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.

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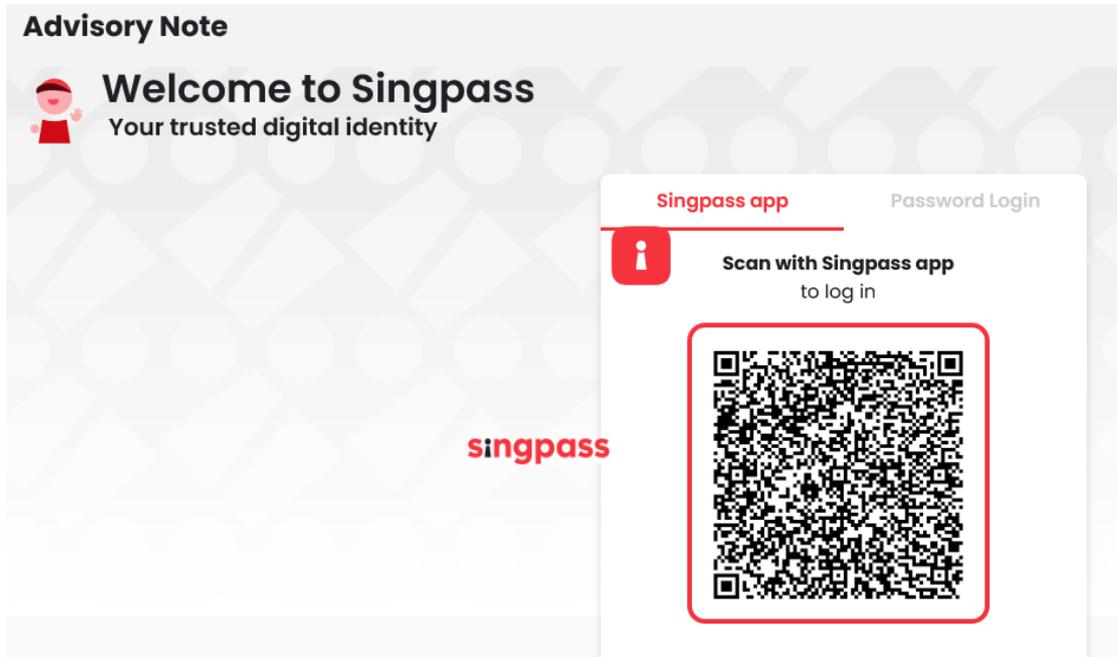
Figure 1.2a Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Scan QR code Log in
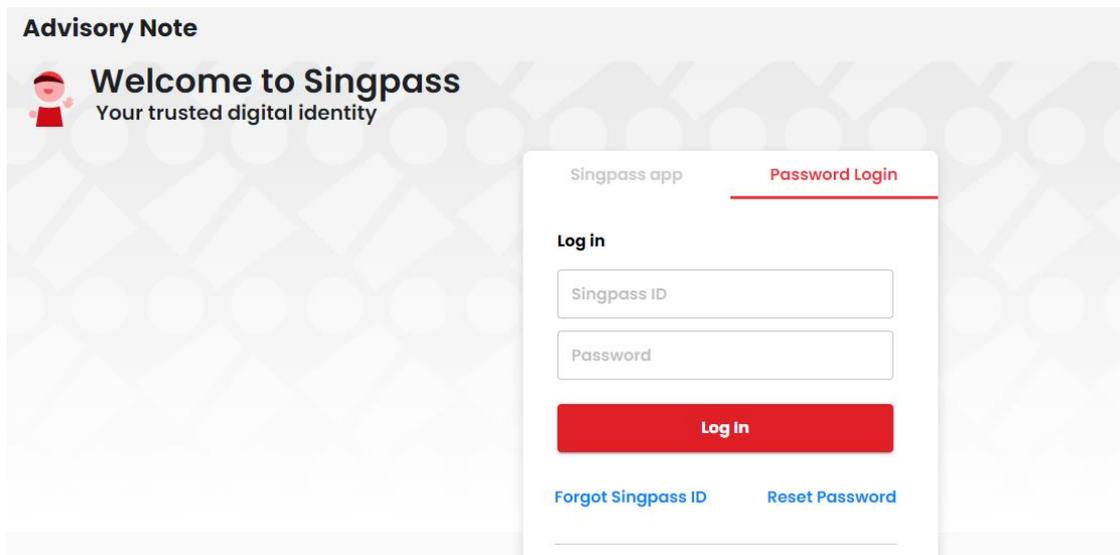
Figure 1.2b Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Password Log in

