# Update Declaring Agent (DA) Account

The **Update Declaring Agent (DA) Account** allows entities to update their particulars and account details in the DA Account.

# To update the customs account:

- 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.

services currently	sing Corppass. For more information, visit <u>وه. وهن. sg/corporate-login</u> பே.	
For more information Traders and Registrati	on the Registration of Declaring Entities, Declaring Agents and Declarants, please read Singapore Customs' website for information on <u>Quick Guide for Ne</u> on Services C <sup>2</sup> .	<u>ew</u>
ACTIVATE CUSTO	MS ACCOUNT	^
This service allows whenever permits u	entities to activate their Customs Account so that they could transact with Singapore Customs. You can also sign up to receive free notification alerts nder your Unique Entity Number (UEN) have been approved by TradeNet®.	
CUSTOMS ACCOU	NT ACTIVATION INFORMATION	^
This service allows	intities to regenerate the Activation of Customs Account letter for printing.	
UPDATE CUSTOM	S ACCOUNT	^
This service allows under your Unique	ntities to update their particulars and contact details in their Customs Account. You can also sign up to receive free notification alerts whenever permits Entity Number (UEN) have been approved by TradeNet®.	
TERMINATE CUST	OMS ACCOUNT	^
This service allows terminated, the ent declarants will also	inities to terminate their Customs Account if they do not wish to transact with Singapore Customs. Please note that once the Customs Account is ity 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 be terminated accordingly. If the entity wishes to transact with SC in future, please activate the Customs Account again.	
RENEW DECLARIN	IG AGENT ACCOUNT	^
This service allows successfully within	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 the renewal window may result in suspension or termination of the Declaring Agent Account.	
	Log in with singpass	

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

Advisory Note Welcome to Singpass Your trusted digital identity	
	Singpass app Password Login
	Log in
	Singpass ID
	Password
	Log In
	Forgot Singpass ID Reset Password

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.

OUNT INFORMATI	ION Hide	]				
	Login ID	S1234567A		Role	Key Personnel	
Nam	e of Entity	ABC PTE LTD	:	Status of Customs Activatior	Approved	
	UEN	201101240K	Der	claring Agent Account Statu	No DA Account	
ustoms Account	Declaring	Agent Accoun	t			
	1.5					
P A Singapore Governme	. I Dec	te How to identify	Agent Account lab			
TRADE	<b>NET</b> ®	(User (	Guide)			
Account	t Mar	ageme	nt			
necoun	cinar	agenne				
ACCOUNT INFORM	ATION Hide					
	Logi	ID S1234567A		Role Key Per	sonnel	
	Name of Er	UEN 201101240K	De	claring Agent Account Status Expires	on 31 DEC 2023.	
Curtana Arrant	Destados	·				
Customs Account	Dectaring/	igent Account				
UPDATE DECLARI	ING AGENT A	CCOUNT				^
This service allows	entities to upo	late their particular	s and contact details in the Declaring Agent DA) /	Account.		Proceed >
MANAGE DECLAR	ANTS					^
This service allows	antitios to ros	istor now doclarant	(c) update evicting declarants' particulars and to	rminate declarante who have left th	0.0000000	
This service allows	entities to reg	ster new dectarant	s), update existing declarants particulars and te	initiate declarants who have left ti	e company.	Proceed >
TERMINATE DECL	ARING AGEN	IT ACCOUNT				^
This service allows all the existing decl with Singapore Cus	entities to terr arants register toms.	ninate their Declari ed under the DA Ac	ng Agent (DA) Account if they do not wish to be a count, with their TradeNet® ID, will also be termi	DA. Please note that once the DA A nated accordingly. However, the en	count is terminated, tity can still transact	Proceed >
<ul> <li>If you encounter</li> </ul>	r any problem:	with this service, p	lease contact us at (+65) 6355 2000, or email cu	stoms_documentation@customs.g	w.sg ⊡.	
<ul> <li>If you encounter</li> <li>You may also give</li> </ul>	r any problems ve us your com	with this service, p ments at https://w	lease contact us at (+65) 6355 2000, or email cu ww.customs.gov.sg/feedback C <sup>3</sup> .	stoms_documentation@customs.gr	w.sg 🖸.	
<ul> <li>If you encounter</li> <li>You may also give</li> </ul>	r any problem: ve us your com	s with this service, p iments at https://w	vlease contact us at (+65) 6355 2000, or email cu: www.customs.gov.sg/feedback 년.	stoms_documentation@customs.gr	w.sg 🗹.	
<ul> <li>If you encounter</li> <li>You may also give</li> <li>TradeNet<sup>®</sup> Postal</li> </ul>	r any problem: ve us your com	s with this service, s iments at https://w	ilease contact us at (+65) 6355 2000, or email cu ww.customs.gov.sg/feedback [3].	stoms_documentation@customs.gr	w.sg 🖸.	
If you encountes     You may also giv  TradeNet <sup>®</sup> Portal	r any problems ve us your com	s with this service, ş iments at https://w	ilease contact us at (+65) 6355 2000, or email cu www.customs.gov.sg/feedback [2].	stoms_documentation@customs.gr	w.sg C.	
<ul> <li>If you encounter</li> <li>You may also glu</li> <li>TradeNet* Portal</li> <li>About TradeNet* 6</li> </ul>	r any problem: ve us your com	s with this service, ; iments at https://w	ilease contact us at (+65) 6355 2000, or email cu www.customs.gov.sg/feedback [2].	itoms_documentation@customs.gr	v.sg Eð.	
If you encounter     You may also giv  TradeNet® Portal  About TradeNet® Contact & Feedback	r any problem: ve us your com c 압	s with this service, ; aments at https://w	ilease contact us at (+65) 6355 2000, or email cu www.customs.gov.sg/feedback [3].	itoms_documentation@customs.gr	v.sg Cl.	

