

# Manage TradeNet® IDs for Declarant

The **Manage TradeNet® IDs for Declarant** allows entities to register new declarant(s), update existing declarants' particulars and terminate declarants who have left the company.

## *To manage TradeNet® Ids for declarant:*

1. Go to the TradeNet® portal page and choose 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](#) [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](http://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 [↗](#)

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 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.

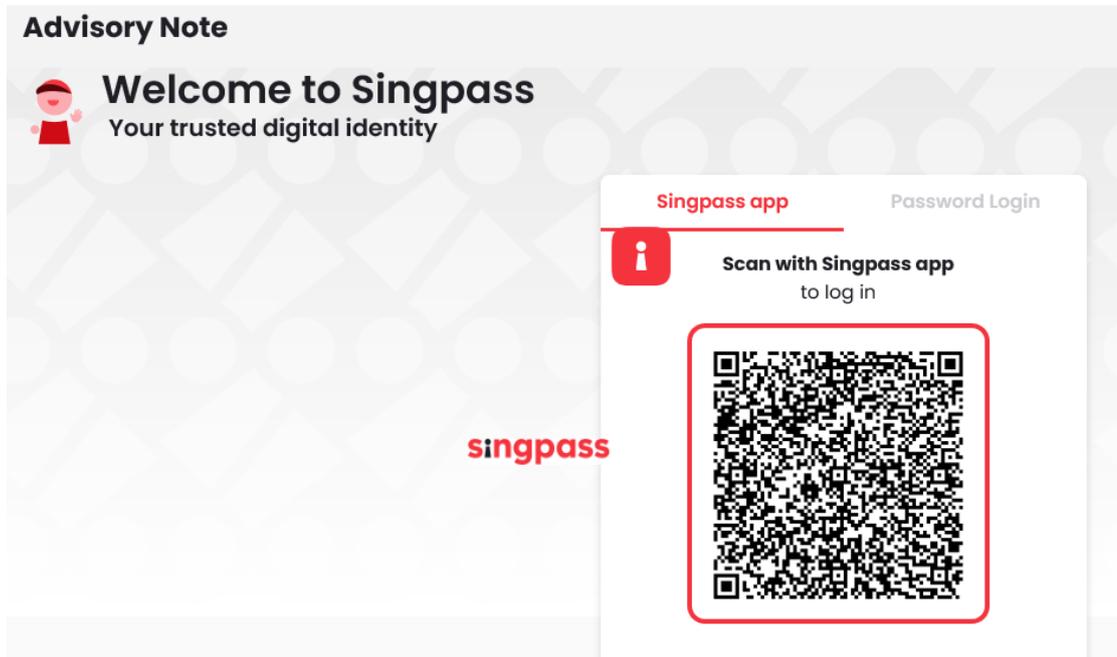


Figure 1.2a Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Scan QR code Log in

