Update of Customs Account

The **Update of Customs Account** module allows entities to update their particulars and contact details in their Customs Account. User can also sign up to receive free notification alerts whenever permits under the users' UEN have been approved by TradeNet®.

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.

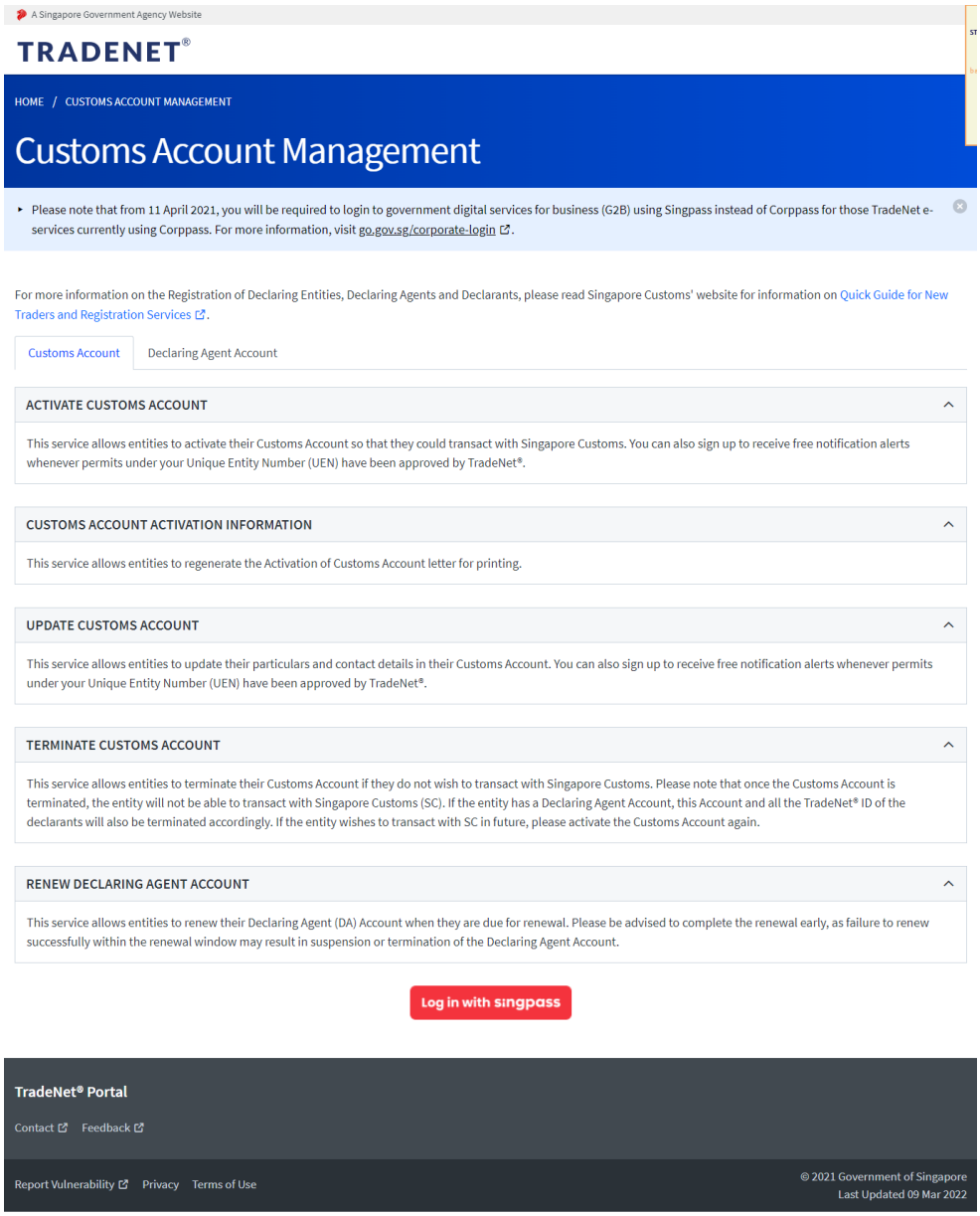

Figure 1.1 Activation of Customs Account and/or Application of DA Account - Welcome Page

3. **Scan QR code**, Or Enter **Singpass ID** and **Password**. Click on **Log In** button.