#### Figure 1.3.2 Menu Page Link

#### ACCOUNT INFORMATION Hide

Login ID	S1234567A	R	lole	Key Personnel
Name of Entity	ABC PTE LTD	Status of Customs Activat	ion	Approved
UEN	201101240K	Declaring Agent Account Sta	tus	Expires on 31 DEC 2023.
Figure 1.4.1 Login User –	Key Personnel			
ACCOUNT INFORMATION Hide	]			
Login ID	S1234567A	Role	e Au	thorised Personnel (DA)
Name of Entity	ABC PTE LTD	Status of Customs Activation	<b>n</b> Ap	proved
UEN	201101240K	Declaring Agent Account Status	s Ex	pires on 31 DEC 2023.
Figure 1.4.2 Login User –	Authorised Personnel (CA)			
ACCOUNT INFORMATION [Hide]				
Login ID	S1234567A	Role	Autho	orised Personnel (CA & DA)
Name of Entity	ABC PTE LTD	Status of Customs Activation	Appro	oved
UEN	201101240K	Declaring Agent Account Status	Expire	es on 31 DEC 2023.

# Figure 1.4.3 Login User – Authorised Personnel (CA & DA)

- 5. Click on **Proceed** button in the Update Declaring Agent Account 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.

Login ID S1234567A	Role Key Personnel
Name of Entity ABC PTE LTD UEN 201101240K	Status of Customs Activation Approved Declaring Agent Account Status Expires on 31 DEC 2023.
Important Information	
1. Before you proceed with the application, please read through th Imports and Exports Regulations and Part XIVA of the Customs	e following Terms and Conditions for Declaring Entities Under Part IVA of the Regulation of Regulations.
where and Take a reference of a second se	-
TERMS AND PART IVA O REGUL	CONDITIONS FOR DECLARING AGENTS UNDER FTHE REGULATION OF IMPORTS AND EXPORTS ATIONS AND PART XIVA OF THE CUSTOMS
Definition	REGULATIONS
The following words and expressions shall have meanings hereby as	signed to them except where the context otherwise requires:
<ol> <li>"CCP" means the Cargo Clearance Permit. The CCP shal condition(s) as may be imposed by the Singapor Imports and Execute Art (Can. 3720) and (or any).</li> </ol>	I be in the format approved by Singapore Customs containing the full particulars therein and the customs for the clearance of cargo declared under the Customs Act (Cap 70) and the Regulation of regulations made therearunders
2. "Declaration" refers to any declaration required to be made to	singapore Customs required under the Customs Act (Cap 70) and/or the Regulation of Imports and Exports 🔹
2. Please have the following information ready at hand:	
<ul> <li>Particulars of your Entity</li> </ul>	
<ul> <li>Particulars of Key Personnel</li> </ul>	
<ul> <li>Particulars of Contact Person for TradeNet<sup>®</sup> related matters</li> </ul>	
Particulars of Declarant(s)     Particulars of Administrator	
<ul> <li>Particulars of Billing contact</li> </ul>	
3. The following additional information is required if the declarant	tis based in Malaysia:
Name of Company in Malavsia	
<ul> <li>Full Address of the Company in Malaysia</li> </ul>	
<ul> <li>Form 49 (Certificate issued by the Malaysian authority under</li> </ul>	the Companies Act)
4. This form will take about 30 minutes to complete.	
5. This application can be processed within 3 working days upon n	eceipt of complete supporting documents.
<ol> <li>A valid inter-bank GIRO (IBG) is required to facilitate the paymer usually requires 3 to 4 weeks for the bank's approval. For more i and Registration Services (2).</li> </ol>	nt of duties, Goods and Services Tax (GST) and other fees to Customs directly. The IBG application information on applying for an IBG, please refer to Singapore Customs' Quick Guide for New Traders
I have read, understood and will comply with all the Conditions sta	sted above.
	Back Update DA Account
If you encounter any problems with this service, please contact us at the service.	(+65) 6355 2000, or email customs, documentation@customs.gov.eg.P2
<ul> <li>You may also give us your comments at https://www.customs.gov.sg/</li> </ul>	feedback 🖒.
adeNet* Portal	

Figure 1.5 Terms and Conditions Page

- 7. Click on Update DA Account button to proceed.
- 8. Review the information provided in the company tab and edit the information if necessary.

Provide the required Company Information in the form.

**Block No./House No. (mandatory field)** Enter the Company's Block No./House No.

**Street Name (mandatory field)** Enter the company's street name.

Unit No. (optional) Enter the company's unit no.

**Building Name (optional)** Enter the company's building name.

**Postal Code (mandatory field)** Enter the postal code.

**Telephone No. (mandatory field)** Enter the company's telephone no.

**Company Email Address (mandatory field)** Enter the company's email address.

**Membership with Association (mandatory field)** Select the association from the dropdowns.

# **Other Membership (optional)**

Enter the other membership.

#### Annual Financial Turnover (Mandatory)

Enter the company's annual financial turnover.

**Total No. of TradeNet® Declarants (Mandatory)** Enter the company's total no. of TradeNet® Declarants.

# Total No. of Employees (Mandatory)

Enter the total no. of employees.