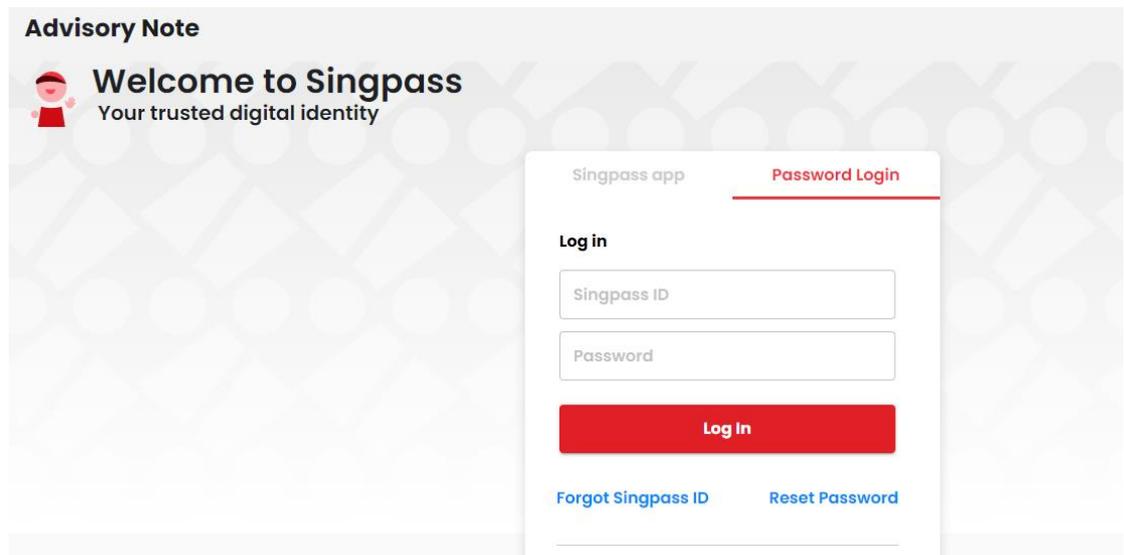


Figure 1.2b Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Password Log in

4. Click on Declaring Agent Account Tab as seen in Fig 1.3.1. The different account information displayed in Menu Link Page will vary according to the login user's role.

# MANAGE TRADENET® IDS FOR DECLARANT

|  |             |                                       |               |
|--|-------------|---------------------------------------|---------------|
| <b>ACCOUNT INFORMATION</b> <span>Hide</span> |             |                                       |               |
| <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> | No DA Account |
| Customs Account                              |             | <b>Declaring Agent Account</b>        |               |

Figure 1.3.1 Declaring Agent Account Tab

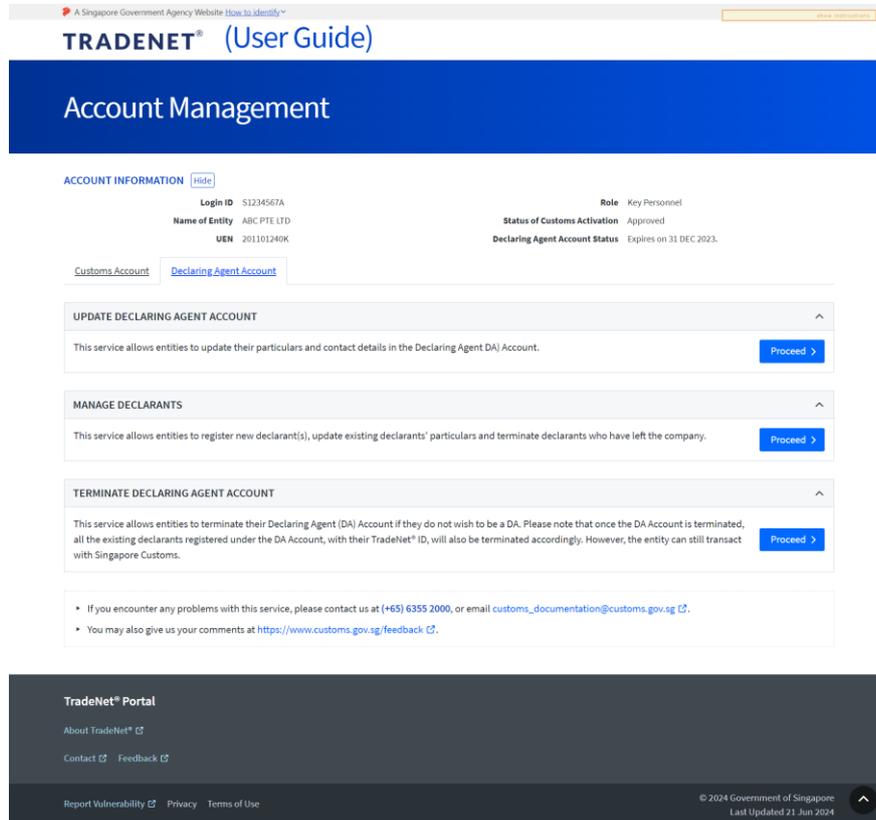


Figure 1.3.2 Menu Link Page

|  |             |                                       |                         |
|--|-------------|---------------------------------------|-------------------------|
| <b>ACCOUNT INFORMATION</b> <span>Hide</span> |             |                                       |                         |
| <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 1.3.3 Login User – Key Personnel

|  |             |                                       |                           |
|--|-------------|---------------------------------------|---------------------------|
| <b>ACCOUNT INFORMATION</b> <span>Hide</span> |             |                                       |                           |
| <b>Login ID</b>                              | S1234567A   | <b>Role</b>                           | Authorised Personnel (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 1.3.4 Login User – Authorised Personnel (CA)

|  |             |                                       |                                |
|--|-------------|---------------------------------------|--------------------------------|
| <b>ACCOUNT INFORMATION</b> <span>Hide</span> |             |                                       |                                |
| <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 1.3.5 Login User – Authorised Personnel (CA & DA)

