – Trader Contact Information



Click on “**No**” option under TradeNet® Notifications & Alerts as in Figure 7.3 to avoid being notified or alerted whenever TradeNet® permits have been approved with UEN and no need to fill the Trader Notification Contact form.

13. Click on **Next Tab** button to go to the Authorised Personnel’s Details tab or click on the tabs to go to the corresponding tab as shown in Fig 5.



Click on **Next Tab** button to go to the next tab.



Click on **Previous Tab** button to go back to the previous tab.



Click on **Cancel** button to go back to the main menu.

14. The Authorised Personnel page will vary according to the login user’s role,.

If **Key Personnel** role, user will be able to add/edit authorised personnel.

A Singapore Government Agency Website [How to Identify](#) [show instructions](#)

TRADENET® (User Guide)

Account Management

ACCOUNT INFORMATION [Hide](#)

Login ID	S1234567A	Role	Key Personnel
Name of Entity	ABC PTE LTD	Status of Customs Activation	Not Active
UEN	201101240K	Declaring Agent Account Status	No DA Account

ACTIVATE CUSTOMS ACCOUNT

Please complete all mandatory (*) information.

[Company's Details](#) [Contacts' Details](#) [Authorised Personnel's Details](#)

Authorised Personnel

Please note that the authorised personnel can update the particulars, enquire or terminate this registration.

Only Key Personnel can update the list of authorised personnel. You need to authorise at least one personnel and up to a maximum of 5 personnel. Please update the authorised personnel's records as and when there are changes.

Authorised Personnel will use their Singpass ID provided to login to Activation of Customs Account system.

Click on to edit or delete the corresponding row of information.

Show entries Filter:

S/No.	Name	Designation	NRIC / FIN	Activation of Customs Account	Manage Declaring Agent / Declarant	Action
1	AP NAME 1	AP DESIGNATION 1	S1234567E	Yes	Yes	
2	AP NAME 2	AP DESIGNATION 2	S1234567F		Yes	

Showing 1 to 2 of 2 entries Previous 1 Next

[Add Authorised Personnel](#)

[Cancel](#) [Previous Tab](#) [Review Account Activation](#)

- If you encounter any problems with this service, please contact us at (+65) 6355 2000, or email customs_documentation@customs.gov.sg
- You may also give us your comments at <https://www.customs.gov.sg/feedback>

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Figure 8 Authorised Personnel Tab – Key Personnel Role

Upon clicking **Add Authorised Personnel**, add authorised personnel modal will open. Fill in the information required in the form:

Name

Enter the Authorised Personnel's Name.

Designation (mandatory field)

Enter the Authorised Personnel's Designation.

NRIC / FIN /Work Pass (mandatory field)

Enter the NRIC/FIN/Work Pass of Authorised Personnel.

Authorisation Type (mandatory field)

Enter the authorisation type.

Click on **Add Authorised Personnel** to add the information into the table.

Add Authorised Personnel [Expand All](#) [Collapse All](#)

Please complete all mandatory (*) information.

PERSONNEL INFORMATION ^

Name *

Designation *

NRIC / FIN *

Authorisation Type *

Activation of Customs Account Manage Declaring Agent / Declarant

[Cancel](#) [Add Authorised Personnel](#)

Figure 8.1 Add Authorised Personnel - Key Personnel

@ Click on **Add Authorised Personnel** to add more Authorised Personnel.

If **Authorised Personnel (CA & DA) / Authorised Personnel (CA)** role, only display the authorised personnel information and cannot be editable.

ACCOUNT INFORMATION [Hide](#)

Login ID S1234567A **Role** Authorised Personnel (CA)
Name of Entity ABC PTE LTD **Status of Customs Activation** Not Active
UEN 201101240K **Declaring Agent Account Status** No DA Account

ACTIVATE CUSTOMS ACCOUNT ^

Please complete all mandatory (*) information.

[Company's Details](#) [Contacts' Details](#) [Authorised Personnel's Details](#)

Authorised Personnel

Please note that the authorised personnel can update the particulars, enquire or terminate this registration.