**Declaring Agents Activity 1 (Mandatory)** Select the declaring agent's activity 1 from the options.

**Declaring Agents Activity 2 (Mandatory)** Select the declaring agent's activity 2 from the options.

as complete al nanotatory (*) information Company Information Series and Prove All and All a	IPDATE DECLARING AGENT ACCOUNT
company block         Resource of Califaction           company block         Company block	lease complete all mandatory ( * ) information.
company information is	Company's Details Personnel Details Assessment Criteria
Company Information IN	
EM   201112/20002   20112/20002   Contact Information   Contact Information </td <td>Company Information</td>	Company Information
add Liszanda Companya and for our branch (velated companies only)	UEN
tintly Kame TEST 20112220002	201112290002
Inst number of randem of employees * Control formation concompany and/or our branch / related companies only	Entity Name
Contact Information Suppore Suppore Contact Information Control Informatio Control Information Control Inf	TEST 201112290002
saminy / Region Singapore • static Code • • static Head Pool Code	Contact Information
Singapore based Code *  Enter the Postal Code   Enter the Postal Code   Enter the Bostal Code   Enter the Block / House Number   Enter the Block / House Number   Enter the Stored Name  Enter the Stored Name  Enter the Stored Name  Enter the Unit Number   Enter the Stored Name  Enter the Stored Nam	Country / Region
Audit Code *   Enter the Postal Code   Enter the Stock / House Number *   Enter the Stock / House Number   Bilding Name   Construction *   Stock /	Singapore
Enter the Postal Code  Cot Address  Kick / House Number  Cot Address  Kick / House Address  Kick / H	Postal Code *
Nock / House Number • Enter the Black / House Number Enter the Steet Name Enter the Steet Name Enter the Steet Name Enter the Unit Number Enter the Blaiding Name Enter the Blaiding Name Enter the Blaiding Name Enter the Blaiding Name Enter the Enabli Address Enter the Annual Financial Turnover Enter the Annual Financial Turnover Enter the Annual Financial Turnover Enter the Annual Financial Turnover Enter the Total Number of Engloyees • Enter the Total Number of Engloyees • Ent	Enter the Postal Code     Get Address
Enter the Block / House Number  inter the Store Name  Enter the Store Name  Enter the Store Namber  Enter the Unit Number  Enter the Unit Number  Enter the Building Name  Enter the Building Name  Enter the Building Name  Enter the Endel Name  Enter the Building Name  Enter the Endel Name  Enter the Indel Na	Block / House Number *
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Enter the Street Name  Init Number  Enter the Unit Number  Enter the Unit Number  Enter the Building Name  Enter the Building Name  Enter the Building Name  Enter the Building Name  Enter the Enail Address  Enter the Annual Financial Turnover  Enter the Cotal Number of Employees  Enter the Total Number of Employees  Enter the Cotal Number of Employees  Enter the Total Number of Employees  Enter the Cotal Number of Employees  Enter the Cotal Number of Employees  Enter the Intel Number of Employees  Enter the Cotal Number of Employees  Enter the Intel Number of Employees	Street Name *
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Enter the Unit Number Enter the Building Name Enter the Building Name Enter the Building Name Enter the Building Name Enter the Endephone Number Enter the Endephone Number Enter the Endephone Number Enter the Endel Address Enter the Annual Financial Turnover Enter the Intel Address Enter the TradeNet® Declarants Enter the TradeNet® Declarants Enter the Total Number of Employees Enter the Cotal Submits permit declaration and freight forwarding services Entering Agents Activity 1* Provides permit declaration and freight forwarding services Entering Enter for our own company and/or our branch/related companies only Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies Enter for our own company and/or our branch/related companies and/or on behalf of other companies En	Unit Number