5. Click on **Proceed** button in the Manage Declarants section as in Figure 1.3.2.
6. Read through the Terms and Conditions and check on the box beside “I have read..”.

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

**ACCOUNT INFORMATION** [Hide](#)

|                       |             |                                       |                         |
|-----------------------|-------------|---------------------------------------|-------------------------|
| <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. |

**MANAGE DECLARANTS** ^

**Important Information**

1. Please have the following information **ready at hand**:
  - ▶ Particulars of Declarant(s)
2. The following additional information is required if the declarant is **based in Malaysia**:
  - ▶ Name of Company in Malaysia
  - ▶ Full Address of the Company in Malaysia
  - ▶ Form 49 (Certificate issued by the Malaysian authority under the Companies Act)
3. This form will take about **30 minutes to complete**.
4. This application can be processed within 3 working days upon receipt of complete supporting documents.
5. New declarants are required to sit for and pass the Customs Competency test for Declarants.
6. After your application for DA account has been approved, CrimsonLogic Pte Ltd will follow-up with you on the IBG application and the Customs Competency Test for Declarants before the issuance of the TradeNet® ID.

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

[Back](#)   [Manage Declarants](#)

**Figure 1.4 Terms and Conditions Page**

Click on **Manage Declarants** button to proceed.

**MANAGE DECLARANTS** ^

Please complete all mandatory (\*) information.

Declarants

**List of Declarants**

A declarant is an individual who will be registering for or has a TradeNet® User ID and password to apply for permits through TradeNet®. Please note that new declarant will only be issued with a TradeNet® User ID after he / she has **passed** the Customs Competency Test conducted by Singapore Customs.

What does the declarant status tell me?

- ▶ **Active** - The declarant has a User ID and can submit permits via TradeNet®.
- ▶ **Rejected** - The application to register the declarant has been rejected.
- ▶ **Pending** - The application is pending for processing.
- ▶ **New** - All the required fields have been provided but the application has not been submitted for processing.
- ▶ **Subject to Termination** - TradeNet® user ID can be reinstated.

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

Show 10 entries Filter:

| S/No. | Name             | ID Number | Status                 | Terminate | Untermine | Action |
|-------|------------------|-----------|------------------------|-----------|-----------|--------|
| 1     | DECLARANT NAME 1 | S1234567A | Active                 |           |           |        |
| 2     | DECLARANT NAME 2 | S1234567B | Rejected               |           |           |        |
| 3     | DECLARANT NAME 3 | S1234567C | Pending                |           |           |        |
| 4     | DECLARANT NAME 6 | S1234567F | Subject to Termination |           |           |        |
| 5     | DECLARANT NAME 1 | S1234567A | Active                 |           |           |        |
| 6     | DECLARANT NAME 2 | S1234567B | Rejected               |           |           |        |
| 7     | DECLARANT NAME 3 | S1234567C | Pending                |           |           |        |
| 8     | DECLARANT NAME 6 | S1234567F | Subject to Termination |           |           |        |

Showing 1 to 8 of 8 entries Previous 1 Next

Add Declarant

Cancel Review Declarants

**Figure 1.5 Declarant Information List Page**

7. Click on **Add Declarant** button to add new declarants or click on edit button under the Action column to make changes to particulars of declarant, if applicable.
8. Provide the required **Declarant Information** in the form.

**Name (mandatory field)**

Enter the declarant’s name.

**Designation (mandatory field)**

Enter the declarant’s designation.

**ID Type (mandatory field)**

Select the ID Type from the dropdowns.

**ID No (mandatory field)**

Enter the declarant's ID no.