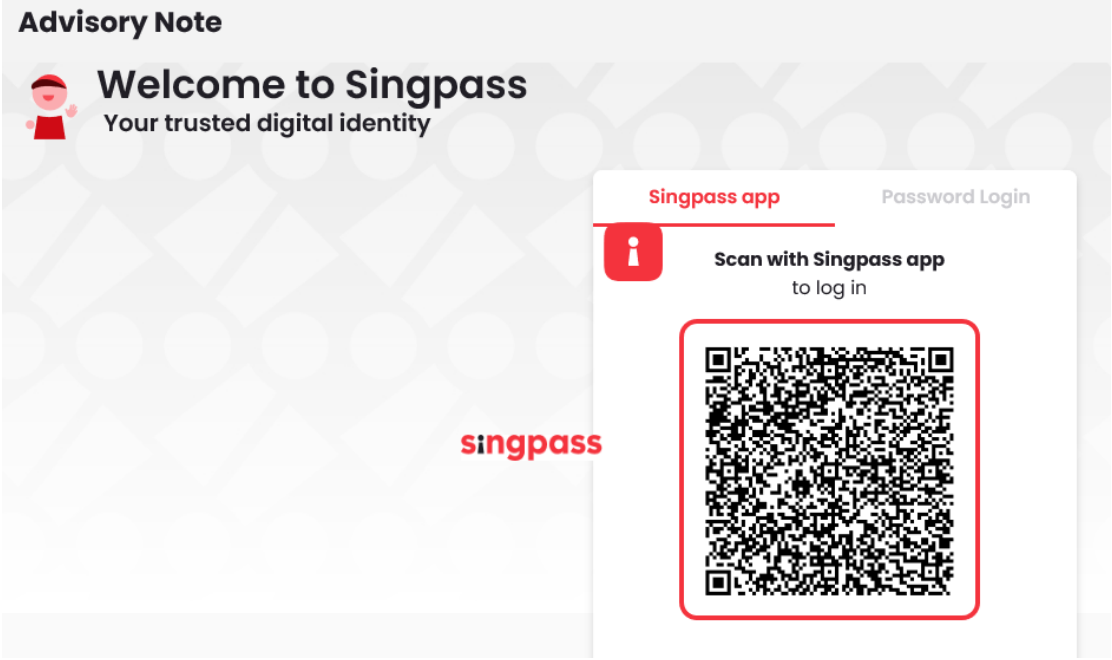

Figure 1.2a Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Scan QR code Log in