suiding Name Enter the Building Name eleptone Number · Enter the Enelephone Number imail Address · Enter the Enell Address Enter the Enall Address Enter the Enall Address Enter the Enall Address Enter the Control of Contr	Enter the Unit Number
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elephone Number *   Enter the Telephone Number   imail Address *   Enter the Enail Address   Business Information   Business Information   embership with Association *   Select the Membership<	Enter the Building Name
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imail Address • Enter the Email Address Enter the Email Address Business Information Rembership with Association • Select the Membership   annual Financial Turnover • Enter the Annual Financial Turnover otal Number of TradeNet® Declarants • Total Number of TradeNet® Declarants total Number of TradeNet® Declarants total Number of Employees • Enter the Total Number of Employees Provides permit declaration services only Provides permit declaration and freight forwarding services ectaring Agents Activity 1 • Provides permit declaration and freight forwarding services ectaring Agents Activity 2 • Submits permits for our own company and/or our branch/related companies only Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Enter the Telephone Number
Enter the Email Address  Business Information  Aembership with Association  Select the Membership  immual Financial Turnover  Enter the Annual Financial Turnover  Total Number of TradeNet® Declarants  Total Number of TradeNet® Declarants  Total Number of Employees  Enter the Total Number of Employees  Ente	Email Address *
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Declaring Agents Activity 1 *         Provides permit declaration services only         Provides permit declaration and freight forwarding services         Declaring Agents Activity 2 *         Submits permits for our own company and/or our branch/related companies only         Submits permits on behalf of other companies         Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Entrer une rotan number of Employees
Provides permit declaration services only Provides permit declaration and freight forwarding services Peclaring Agents Activity 2 * Submits permits for our own company and/or our branch/related companies only Submits permits on behalf of other companies Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Declaring Agents Activity 1*
Provides permit declaration and treight forwarding services  Declaring Agents Activity 2 *  Submits permits for our own company and/or our branch/related companies only  Submits permits on behalf of other companies  Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Provides permit declaration services only
Declaring Agents Activity 2 *         Submits permits for our own company and/or our branch/related companies only         Submits permits on behalf of other companies         Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Provides permit declaration and freight forwarding services
Submits permits for our own company and/or our branch/related companies only Submits permits on behalf of other companies Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Declaring Agents Activity 2 *
Submits permits on behalf of other companies Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Submits permits for our own company and/or our branch/related companies only
Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies	Submits permits on behalf of other companies
	Submits permits for our own company and/or our branch/related companies and/or on behalf of other companies