**Work Pass No. or Foreign Identification Number (FIN)**

Enter the declarant's Work Pass No. or FIN.

**Work Pass or FIN Expiry Date**

Enter the expiration date of the declarant's Work Pass/FIN or click the calendar icon to select the date.

**Singpass ID (mandatory field)**

Enter the declarant's Singpass ID.

**TradeNet® Account ID (mandatory field)**

Choose the TradeNet® Account ID where the declarant ID will be created.

**Salutation (mandatory field)**

Select from the dropdowns.

**Gender (mandatory field)**

**Choose the declarant's gender from the options.**

**Date of Birth (mandatory field)**

Enter the declarant's birth date.

**Email Address (mandatory field)**

Enter the declarant's email address with a valid email format, i.e. abc@domain.com.

**Telephone No. (mandatory field)**

Enter the declarant's telephone number.

**Mobile No. (mandatory field)**

Enter the declarant's mobile number.

**Nationality (mandatory field)**

Select the declarant's nationality from the dropdown list.

**Residential Address (mandatory field)**

Enter the declarant's residential address.

**Has the declarant submitted permit declarations via TradeNet® during the past one year? (mandatory field)**

**No. of Years of Experience (mandatory field if Yes is selected)**

Indicate whether the declarant has been submitted permit declarations via TradeNet® prior to the application during the past one year.

If **Yes**, provide the no. of years of experience.

**Has the declarant passed the Customs Competency Test conducted by Singapore Customs from Year 2012? (mandatory if Yes is selected)**

Indicate if the declarant has passed the customs competency test with Singapore Customs from year 2012. If **Yes**, attach a copy of the course certificate.

**Education Level (mandatory field)**

Select the declarant's educational level from the dropdown list.

**If others, please specify (mandatory field if Others is selected)**

Enter the declarant's educational level if it is not included in the options provided in the previous field.

**Is declarant based in Malaysia? (mandatory field)**

**Name of Company in Malaysia (mandatory field if Yes is selected)**

**Operating Address in Malaysia, incl. Name of State (mandatory field if Yes is selected)**

Indicate whether the declarant is based in Malaysia.

If **Yes**, provide the Name of Company and operating address in Malaysia.

**Supporting Documents: Scanned IC or Work Pass (mandatory field)**

Attach the declarant's scanned IC, Work Permit or Employment Pass, whichever is applicable.

*Additional information for declarant who is NOT your employee.*

**Name of Employer. (mandatory field)**

Enter the employer's name.

**Company UEN. (mandatory field)**

Enter the company UEN.

**Name of Contact Person (mandatory field)**

Enter the contact person's name.

**Email Address (mandatory field)**

Enter the email address.

**Telephone No. (mandatory field)**

Enter the telephone no.

Edit Declarant's Details

Expand All Collapse All 

Please complete all mandatory (\*) information.

**DETAIL INFORMATION** ^

If your declarant is working for a few declaring agents, you need to fill in this section with the information of only one company.

**Terminate Account**

Yes
  No

**Salutation \***

Mister v

**Name \***

DECLARANT NAME 1

**Designation \***

Designation

**Citizenship \***

SINGAPORE v

**ID Type \***

NRIC: Singaporean or Permanent Resident v

**ID Number \***

S1234567A

**SingPass ID \***

S1234567A

**TradeNet® User ID**

DHL1001

**TradeNet® Account ID  \***

DHL1 v

**Declarant Code**

Enter the Declarant Code

**Date of Birth \***

01-Jan-1994

**Email Address \***

**Telephone Number \***

**Mobile Number**

**Gender \***

Male  Female

**Residential Address \***

**Has the declarant submitted permit declarations via TradeNet® during the past one year? \***

Yes  No

**Number of Years of TradeNet® Experience \***

**Has the declarant passed the Customs Competency Test conducted by Singapore Customs from Year 2013? \***

Yes  No

**Education Level \***

**Is the declarant based in Malaysia? \***

Yes  No

**What is the relationship of the declarant to your firm/company? \***

The declarant is **my employee** and working for my company only. He / She will be declaring permits for my company and / or its clients.