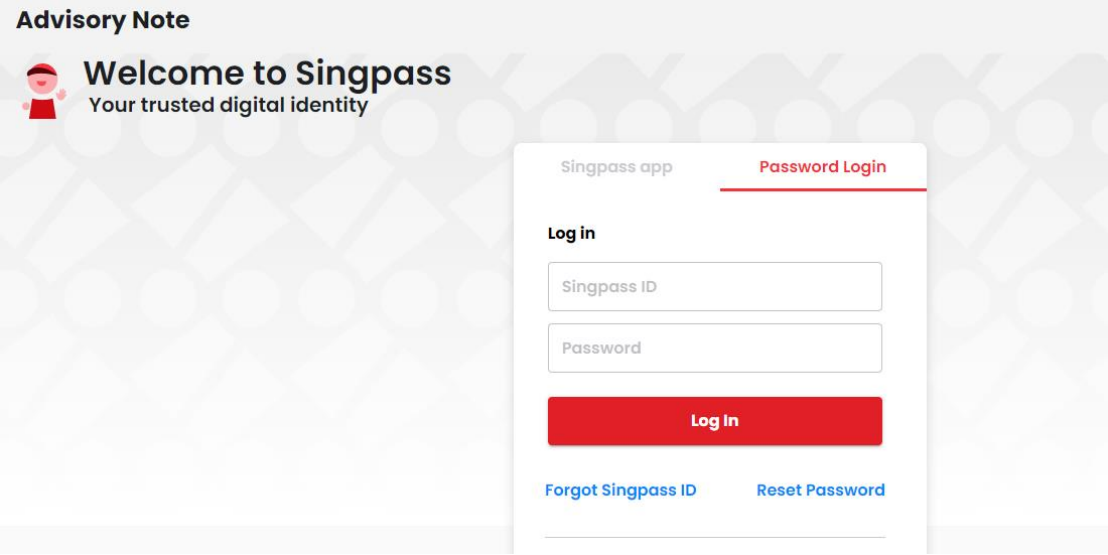

Figure 1.2b Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Password Log in

4. The different information displayed in the Menu Link Page are according to the login user's role.

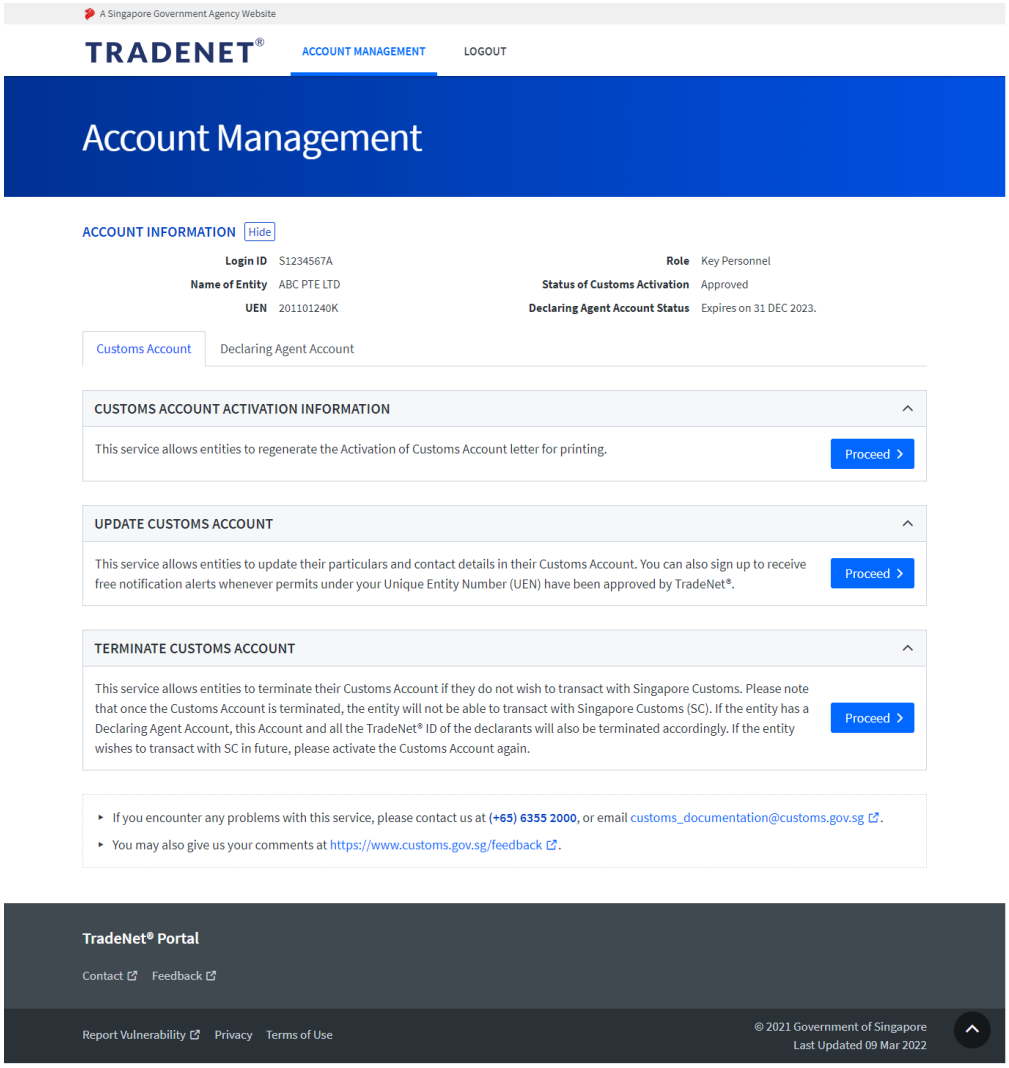

Figure 1.3 Update of Customs Account – Menu Link Page

Figure 1.3.1 Login user – Key Personnel

Figure 1.3.2 Login user – Authorised Personnel (CA)

Figure 1.3.3 Login user – Authorised Personnel (CA & DA)

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5. Click on the **Proceed** button in the Update Customs Account box as in Figure 1.3.