Figure 1.6.1 Update Declaring Agent (DA) Account Info – Company Page

9. Click on **Next Tab** button to proceed to next tab, Personnel Details.

<b>a</b>	Click on <b>Cancel</b> button to go back to main menu.
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ase complete	all mandatory ( * ) informatio	n.			
ompany's Dei	tails Personnel Details	Assessment Criteria			
Key Persor he Key Persor ervices to be s The key persor Notice to R Reminder 1	nnel / Decision Maker is auth subscribed herein. He / she m nnel will receive the following no Renew Registration Notice	r Information orised by your firm / com ust be a <b>director, proprie</b> tifications either via fax or er	ipany to make all d i <b>tor</b> or <b>partner</b> of th mail from Singapore (	ecision / agreements with re ne entity. Customs:	gard to the services or futu
<ul> <li>Notice of T</li> <li>Notice to u</li> <li>Alert when</li> </ul>	ermination Ipdate expiry date of declarant's I declarant terminated his/ber Tr	Employment/Work Pass			
how 10 v er	ntries			Fi	lter:
S/No.	Name	÷	ID Number	🔷 Account ID	🔷 Action
1	KEY PERSONNEL NAME 1		S1234567A	DHL1	Ľ
2	KEY PERSONNEL NAME 2		S1234567B	DHL2	Ø
3	KEY PERSONNEL NAME 3		S1234567C	DHL3	
4	KEY PERSONNEL NAME 4		S1234567D	DHL4	ß
howing 1 to 4 of	f 4 entries				Previous 1 Ne:
Contact Pe lick on 🖄 to e how 10 🗸 er	erson edit or delete the correspondi ntries	ng row of information.		Fi	lter:
S/No.	Name		ID Number	🔷 Account ID	Action
1	CONTACT PERSON NAME 1		S1234567A	DHL1	ß
2	CONTACT PERSON NAME 2		S1234567B	DHL2	Ø
3	CONTACT PERSON NAME 3		S1234567C	DHL3	Ø
4	CONTACT PERSON NAME 4		S1234567D	DHL4	Ø
howing 1 to 4 of	f 4 entries				Previous <b>1</b> Net

Figure 1.7.1 Update Declaring Agent (DA) Account Info – Personnel Details Tab

10. Click on edit button under the Action column in the Key Personnel/Decision Maker Information table to make changes to key personnel/decision maker information.

Provide the required information in Figure 1.5.3.

# Salutation (mandatory field)

Select the salutation from the dropdowns.

# **Name (mandatory field)** Enter the Key Personnel's name.

**Designation (mandatory field)** 

Enter the designation.

# ID Type (mandatory field)

Select the id type from the dropdowns.

# **ID No. (mandatory field)** Enter the id no.

**Nationality (mandatory field)** Select the nationality from the dropdowns.

# **Email Address. (mandatory field)** Enter the email address.

# **Telephone No. (mandatory field)**

Enter the key personnel's telephone no.

# Mobile No. (mandatory field)

Enter the key personnel's mobile no.

