

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.

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

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 1.1 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.

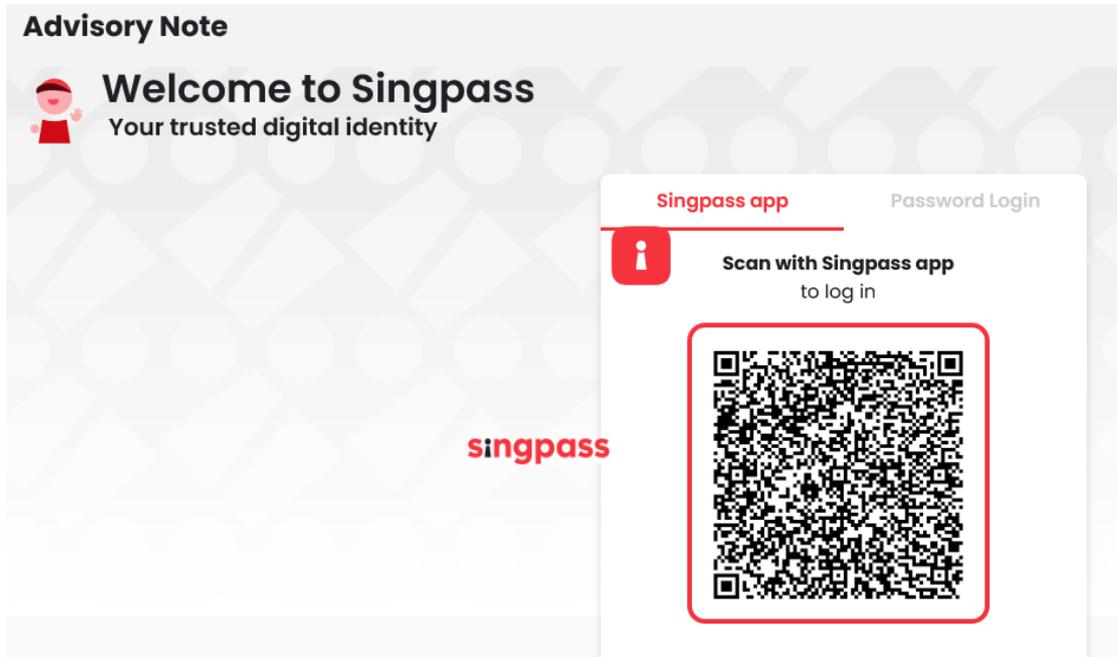


Figure 1.2a Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Scan QR code Log in

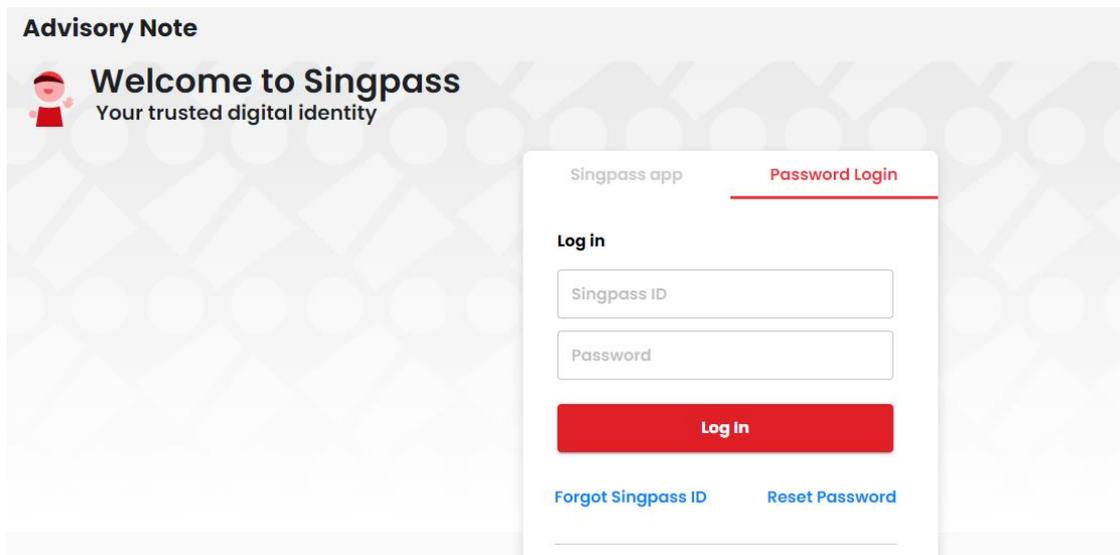


Figure 1.2b Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Password Log in

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.