6. Read through the Terms and Conditions and check on the box beside "I have read.." in Fig 1.4.1.

7. Click on **Update Customs Account** button to proceed.

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

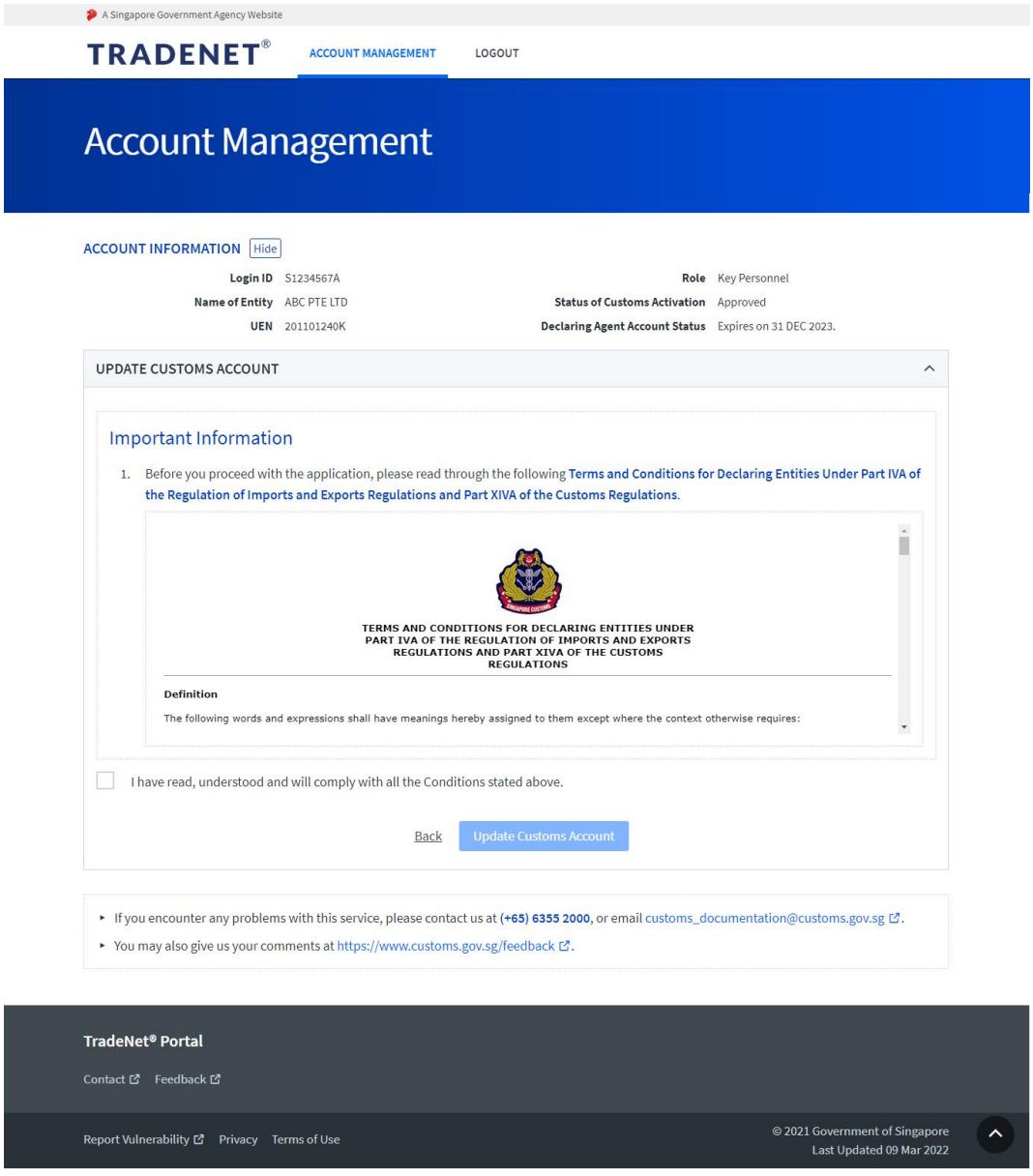

Figure 1.4 Terms and Conditions Page

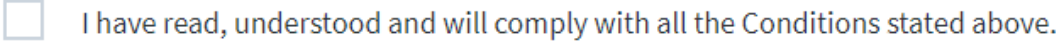

Figure 1.4.1 Terms and Conditions Page

8. Review the information in the form.

   Provide the required **Company Information** in the form.

   Operating Address (mandatory field)
   Enter the Company's operation address.

   Postal Code (mandatory field)
   Enter the postal code.

   Main Business Activity to Trade with Customs (mandatory field)
   Select the main business activity from the dropdowns.

   Other Business Activity (please select where applicable)
   Mark the checkbox(es) of other business activity where applicable.

   Nature of Goods Commonly Dealt With (Mandatory)
   Mark at least one of the checkbox(es) of Nature of Goods commonly dealt with.

   Provide the required **Applicant Information** in the form.

   Applicant Name (mandatory field)
   Enter the Applicant Name.