#### **Gender (mandatory field)**

Select the gender from the options.

11. Click the **Update Key Personnel** button to save the key personnel record or click on **Cancel** button to close the modal without saving the changes made.

#### Edit Key Personnel's Details

Expand All Collapse All

Please complete all mandatory ( \* ) information.

PERSONNEL INFORMATION	
Salutation *	
Mister	~
Name *	
KEY PERSONNEL NAME 1	
Designation *	
Designation	
Citizenship *	
SINGAPORE	~
ID Type *	
NRIC: Singaporean or Permanent Resident	~
inter singaporeur of remainent resident	
ID Number *	
S1234567A	
Email Address *	
key@email.com	
Telephone Number *	
62345678	
Mobile Number	
Mobile	
Condert	
Gender *	
mate Femate	
Account ID	
DHL1	

#### Figure 1.7.2 Update Declaring Agent (DA) Account Info – Key Personnel/Decision Maker Information Edit Modal

Cancel

Update Key Personnel

12. Click on edit button under the Action column in the Contact Person Information table as shown in Figure 1.7.1 to make changes to the selected contact person if applicable.

Click on Add Contact Person button to add new contact person.

Provide the required information in the Figure 1.7.3.

#### Salutation (mandatory field)

Select the salutation from the dropdowns.

# Name (mandatory field)

Enter the contact person's name.

# **Designation (mandatory field)**

Enter the designation.

**ID Type (mandatory field)** Select the id type from the dropdowns.

**ID No. (mandatory field)** Enter the id no.

**Email Address. (mandatory field)** Enter the email address.

**Telephone No. (mandatory field)** Enter the contact person's telephone no.

# Mobile No. (optional)

Enter the contact person's mobile no.

# Gender (mandatory field)

Select the gender from the options.

# Account ID (mandatory field)

Select the account id from the dropdowns.

13. Click on **Update Contact Person** button to save the information and go back to previous page or click on **Cancel** button to close the modal without saving the changes made.



Click on **Delete Contact Person** button to remove the contact person record.

#### Edit Contact Person's Details

Expand All Collapse All 🛛 🔊

Please complete all mandatory (\*) information.

PERSONNEL INFORMATION			
Salutation *			
Mister		~	
Name *			
CONTACT PERSON NAME 1			
Designation *			
Designation			
Citizenship *			
SINGAPORE		~	
ID Town t			
ID Type *		~	
NRIC. Singaporean of Permanent Resident		· ·	
ID Number *			
S1234567A			
Email Address *			
key@email.com			
Telephone Number *			
62345678			
Mobile Number			
Mobile			
Gender *			
Male Female			
Account ID			
DHL1			
	Cancel	Delete Contact Per	son Update Contact Person

Figure 1.7.3 Update Declaring Agent (DA) Account Info – Contact Person edit Page

- 14. Click on Next Tab button to proceed to next tab, Assessment Criteria.
- 15. Review the answers to all assessment criteria.

UPDATE DECLARING AGENT ACCOUNT
Please complete all mandatory (*) information.
Company's Details Personnel Details Assessment Criteria
These assessment criteria cover areas relating to the declaring agent's internal control procedures/processes/systems. Please answer all questions.
Personnel Management
Does your company conduct pre-employment verification checks on prospective employees / declarants? *
Yes No
Does your company have procedures to handle resignation and termination of your employees / declarants? * Yes No
Training on Customs Procedures
Does your company provide in-house training on customs procedures for newly hired employees / declarants? *
Does your company send newly hired employees / declarants to attend external courses on customs procedures?*
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs
procedures? *
Yes No
Company's Processes & Procedures
Does your company have procedures to screen and select business partners and customers? *
Yes No
Does your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies' requirements? *
Yes No
Does your company have procedures to check and verify the documents received for the purposes of submitting trade declarations? *
Yes No
Does your company have procedures to ensure that information declared in the trade declaration is complete and correct? *
Yes No
Does your company have procedures to report or flag out suspicious activities to the attention of supervisors or Singapore Customs, as appropriate? *
Yes No

