

# Terminate Customs Account

The **Terminate Customs Account** module allows entities to terminate their Customs Account if they do not wish to transact with Singapore Customs.

## *To terminate Customs Account:*

1. Go to the TradeNet® portal page and the **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](#)

TRADENET® (User Guide) [show instructions](#)

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](https://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

[About TradeNet®](#)

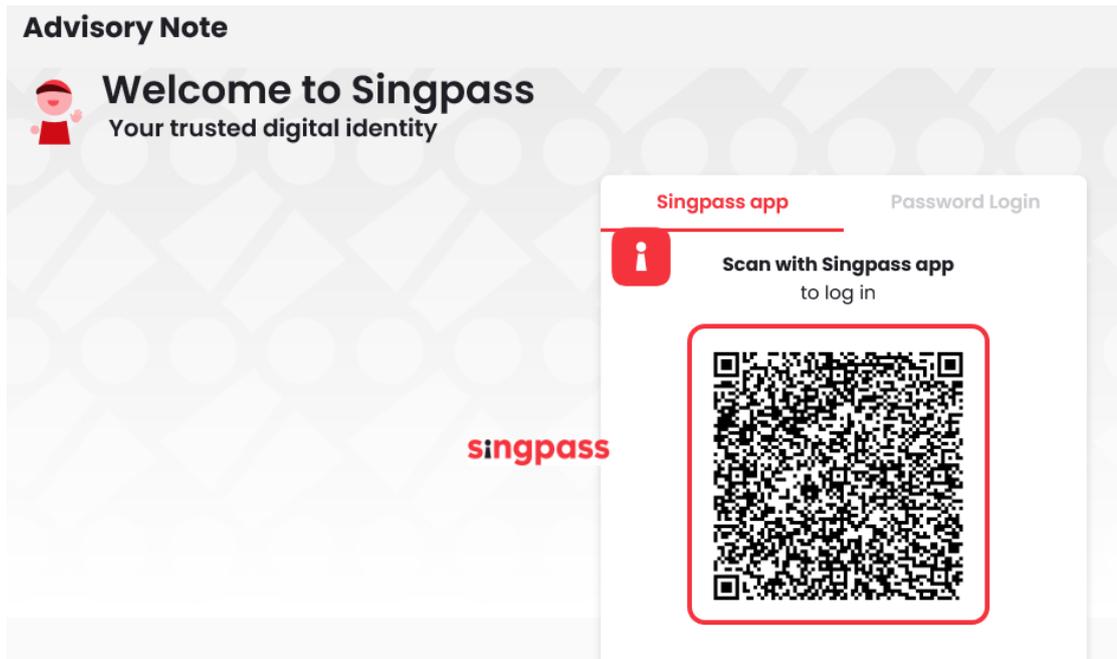
[Contact](#) [Feedback](#)

[Report Vulnerability](#) [Privacy](#) [Terms of Use](#)

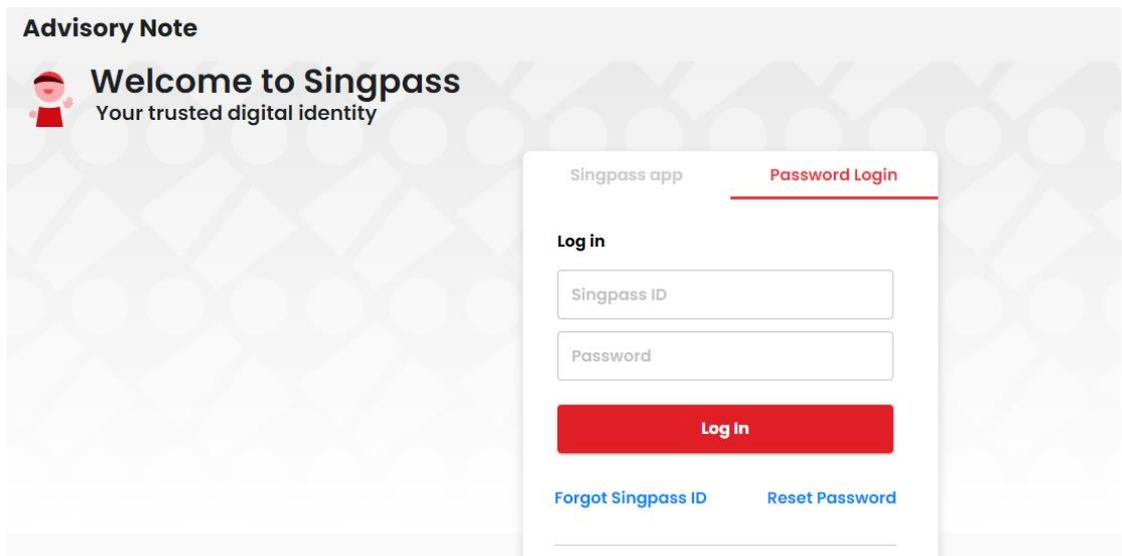
© 2024 Government of Singapore  
Last Updated 21 Jun 2024