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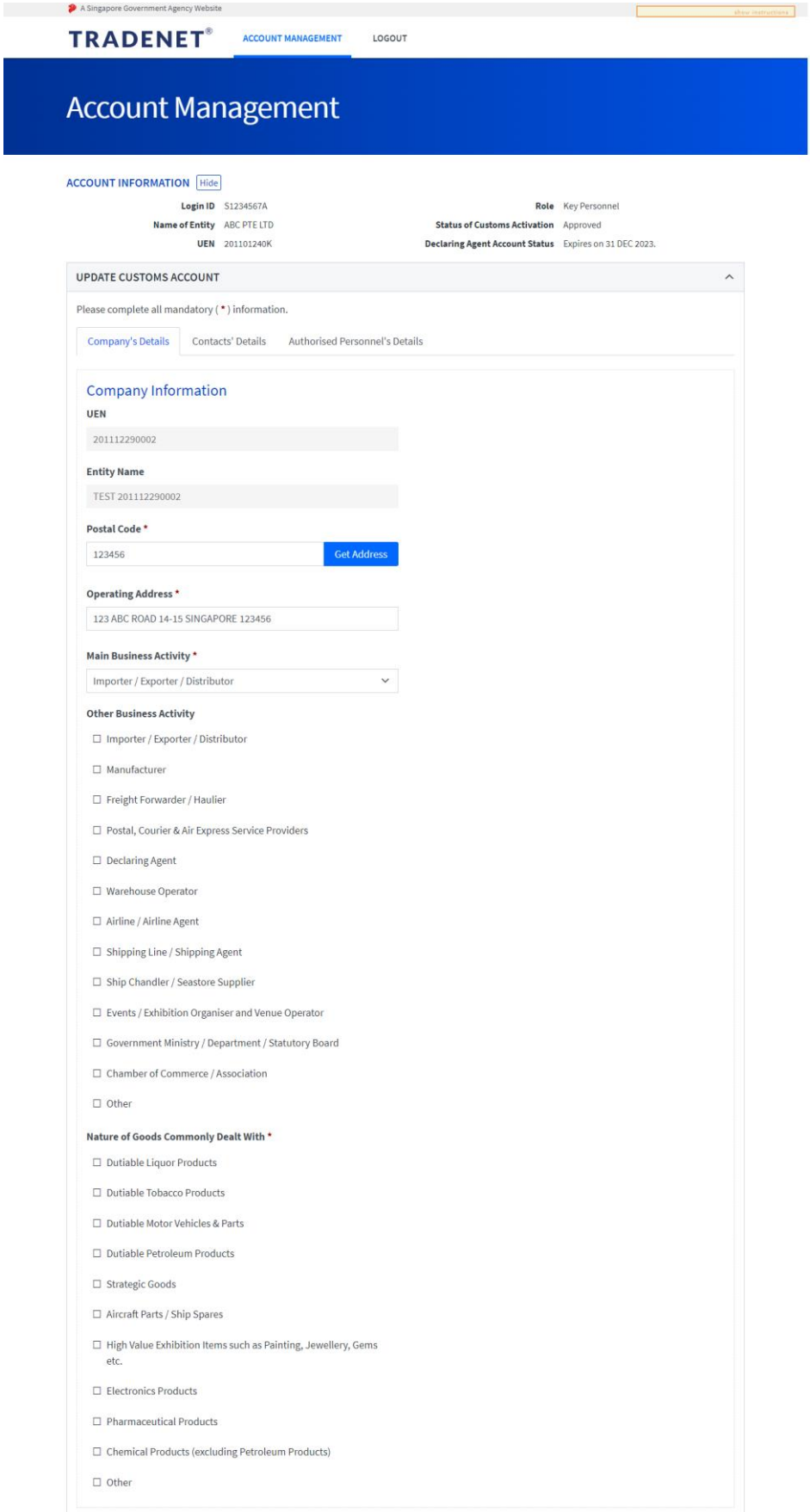

Figure 1.5.1 Update of Customs Account – Company Information [Company's Details Tab]