Company's Standard C Does your company maintain S Agent Governance Framework	perating Procedures (SOPs) Documentation tandard Operating Procedures (SOPs) for all procedures and processes identified under the Declaring
Yes No	
Does your company disseminat	$\mathbf{\hat{s}}$ and communicate the Standard Operating Procedures (SOPs) to employees / declarants? *
Are these Standard Operating F	Procedures (SOPs) reviewed on a regular basis? *
Company's Informatio Does your company have an inf	n Management & Controls formation management policy to classify and store information? *
Yes No	
Does your company have proce	dures to control access to and protect information? *
Yes No	
Does your company have proce alteration of business data)? * Yes No Does your company have proce	dures to conduct regular audit checks to detect discrepancies (e.g. unauthorised access, tampering or
information? *	
Does your company have proce	dures to ensure the confidentiality of the TradeNet® Account and ID issued to employees / declarants? *
Are your company's IT systems	protected against unauthorised access? *
Does your company retain Cust	coms permits and supporting documents for at least 5 years? *
Yes No	,
Does your company have proce	dures to back up the information and data? *
Yes No	
	Cancel Previous Tab Review Account Updates

Figure 1.8 Assessment Criteria Page

- 16. Click on Review Account Updates button to proceed.
- 17. Review the information provided and check the boxes under the declaration section. Click on the **Update Declaring Agent Account** button to proceed.

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



**(D)** 

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

Click on (+)/(-) icon to expand/collapse to view the detail information.

#### Review Updating of Declaring Agent Account

**@** 

Expand All Collapse All

JMPANY S DETAILS		
СОМ	IPANY INFORMATION	
UEN	201112290002	
Entity Name	TEST 201112290002	
CON	ITACT INFORMATION	
Country / Region	Singapore	
Postal Code	123456	
Block / House Number	123	
Street Name	Abc Road	
Unit Number	01-123	
Building Name	Def Building	
Telephone Number	61234567	
Email Address	emailaddress@email.com	
BUS	INESS INFORMATION	
Membership with Association	The Singapore Air Cargo Agents Association	
Annual Financial Turnover	123	
Total Number of TradeNet <sup>®</sup> Declarants	123	
Total Number of Employees	123	
Declaring Agents Activity 1	Provides permit declaration services only	
Declaring Agents Activity 2	Submits permits for our own company and/or our branch/related companies only	
PERS Does your company conduct pre-employment verification checks on	Ves	
prospective employees / declarants?		
Joes your company have procedures to handle resignation and termination of your employees / declarants?	Yes	
TRAINING	ON CUSTOMS PROCEDURES	
Does your company provide in-house training on customs procedures for	Yes	
newly hired employees / declarants? Does vour company send newly hired employees / declarants to attend	Yes	
external courses on customs procedures?		
Does your company send employees / declarants for trainings at regular	Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures?	Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S	Yes PROCESSES & PROCEDURES	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers?	Ves PROCESSES & PROCEDURES Ves	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers? oes your company have procedures to identify controlled or dutiable goods	Yes Yes Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers? oes your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies'	Yes PROCESSES & PROCEDURES Yes Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers? oes your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies' requirements?	Yes PROCESSES & PROCEDURES Yes Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers? oes your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies' requirements? Does your company have procedures to check and verify the documents received for the purposes of submitting trade declarations?	Yes PROCESSES & PROCEDURES Yes Yes Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers? oes your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies' requirements? Does your company have procedures to check and verify the documents received for the purposes of submitting trade declarations? Does your company have procedures to ensure that information declared in	Yes PROCESSES & PROCEDURES Yes Yes Yes Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers? oes your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies' requirements? Does your company have procedures to check and verify the documents received for the purposes of submitting trade declarations? Does your company have procedures to ensure that information declared in the trade declaration is complete and correct?	Yes PROCESSES & PROCEDURES Yes Yes Yes Yes	
Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? COMPANY'S Does your company have procedures to screen and select business partners and customers? oes your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies' requirements? Does your company have procedures to check and verify the documents received for the purposes of submitting trade declarations? Does your company have procedures to ensure that information declared in the trade declaration is complete and correct? Does your company have procedures to report or flag out suspicious activities to the attention of supervisors or Singapore Customs, as	Yes PROCESSES & PROCEDURES Yes Yes Yes Yes Yes	

 Does your company maintain Standard Operating Procedures (SOPs) for all Yes
 Yes

 procedures and processes identified under the Declaring Agent Governance
 Framework?