**Figure 1.1 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.



**Figure 1.2a Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Scan QR code Log in**



**Figure 1.2b 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 vary according to the login user’s role.

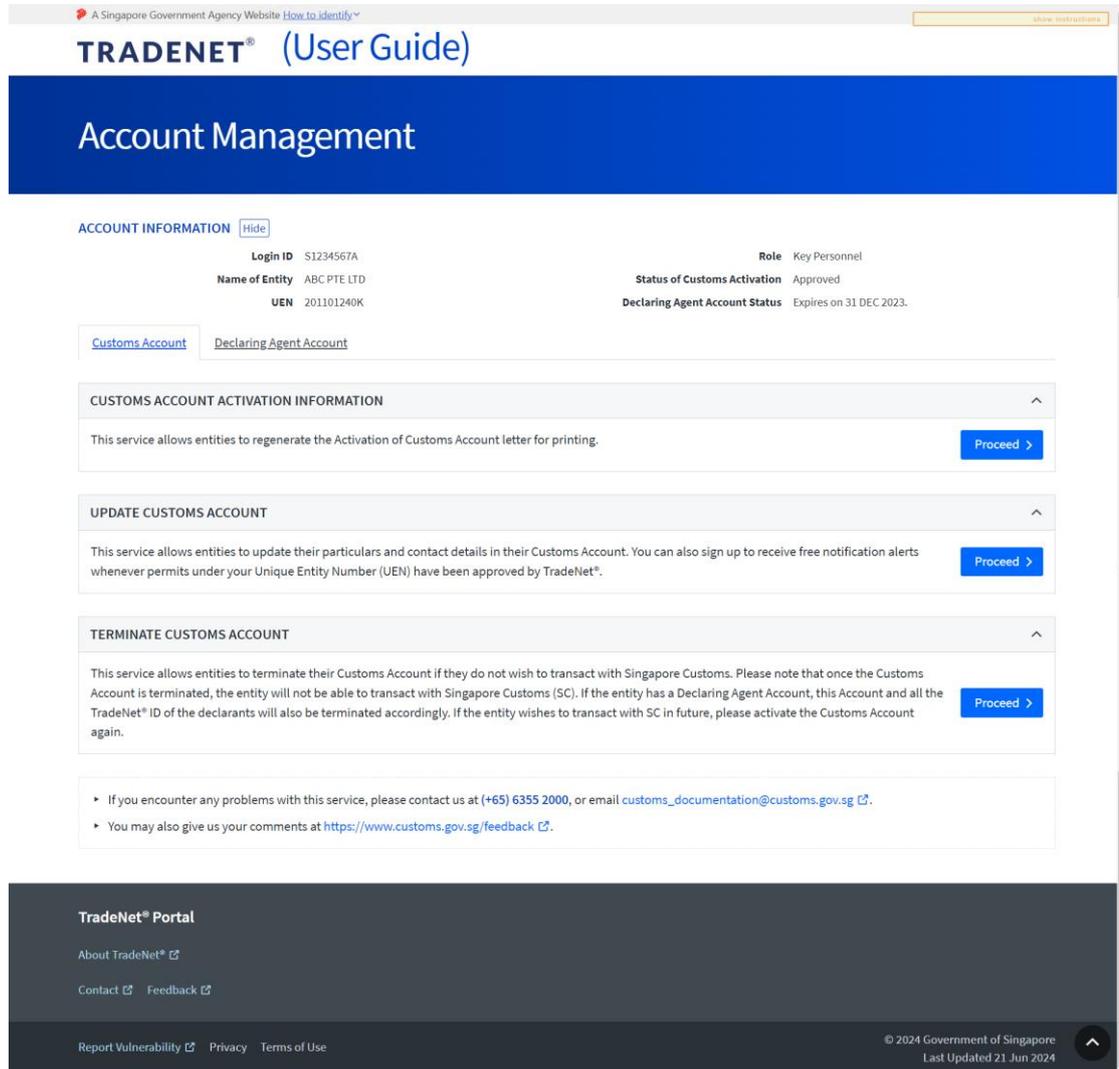


Figure 1.3 Menu Link Page

<b>ACCOUNT INFORMATION</b> <a href="#">Hide</a>	
<b>Login ID</b> S1234567A	<b>Role</b> Key Personnel
<b>Name of Entity</b> ABC PTE LTD	<b>Status of Customs Activation</b> Approved
<b>UEN</b> 201101240K	<b>Declaring Agent Account Status</b> Expires on 31 DEC 2023.