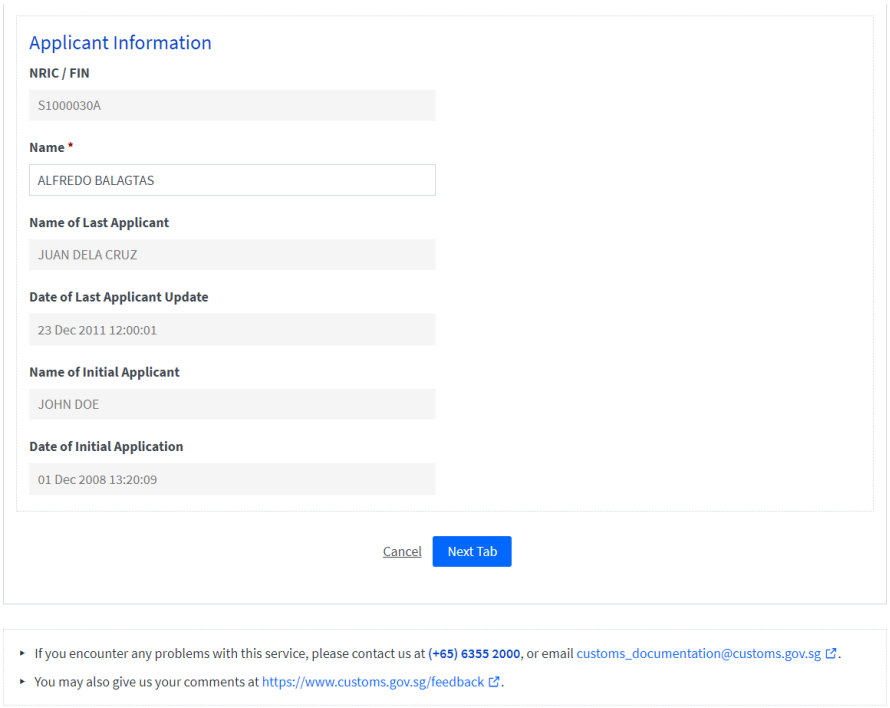

Figure 1.5.2 Update of Customs Account – Applicant Information [Company's Details Tab]

9. Click on **Next Tab** button to go to the Contacts' Details tab or click on the tabs to go to the corresponding tab as shown in Fig1.6.

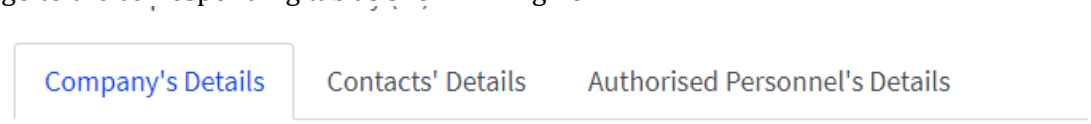

Figure 1.6 Form Tabs

@ Click on **Next Tab** button to go to the next tab.

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

10. Review information under Contacts' Details Tab and click on **Next Tab** button to proceed.

@ Click on **Previous Tab** button to go back to Company's Details page.

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

Provide the required primary contact in the form.

Name (mandatory field)
Enter the Primary Contact's Name.

Designation (mandatory field)
Enter the Primary Contact's Designation.

ID Type (mandatory field)
Enter the ID Type of Primary Contact.

NRIC/FIN/Work Pass (mandatory field)
Enter the NRIC/FIN/Work Pass of Primary Contact.

Salutation (mandatory field)
Enter the Salutation.

Email Address (mandatory field)
Enter the Primary Contact's email address.

Telephone No. (mandatory field)
Enter the Primary Contact's telephone no.

Mobile No.
Enter the Primary Contact's mobile no.

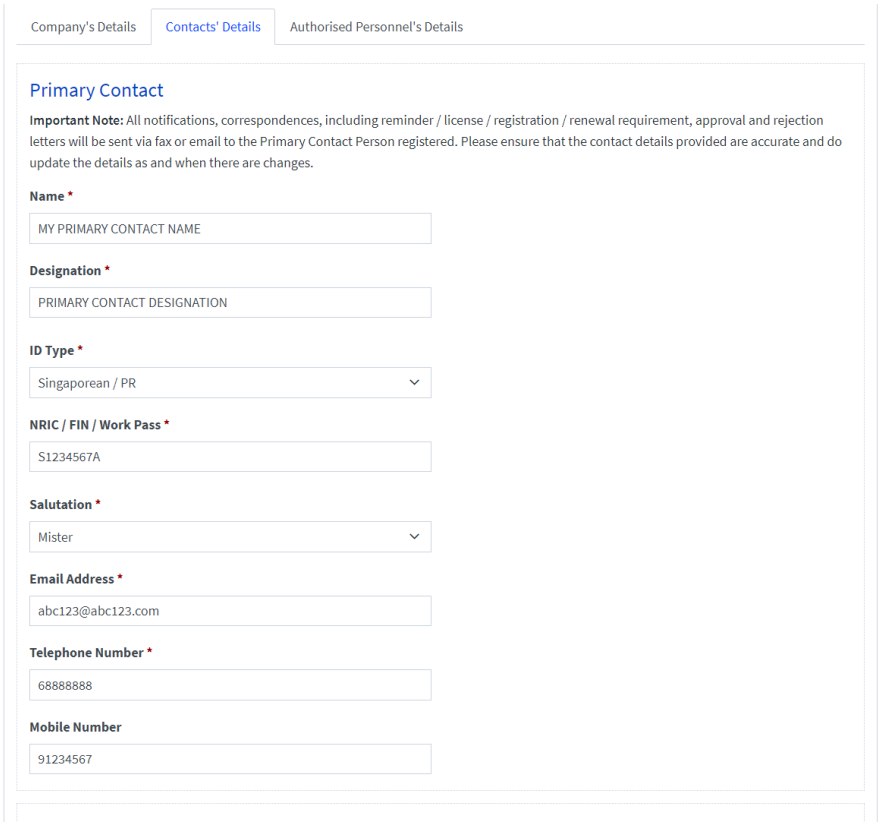

Figure 1.7.1 Update of Customs Account – Primary Contact Information [Contacts' Details Tab]

Provide the required **Secondary Contact** in the form.