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.

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

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.

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 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

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 [10] 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 [10] 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

[Add Contact Person]

Cancel   [Previous Tab]   [**Next Tab**]

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 ⌄

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.

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 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 |

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 .

@ 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

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.
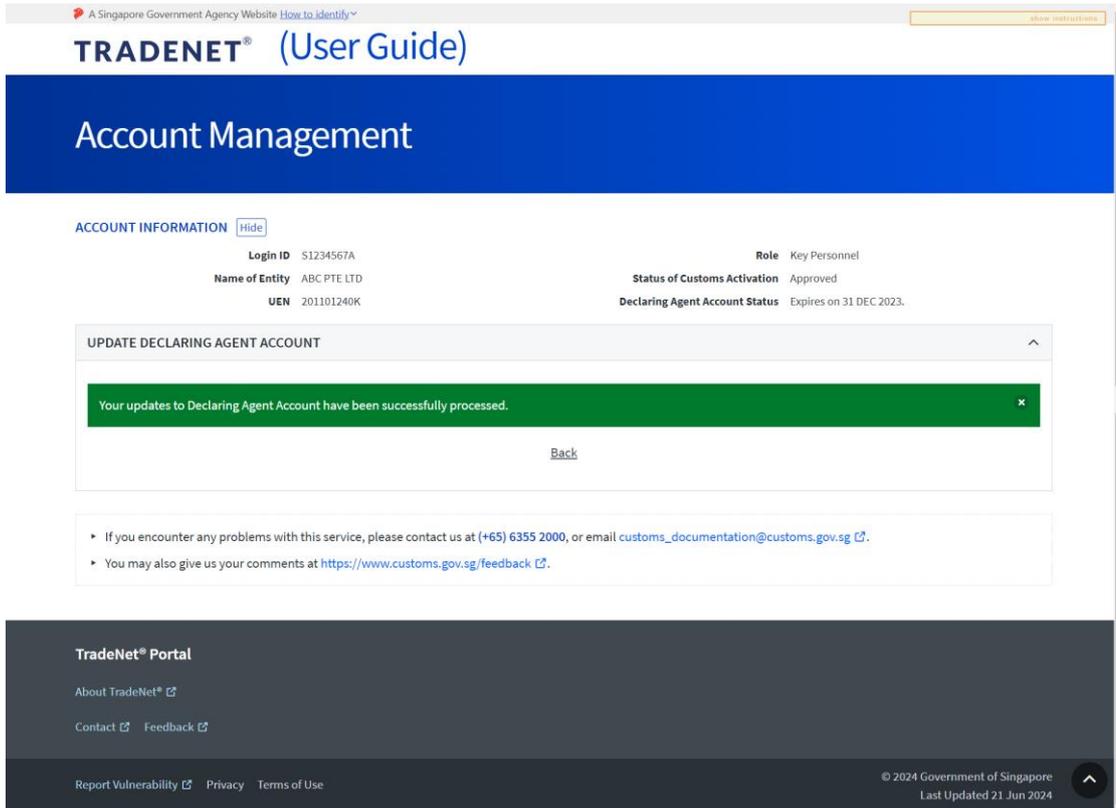
Figure 1.10 Acknowledgement Page