Only Key Personnel can update the list of authorised personnel. You need to authorise at least one personnel and up to a **maximum of 5 personnel**. Please update the authorised personnel's records as and when there are changes.

For authorised personnel, please inform the key personnel to update the particulars, if applicable.

Authorised Personnel will use their Singpass ID provided to login to Activation of Customs Account system.

Click on to edit or delete the corresponding row of information.

Show entries Filter:

S/No.	Name	Designation	NRIC / FIN	Activation of Customs Account	Manage Declaring Agent / Declarant
1	AP NAME 1	AP DESIGNATION 1	S1234567E	Yes	Yes
2	AP NAME 2	AP DESIGNATION 2	S1234567F		Yes

Showing 1 to 2 of 2 entries Previous 1 Next

[Cancel](#) [Previous Tab](#) [Review Account Activation](#)

Figure 8.2 Authorised Personnel Tab – Authorised Personnel (CA & DA) or Authorised Personnel (CA) Role

If **Not Authorised** role, provide the following supporting documents.

Letter of Authorisation (Mandatory)

Choose upload option and click on **Attach File** button to upload documents or click on **Fax** option if you wish to submit the document through fax.

Applicant NRIC/FIN/Work Pass (Mandatory)

Choose upload option and click on **Attach File** button to upload documents or click on **Fax** option if you wish to submit the document through fax.

Registration Letter issued by UEN Issuing Agency (Mandatory)

Choose upload option and click on **Attach File** button to upload documents or click on **Fax** option if you wish to submit the document through fax.

Proof of Employment

Choose upload option and click on **Attach File** button to upload documents or click on **Fax** option if you wish to submit the document through fax.

ACCOUNT INFORMATION Hide

Login ID	S1234567A	Role	Not a Key Personnel and Not an Authorised Personnel
Name of Entity	ABC PTE LTD	Status of Customs Activation	Not Active
UEN	201101240K	Declaring Agent Account Status	No DA Account

ACTIVATE CUSTOMS ACCOUNT ^

Please complete all mandatory (*) information.

Company's Details Contacts' Details **Authorised Personnel's Details**

Supporting Documents

For **Upload**, only DOC, PDF, XLS, BMP, EMF, GIF, JPG, PNG and TIF files are supported with a maximum file size of 500KB.

For **Fax**, please include [this fax cover page](#) when you fax the supporting documents to:
+65 6873 0837 (Attn: Customer Admin Dept).

Letter of Authorisation *
 Signed by Company's Director

Applicant's NRIC / FIN / Work Pass *
 Front & Back

Registration Letter *
 Issued by UEN Issuance Agency (e.g. ACRA)

Proof of Employment *

Figure 8.3 Supporting Documents Page – Not Authorised Role

Click on **Upload** button to open the file attachment window. Click anywhere within the box to attach the file. Then click on Upload button to upload the file.

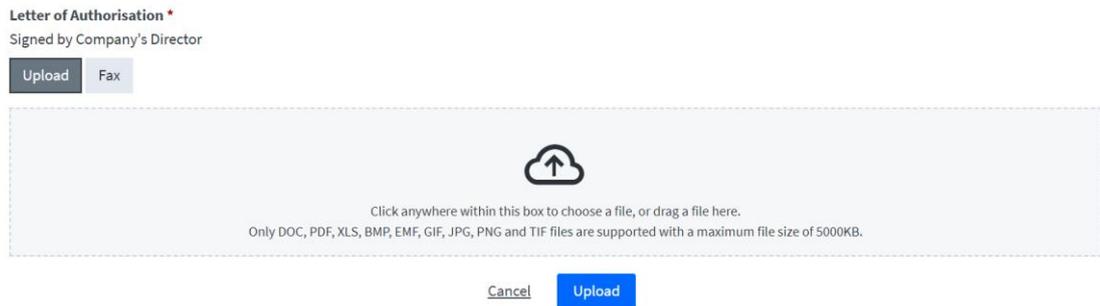


Figure 8.4 Supporting Documents Page – Upload File Window

@ Click on **Close Window** button to close the popup upload file window.