The declarant is **my employee** but currently working for multiple companies. He / She will be declaring permits for my company and other companies. (e.g. the declarant is a part-timer or freelancer).

The declarant is **NOT my employee**. He / She is the staff of another company but will be declaring permits in my company's name.

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**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 fax the supporting documents to:  
**+65 6873 0837 (Attn: Customer Admin Dept).**

**Scanned NRIC / Work Pass** 📄 \*

Upload  Fax

Uploaded File: [filename](#) 🔗

[Cancel](#)

[Update Declarant](#)

**Figure 1.5.1 Declarant Information Details Modal**

**ADDITIONAL INFORMATION** ^

Additional Information for Declarant who is NOT your employee or working for MORE THAN one declaring agent/firm/company

**Name of Company (Actual / Other Employer) \***

**Company UEN \***

**Name of Contact Person \***

**Email Address \***

**Telephone Number \***

**Figure 1.5.2 Additional Information [if declarant is not employee of the company/working for multiple declaring agent/firm/company]**

9. Provide the required **Key Personnel** information in the form.

**Salutation (mandatory field)**

Select the key personnel's salutation from the dropdowns.

**Name (mandatory field)**

Enter the key personnel's name.

**Designation (mandatory field)**

Enter the key personnel's designation.

**ID Type (mandatory field)**

Select the ID Type from the dropdowns.

**ID No (mandatory field)**

Enter the key personnel's id no.

**Nationality (mandatory field)**

Select the nationality from the dropdown list.

**Email Address (mandatory field)**

Enter the email address with a valid email format, i.e. abc@domain.com.

**Telephone No. (mandatory field)**

Enter the telephone number.

**Mobile No.**

Enter the mobile numbe.

**Gender (mandatory field)**

Choose the gender from the options.

**Supporting Documents:**

**Malaysian ID(Front & Back) (Mandatory)**

Click on Upload button to upload documents or click on Fax option if you wish to submit the document through fax.

**Form 49 (Mandatory)**

Click on Upload button to upload documents or click on Fax option if you wish to submit the document through fax.

**Signed Copy of Terms and Conditions (Mandatory)**

Click on Upload button to upload documents or click on Fax option if you wish to submit the document through fax.

**Other Supporting Documents (Mandatory)**

Click on Upload button to upload documents or click on Fax option if you wish to submit the document through fax.

**KEY PERSONNEL (FOR MALAYSIAN IC)**

If the declarant is a Malaysian without Foreign Identification Number (FIN) or Work Pass, there must be a common key personnel, i.e. the key personnel registered with the Accounting and Corporate Regulatory Authority (ACRA) for the Singapore business entity must also be the key personnel registered with the Malaysian authority under the Companies Act.

**Salutation \***

Select the Salutation v

**Name \***

Enter the Name

**Designation \***

Enter the Designation

**Citizenship \***

Select a Citizenship v

**ID Type \***

Select the ID Type v

**ID Number \***

Enter the ID Number

**Email Address \***

Enter the Email Address

**Telephone Number \***

Enter the Telephone Number

**Mobile Number**

Enter the Mobile Number

**Gender \***

Male
  Female

**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 fax the supporting documents to:  
[+65 6873 0837 \(Att: Customer Admin Dept\)](tel:+6568730837).

**Malaysian Identity Card (Front & Back) ⊙ \***

**Form 49 ⊙ \***

**Signed Copy of Terms and Conditions ⊙ \***

[Download Terms and Conditions](#)

**Other Supporting Documents ⊙ \***

Figure 1.5.3 Key Personnel Information Page.