Name (mandatory field)
Enter the Secondary Contact's Name.

Designation (mandatory field)
Enter the Secondary Contact's Designation.

ID Type (mandatory field)
Enter the ID Type of Secondary Contact.

NRIC/FIN/Work Pass (mandatory field)
Enter the NRIC/FIN/Work Pass of Secondary Contact.

Salutation (mandatory field)
Enter the Salutation.

Email Address (mandatory field)
Enter the Secondary Contact's email address.

Telephone No. (mandatory field)
Enter the Secondary Contact's telephone no.

Mobile No.
Enter the Secondary Contact's mobile no.

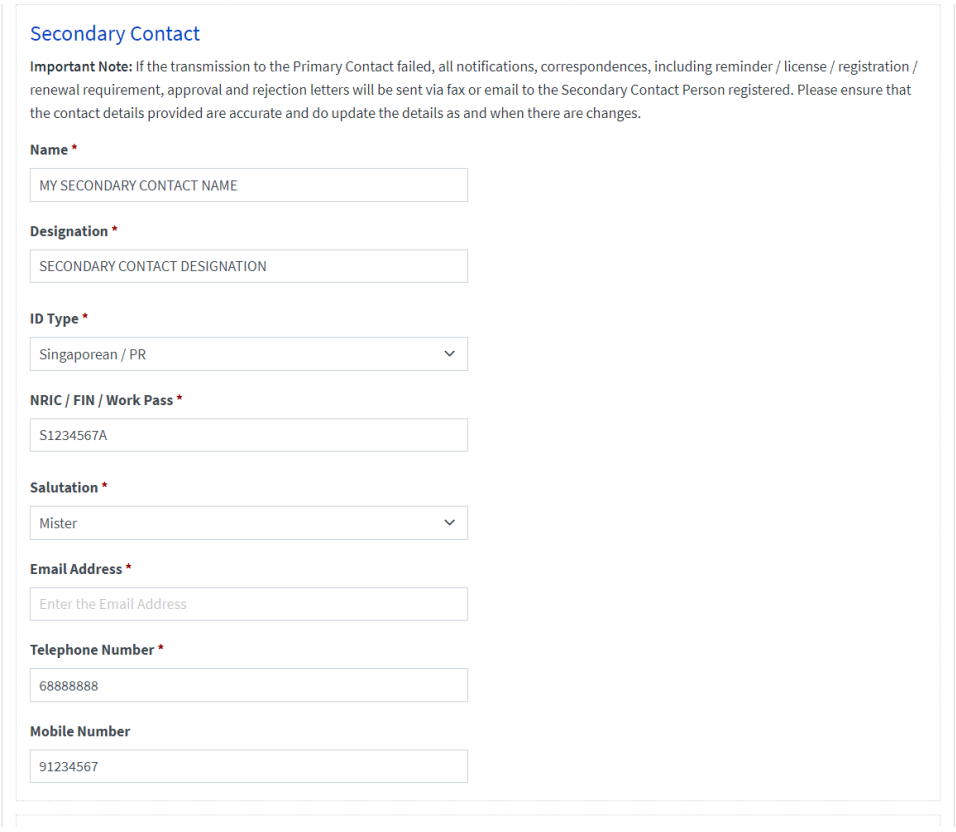

Figure 1.7.2 Update of Customs Account – Secondary Contact Information [Contacts' Details Tab]

Provide the required **Trader Notification** contact information.

Name
Enter the Trader Notification Contact's Name.

Designation (mandatory field)
Enter the Trader Notification Contact's Designation.

ID Type (mandatory field)
Enter the ID Type of Trader Notification Contact.

NRIC/FIN/Work Pass (mandatory field)
Enter the NRIC/FIN/Work Pass of Trader Notification Contact.

Salutation (mandatory field)
Enter the Salutation.

Email Address (mandatory field)
Enter the Trader Notification Contact's email address.

Telephone No. (mandatory field)
Enter the Trader Notification Contact's telephone no.

Mobile No.
Enter the Trader Notification Contact's mobile no.