15. Click on **Review Account Activation** button to proceed.

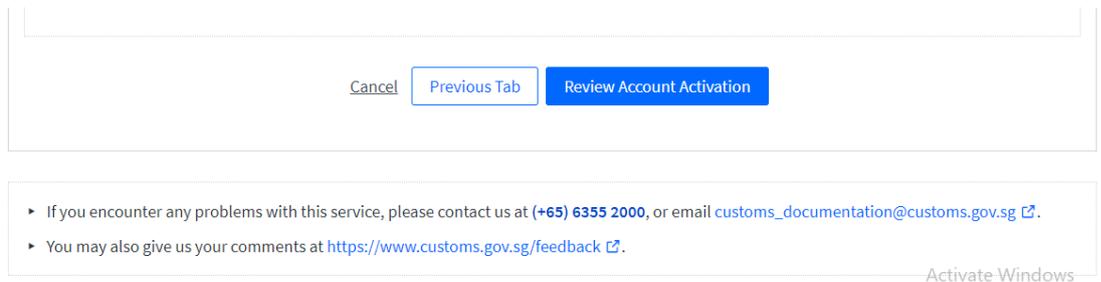


Figure 8.5 Authorised Personnel Tab - Review Account Activation Button

@ Click on **Previous Tab** button to go back to previous page.

@ Click on **Cancel** button to go back to UEN entry page.

16. Reviews the information entered and click on **Back** button or close the modal to make changes before submitting the request.

@ If not authorised role, the review page will be different in which supporting documents portion will be displayed instead of authorised personnel as in Fig 9.2.

ACTIVATION OF CUSTOMS ACCOUNT

Review Activation of Customs Account

[Expand All](#) [Collapse All](#) 

COMPANY INFORMATION ^

UEN 201112290002
Entity Name TEST 201112290002
Postal Code 123456
Operating Address 123 ABC ROAD 14-15 SINGAPORE 123456
Main Business Activity Importer / Exporter / Distributor
Other Business Activity
Nature of Goods Commonly Dealt With

APPLICANT INFORMATION ^

NRIC / FIN S1000030A
Name ALFREDO BALAGTAS

PRIMARY CONTACT ^

Name MY PRIMARY CONTACT NAME
Designation PRIMARY CONTACT DESIGNATION
ID Type Singaporean / PR
NRIC / FIN / Work Pass S1234567A
Salutation Mister
Email Address abc123@abc123.com
Telephone Number 68888888
Mobile Number 91234567

SECONDARY CONTACT ^

Name MY SECONDARY CONTACT NAME
Designation SECONDARY CONTACT DESIGNATION
ID Type Singaporean / PR
NRIC / FIN / Work Pass S1234567A
Salutation Mister
Email Address *(no value)*
Telephone Number 68888888
Mobile Number 91234567

TRADER NOTIFICATION CONTACT ^

TradeNet® Notifications & Alerts Yes
Name MY TRADER NOTIFICATION CONTACT NAME
Designation TRADER NOTIFICATION CONTACT DESIGNATION
ID Type Singaporean / PR
NRIC / FIN / Work Pass S1234567C
Salutation Mister
Email Address abc123@abc123.com
Telephone Number 68888888
Mobile Number 91234567

AUTHORISED PERSONNEL ^

S/No.	Name	Designation	NRIC / FIN	Activation of Customs Account	Manage Declaring Agent / Declarant
1	AP NAME 1	AP DESIGNATION 1	S1234567E	Yes	Yes
2	AP NAME 2	AP DESIGNATION 2	S1234567F		Yes

DECLARATIONS ^

I declare that all the information given in this application form is true and correct.
 I am aware that legal action may be taken against me if I had knowingly provided false information.
 I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced from this application.