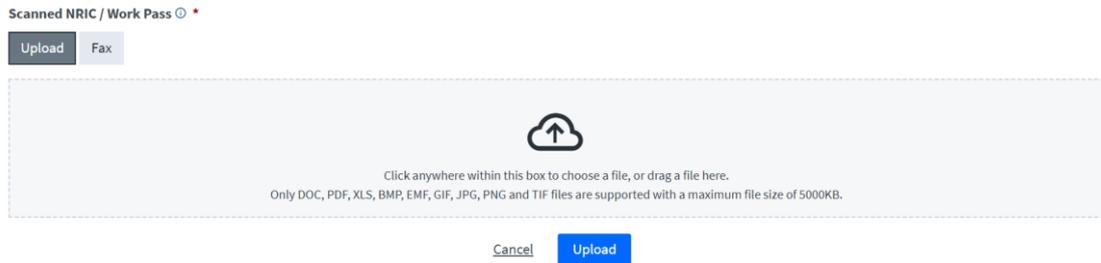
10. Upon clicking on **Upload** button, the file attachment window will appear. Click on anywhere in the box to choose the file path and click on Upload button to upload the file. (refer to Figure 1.5.3-1)

11. Click on **filename** hyperlink to download and view the previous file uploaded.



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

---



**Figure 1.5.3-1 Upload file for Supporting Documents**

12. Click on **Update Declarant** button to save the information to the table and go back to previous page.



Click on **Delete Declarant** button to remove declarants with "New" or "Draft" status.

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Check on **Yes** box in the Terminate Account field to terminate registered declarants if they are no longer required to apply for permits or they have left your company. Please note that terminating registered declarants will result in termination of their TradeNet IDs.

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Click on **Cancel** button to go back to declarant information page.

---

If a declarant has been selected for termination, the termination section will appear at the bottom as shown in Fig 1.5.4 below. Fill in the termination

date.

| S/No. | Name             | ID Number | Status                 | Terminate | Untermiante | Action |
|-------|------------------|-----------|------------------------|-----------|-------------|--------|
| 1     | DECLARANT NAME 1 | S1234567A | Active                 | Yes       |             |        |
| 2     | DECLARANT NAME 2 | S1234567B | Rejected               |           |             |        |
| 3     | DECLARANT NAME 3 | S1234567C | Pending                |           |             |        |
| 4     | DECLARANT NAME 6 | S1234567F | Subject to Termination |           |             |        |

Showing 1 to 4 of 4 entries

Previous **1** Next

[Add Declarant](#)

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**Termination Date**

Please provide the date to terminate the selected declarant(s). The date of termination should not be more than one month from the current date.

**Important Note:** If the Termination Date selected falls in the following month, please be informed that Crimsonlogic Pte Ltd will be charging fee for the TradeNet® User ID for that month.

**Termination Date \***

[Cancel](#) [Review Declarants](#)

**Figure 1.5.4 Termination Date**

13. Click on **Review Declarants** button to proceed.



Click on **Cancel** button to go back to menu link page.

14. Review the information provided and check the boxes under the declaration section. Click on the **Update Declarants** button to proceed.



Click on / icon to expand/collapse to view the detail information.



Click on **Back** button to go back to declarant information page.



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

DECLARANTS ^

LIST OF DECLARANTS

| S/No. | Name             | ID Number | Work Pass Expiry Date | User ID | Account ID | Status                 | Terminate | Untermine |
|-------|------------------|-----------|-----------------------|---------|------------|------------------------|-----------|-----------|
| 1     | DECLARANT NAME 1 | S1234567A | -                     | DHL1001 | DHL1       | Active                 | Yes       |           |
| 2     | DECLARANT NAME 2 | S1234567B | -                     |         | DHL1       | Rejected               |           |           |
| 3     | DECLARANT NAME 3 | S1234567C | -                     |         | DHL1       | Pending                |           |           |
| 4     | DECLARANT NAME 6 | S1234567F | -                     |         | DHL1       | Subject to Termination |           |           |

DECLARATIONS ^

I confirm that I am authorised to submit this Online Registration.

On behalf of the party applying for services through this Online Registration, I hereby declare that I have read and agree to the terms and conditions set out.

I confirm that the information that I will provide hereto is true and accurate.

[Back](#) [Print Information](#) [Update Declarants](#)

Figure 1.6 Review and Confirmation Page

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

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

The screenshot shows the 'Account Management' page in the TradeNet User Guide. It displays account details for 'ABC PTE LTD' with a UEN of 201101240K. A green notification banner states: 'Your updates to declarants' particulars have been successfully processed.' Below this, there is a 'Back' button and a footer with contact information and a copyright notice for the Government of Singapore.

Figure 1.7 Acknowledgement Page