UPDATE DECLARING AGENT (DA) ACCOUNT

ACCOUNT INFORMATION [Hide](#)

Login ID	S1234567A	Role	Key Personnel
Name of Entity	ABC PTE LTD	Status of Customs Activation	Approved
UEN	201101240K	Declaring Agent Account Status	No DA Account

Customs Account [Declaring Agent Account](#)

Figure 1.3.1 Declaring Agent Account Tab

TRADENET® (User Guide)

Account Management

ACCOUNT INFORMATION [Hide](#)

Login ID	S1234567A	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.

Customs Account [Declaring Agent Account](#)

UPDATE DECLARING AGENT ACCOUNT

This service allows entities to update their particulars and contact details in the Declaring Agent (DA) Account. [Proceed >](#)

MANAGE DECLARANTS

This service allows entities to register new declarant(s), update existing declarants' particulars and terminate declarants who have left the company. [Proceed >](#)

TERMINATE DECLARING AGENT ACCOUNT

This service allows entities to terminate their Declaring Agent (DA) Account if they do not wish to be a DA. Please note that once the DA Account is terminated, all the existing declarants registered under the DA Account, with their TradeNet® ID, will also be terminated accordingly. However, the entity can still transact with Singapore Customs. [Proceed >](#)

- 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 1.3.2 Menu Page Link

ACCOUNT INFORMATION [Hide](#)

Login ID	S1234567A	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.

Figure 1.4.1 Login User – Key Personnel

ACCOUNT INFORMATION [Hide](#)

Login ID	S1234567A	Role	Authorised Personnel (DA)
Name of Entity	ABC PTE LTD	Status of Customs Activation	Approved
UEN	201101240K	Declaring Agent Account Status	Expires on 31 DEC 2023.

Figure 1.4.2 Login User – Authorised Personnel (CA)

ACCOUNT INFORMATION [Hide](#)

Login ID	S1234567A	Role	Authorised Personnel (CA & DA)
Name of Entity	ABC PTE LTD	Status of Customs Activation	Approved
UEN	201101240K	Declaring Agent Account Status	Expires 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.

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

Account Management

ACCOUNT INFORMATION Hide

Login ID	S1234567A	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 ACCOUNT

Important Information

1. Before you proceed with the application, please read through the following [Terms and Conditions for Declaring Entities Under Part IVA of the Regulation of Imports and Exports Regulations and Part XIVa of the Customs Regulations](#).

TERMS AND CONDITIONS FOR DECLARING AGENTS UNDER PART IVA OF THE REGULATION OF IMPORTS AND EXPORTS REGULATIONS AND PART XIVA OF THE CUSTOMS REGULATIONS

Definition

The following words and expressions shall have meanings hereby assigned to them except where the context otherwise requires:

1. "CCP" means the Cargo Clearance Permit. The CCP shall be in the format approved by Singapore Customs containing the full particulars therein and the condition(s) as may be imposed by the Singapore Customs for the clearance of cargo declared under the Customs Act (Cap 70) and the Regulation of Imports and Exports Act (Cap 272A) and/or any regulations made thereunder;
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**:
 - ▶ Particulars of your Entity
 - ▶ Particulars of Key Personnel
 - ▶ Particulars of Contact Person for TradeNet® related matters
 - ▶ Particulars of Declarant(s)
 - ▶ Particulars of Administrator
 - ▶ Particulars of Billing contact
3. 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)
4. This form will take about **30 minutes to complete**.
5. This application can be processed within 3 working days upon receipt of complete supporting documents.
6. A valid inter-bank GIRO (IBG) is required to facilitate the payment of duties, Goods and Services Tax (GST) and other fees to Customs directly. The IBG application usually requires 3 to 4 weeks for the bank's approval. For more information on applying for an IBG, please refer to Singapore Customs' [Quick Guide for New Traders and Registration Services](#).

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

[Back](#) [Update DA Account](#)

▶ 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 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.

UPDATE DECLARING AGENT (DA) ACCOUNT

UPDATE DECLARING AGENT ACCOUNT

Please complete all mandatory (*) information.