 Does your company disseminate and communicate the Standard Operating Yes
 Yes

- Procedures (SOPs) to employees / declarants?
  - Are these Standard Operating Procedures (SOPs) reviewed on a regular Yes basis?

COMPANY'S INFOR	MATION MANAGEMENT & CONTROLS
Does your company have an information management policy to classify and store information?	Yes
Does your company have procedures to handle resignation aDoes your company have procedures to control access to and protect information?	Yes
Does your company have procedures to conduct regular audit checks to detect discrepancies (e.g. unauthorised access, tampering or alteration of business data)?	Yes
Does your company have procedures to inform Singapore Customs whenever there are any changes in your company's or declarants' information?	Yes
Does your company have procedures to ensure the confidentiality of the TradeNet <sup>®</sup> Account and ID issued to employees / declarants?	Yes
Are your company's IT systems protected against unauthorised access?	Yes
Does your company retain Customs permits and supporting documents for at least 5 years?	Yes
Does your company have procedures to back up the information and data?	Yes

PERSONNEL DETA	AILS			^
	KEY PERSO	NNEL / DECISION MAKER INFORMATI	ON	
S/No.	Name	÷	ID Number	¢
+ 1	KEY PERSONNEL NAME 1	S1234567A	Male	
+ 2	KEY PERSONNEL NAME 2	S1234567B	Male	
+ 3	KEY PERSONNEL NAME 3	\$1234567C	Male	
+ 4	KEY PERSONNEL NAME 4	S1234567D	Male	
		CONTACT PERSON		
S/No.	Name	🔷 ID Number	🔶 Account ID	¢
+ 1	CONTACT PERSON NAME 1	S1234567A	DHL1	
+ 2	CONTACT PERSON NAME 2	S1234567B	DHL2	
+ 3	CONTACT PERSON NAME 3	S1234567C	DHL3	
+ 4	CONTACT PERSON NAME 4	S1234567D	DHL4	
DECLARATIONS				^
I confirm that	I am authorised to submit this Online Registrati	on.		
On behalf of t	he party applying for services through this Onlir	ne Registration, I hereby declare that	I have read and agree to the terms and conditions s	et out.
I confirm that	the information that I will provide hereto is true	and accurate.	-	
	Back Print Inf	ormation Update Declaring Ag	ent Account	

# Figure 1.9 Review and Confirmation Page

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

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

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TRADENET <sup>®</sup> (l	Jser Guide)			
Account Manag	gement			
ACCOUNT INFORMATION Hide				
Login ID	\$1234567A	Role	Key Personnel	
Name of Entity	ABC PTE LTD	Status of Customs Activation	Approved	
UEN	201101240K	Declaring Agent Account Status	Expires on 31 DEC 2023.	
UPDATE DECLARING AGENT ACCOU	UNT			^
Your updates to Declaring Agent Acco	ount have been successfully processed			×
		Back		
<ul> <li>If you encounter any problems with</li> </ul>	this service, please contact us at (+65)	6355 2000. or email customs_documentation@cust	toms.gov.sg 🗗.	
<ul> <li>You may also give us your comment</li> </ul>	ts at https://www.customs.gov.sg/feed	back 🖸.		
TradeNet <sup>®</sup> Portal				
<b>TradeNet<sup>®</sup> Portal</b> About TradeNet <sup>®</sup> <b>[</b> 3				
<b>TradeNet<sup>®</sup> Portal</b> About TradeNet <sup>®</sup> යි Contact යි Feedback යි				
<b>TradeNet<sup>®</sup> Portal</b> About TradeNet <sup>®</sup> ර Contact රු Feedback ර				

Figure 1.10 Acknowledgement Page