[Back](#)
[Print Information](#)
[Activate Customs Account](#)

Figure 9.1 Review Activation of Customs Account – Key Personnel/Authorised Personnel

ACTIVATION OF CUSTOMS ACCOUNT

SUPPORTING DOCUMENTS ^

Letter of Authorisation	(no value)
Applicant's NRIC / FIN / Work Pass	(no value)
Issued by UEN Issuance Agency (e.g. ACRA)	(no value)
Proof of Employment	(no value)

DECLARATIONS ^

I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced from this application.

[Back](#)

[Print Information](#)

[Activate Customs Account](#)

Figure 9.2 Review Activation of Customs Account – Non-Key Personnel/Authorised Personnel

17. Check on the boxes in the declaration box in Fig 9.2.

18. Click on **Activate Customs Account** button to proceed.

@ Click on **Back** button to go back to previous page.

@ Click on **Print Information** button to print the review page.

19. Click on **Logout** button to logout from the application.

@ Click on **Back To Menu** button to go back to menu link.

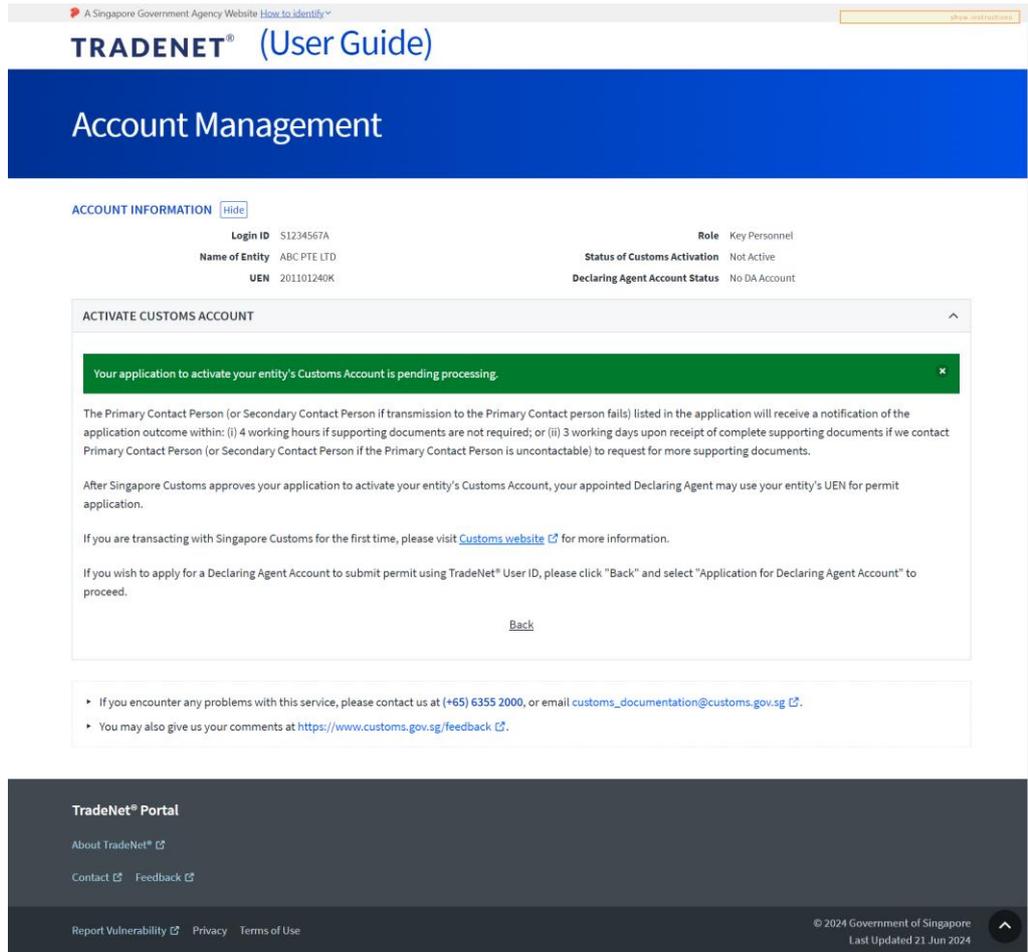


Figure 10 Acknowledgement Page