[Company's Details](#) Personnel Details Assessment Criteria

Company Information

UEN
201112290002

Entity Name
TEST 201112290002

Contact Information

Country / Region
Singapore

Postal Code *
Enter the Postal Code [Get Address](#)

Block / House Number *
Enter the Block / House Number

Street Name *
Enter the Street Name

Unit Number
Enter the Unit Number

Building Name
Enter the Building Name

Telephone Number *
Enter the Telephone Number

Email Address *
Enter the Email Address

Business Information

Membership with Association *
Select the Membership

Annual 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

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

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

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

UPDATE DECLARING AGENT (DA) ACCOUNT

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

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

UPDATE DECLARING AGENT ACCOUNT

Please complete all mandatory (*) information.

Company's Details **Personnel Details** Assessment Criteria

Key Personnel / Decision Maker Information

The Key Personnel or Decision Maker is authorised by your firm / company to make all decision / agreements with regard to the services or future services to be subscribed herein. He / she must be a **director, proprietor or partner** of the entity.

The key personnel will receive the following notifications either via fax or email from Singapore Customs:

- ▶ Notice to Renew Registration
- ▶ Reminder Notice
- ▶ Notice of Termination
- ▶ Notice to update expiry date of declarant's Employment/Work Pass
- ▶ Alert when declarant terminated his/her TradeNet® User ID

Show entries Filter:

S/No.	Name	ID Number	Account ID	Action
1	KEY PERSONNEL NAME 1	S1234567A	DHL1	
2	KEY PERSONNEL NAME 2	S1234567B	DHL2	
3	KEY PERSONNEL NAME 3	S1234567C	DHL3	
4	KEY PERSONNEL NAME 4	S1234567D	DHL4	

Showing 1 to 4 of 4 entries Previous 1 Next

Contact Person

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

Show entries Filter:

S/No.	Name	ID Number	Account ID	Action
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	

Showing 1 to 4 of 4 entries Previous 1 Next

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.

UPDATE DECLARING AGENT (DA) ACCOUNT

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 

ID Number *

S1234567A

Email Address *

key@email.com

Telephone Number *

62345678

Mobile Number

Mobile

Gender *

Male Female

Account ID

DHL1

[Cancel](#)

[Update Key Personnel](#)

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

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.

UPDATE DECLARING AGENT (DA) ACCOUNT

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 Type *

NRIC: Singaporean or 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 Person](#)

[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 (DA) ACCOUNT

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? *

Yes

No

Does your company send newly hired employees / declarants to attend external courses on customs procedures? *

Yes

No

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

UPDATE DECLARING AGENT (DA) ACCOUNT

Company's Standard Operating Procedures (SOPs) Documentation

Does your company maintain Standard Operating Procedures (SOPs) for all procedures and processes identified under the Declaring Agent Governance Framework? *

Yes No

Does your company disseminate and communicate the Standard Operating Procedures (SOPs) to employees / declarants? *

Yes No

Are these Standard Operating Procedures (SOPs) reviewed on a regular basis? *

Yes No

Company's Information Management & Controls

Does your company have an information management policy to classify and store information? *

Yes No

Does your company have procedures to control access to and protect information? *

Yes No

Does your company have procedures to conduct regular audit checks to detect discrepancies (e.g. unauthorised access, tampering or alteration of business data)? *

Yes No

Does your company have procedures to inform Singapore Customs whenever there are any changes in your company's or declarants' information? *

Yes No

Does your company have procedures to ensure the confidentiality of the TradeNet® Account and ID issued to employees / declarants? *

Yes No

Are your company's IT systems protected against unauthorised access? *

Yes No

Does your company retain Customs permits and supporting documents for at least 5 years? *

Yes No

Does your company have procedures 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.



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

UPDATE DECLARING AGENT (DA) ACCOUNT



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

Review Updating of Declaring Agent Account

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

COMPANY'S DETAILS ^

COMPANY INFORMATION

UEN 201112290002

Entity Name TEST 201112290002

CONTACT 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

BUSINESS INFORMATION

Membership with Association The Singapore Air Cargo Agents Association

Annual Financial Turnover 123

Total Number of TradeNet® 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

ASSESSMENT CRITERIA ^

PERSONNEL MANAGEMENT

Does your company conduct pre-employment verification checks on prospective employees / declarants? Yes

Does 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 newly hired employees / declarants? Yes

Does your company send newly hired employees / declarants to attend external courses on customs procedures? Yes

Does your company send employees / declarants for trainings at regular intervals to keep them up-to-date on latest customs procedures? Yes