Figure 1.4.1 Login user – Key Personnel

<b>ACCOUNT INFORMATION</b> <a href="#">Hide</a>	
<b>Login ID</b> S1234567A	<b>Role</b> Authorised Personnel (CA)
<b>Name of Entity</b> ABC PTE LTD	<b>Status of Customs Activation</b> Approved
<b>UEN</b> 201101240K	<b>Declaring Agent Account Status</b> Expires on 31 DEC 2023.

Figure 1.4.2 Login user – Authorised Personnel (CA)

<b>ACCOUNT INFORMATION</b> <a href="#">Hide</a>	
<b>Login ID</b> S1234567A	<b>Role</b> Authorised Personnel (CA & DA)
<b>Name of Entity</b> ABC PTE LTD	<b>Status of Customs Activation</b> Approved
<b>UEN</b> 201101240K	<b>Declaring Agent Account Status</b> Expires on 31 DEC 2023.

Figure 1.4.3 Login user – Authorised Personnel (CA & DA)

## TERMINATE CUSTOMS ACCOUNT

5. Click on **Proceed** button under the **Terminate Customs Account** section.
6. Review and confirm the information provided.

Review Termination of Customs Account

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

COMPANY INFORMATION		^
<b>UEN</b>	201112290002	
<b>Entity Name</b>	TEST 201112290002	
<b>Postal Code</b>	123456	
<b>Operating Address</b>	123 ABC ROAD 14-15 SINGAPORE 123456	
<b>Main Business Activity</b>	Importer / Exporter / Distributor	
<b>Other Business Activity</b>	<ul style="list-style-type: none"><li>▶ Importer / Exporter / Distributor</li><li>▶ Freight Forwarder / Haulier</li></ul>	
<b>Nature of Goods Commonly Dealt With</b>	<ul style="list-style-type: none"><li>▶ Dutiable Liquor Products</li><li>▶ Chemical Products (excluding Petroleum Products)</li></ul>	

APPLICANT INFORMATION		^
<b>NRIC / FIN</b>	S1000030A	
<b>Name</b>	NAME OF THE APPLICANT (OWNER OF SINGPASS ID)	

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

SECONDARY CONTACT		^
<b>Name</b>	MY SECONDARY CONTACT NAME	
<b>Designation</b>	SECONDARY CONTACT DESIGNATION	
<b>ID Type</b>	SINGAPOREAN / PR	
<b>NRIC / FIN / Work Pass</b>	S1234567A	
<b>Salutation</b>	MR	
<b>Email Address</b>	abc123@abc123.com	
<b>Telephone Number</b>	68888888	
<b>Mobile Number</b>	91234567	

Figure 1.5.1 Terminate Customs Account Page

**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** S1234567A

**Salutation** MR

**Email Address** abc123trader@abc123.com

**Telephone Number** 68888888

**Mobile Number** 91234567

**AUTHORISED PERSONNEL** ^

S/No.	Name	Designation	NRIC / FIN	Activation of Customs Account	Manage Declaring Agent / Declarant
No data available in table					

**CONFIRM TERMINATION OF CUSTOMS ACCOUNT** ^

I am confirming my submission of a request to TERMINATE the Customs Account. I understand that once I have confirmed this termination, the entity will no longer be able to transact with Singapore Customs.

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

**Figure 1.5.2 Terminate Customs Account Page**

7. Check the box “I am confirming my...” under the **Confirm Termination of Customs Account** in Fig 1.5.2 to confirm termination. Click **Terminate Customs Account** button to terminate account.

---

@ Click on **Back** button to go back to main menu.

---

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

---

**TERMINATE CUSTOMS ACCOUNT** ^

Your application to terminate the Customs Account has been processed successfully. If you need to transact with Singapore Customs in future, please activate the Customs Account again. x

You may wish to print a copy of the deregistration letter for your reference.

[Print Deregistration Letter](#) [Logout](#)

**Figure 1.6 Termination Acknowledgment Page**

8. Click on **Print Deregistration Letter** button to print deregistration letter.

---

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

---