COMPANY'S PROCESSES & PROCEDURES

Does your company have procedures to screen and select business partners and customers? Yes

Does your company have procedures to identify controlled or dutiable goods and comply with the relevant Singapore Customs' or Controlling Agencies' requirements? Yes

Does your company have procedures to check and verify the documents received for the purposes of submitting trade declarations? Yes

Does your company have procedures to ensure that information declared in the trade declaration is complete and correct? Yes

Does your company have procedures to report or flag out suspicious activities to the attention of supervisors or Singapore Customs, as appropriate? Yes

COMPANY'S STANDARD OPERATING PROCEDURES (SOPS) DOCUMENTATION

Does your company maintain Standard Operating Procedures (SOPs) for all procedures and processes identified under the Declaring Agent Governance Framework? Yes

Does your company disseminate and communicate the Standard Operating Procedures (SOPs) to employees / declarants? Yes

Are these Standard Operating Procedures (SOPs) reviewed on a regular basis? Yes

UPDATE DECLARING AGENT (DA) ACCOUNT

COMPANY'S INFORMATION 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® 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 DETAILS ^

KEY PERSONNEL / DECISION MAKER INFORMATION

S/No.	Name	ID Number	
+ 1	KEY PERSONNEL NAME 1	S1234567A	Male
+ 2	KEY PERSONNEL NAME 2	S1234567B	Male
+ 3	KEY PERSONNEL NAME 3	S1234567C	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 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 Declaring Agent 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.

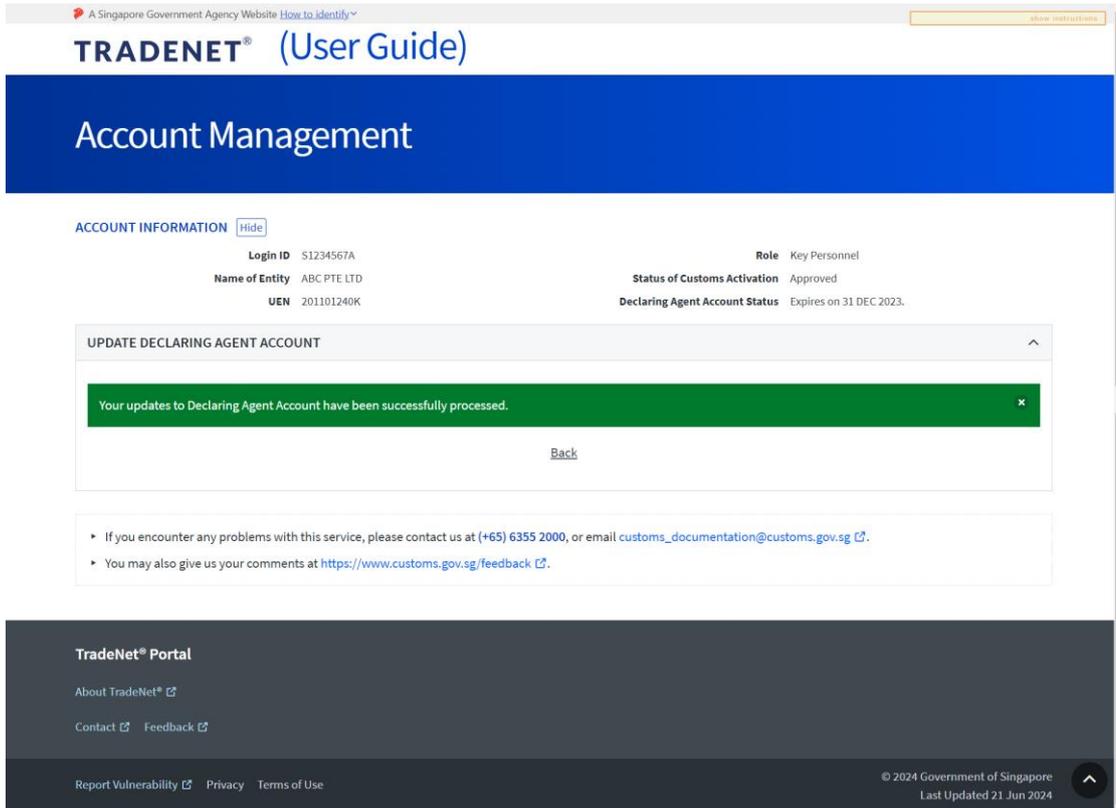


Figure 1.10 Acknowledgement Page