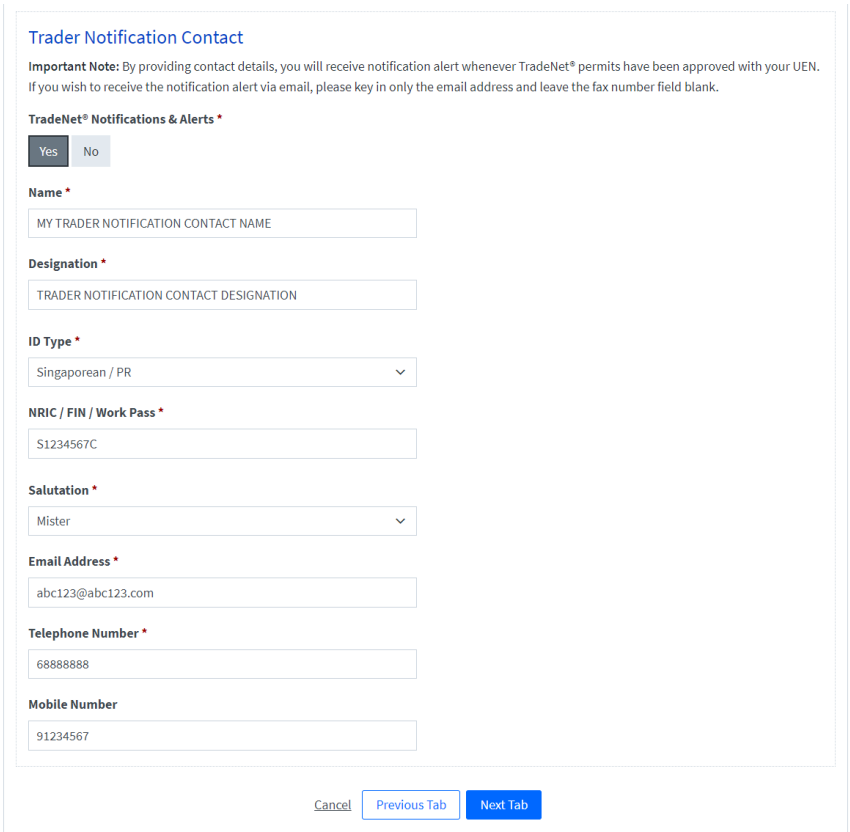

Figure 1.7.3 Update of Customs Account – Trader Notification Contact Information [Contacts' Details Tab]

@ Select "**No**" at the TradeNet® Notifications & Alerts option as in Figure 1.7.3 to avoid being notified or alerted whenever TradeNet® permits have been approved with UEN and no need to fill the Trader Notification Contact form.

11. Click on **Next Tab** button to proceed to the next tab.

@ Click on **Previous Tab** button to go back to Company's Details page.

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

If key personnel role, provide the following authorised personnel information.

Name
Enter the Authorised Personnel's Name.

Designation (mandatory field)
Enter the Authorised Personnel's Designation.

NRIC / FIN (mandatory field)
Enter the NRIC/FIN of Authorised Personnel.

Authorisation Type (mandatory field)
Enter the authorisation type.

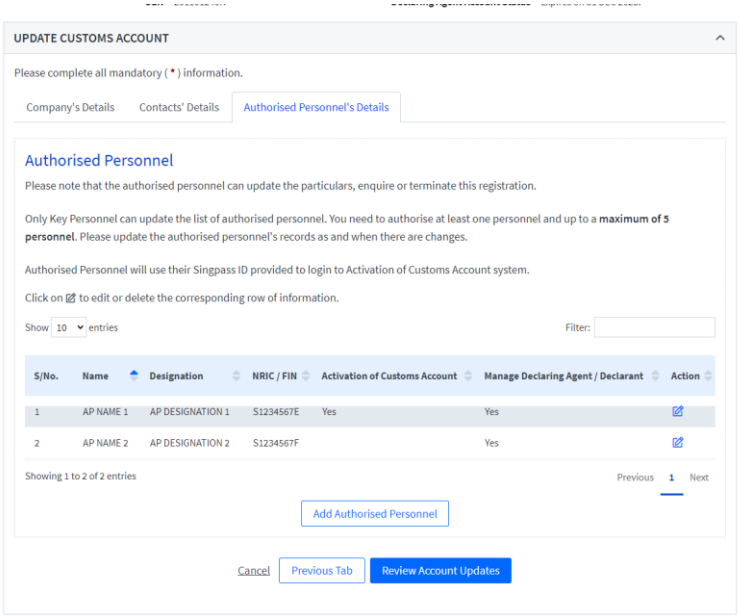

Figure 1.8.1 Update of Customs Account – Authorised Personnel Update page (Key Personnel Role)

@ Click on **Add More** to add Authorised Personnel Information.

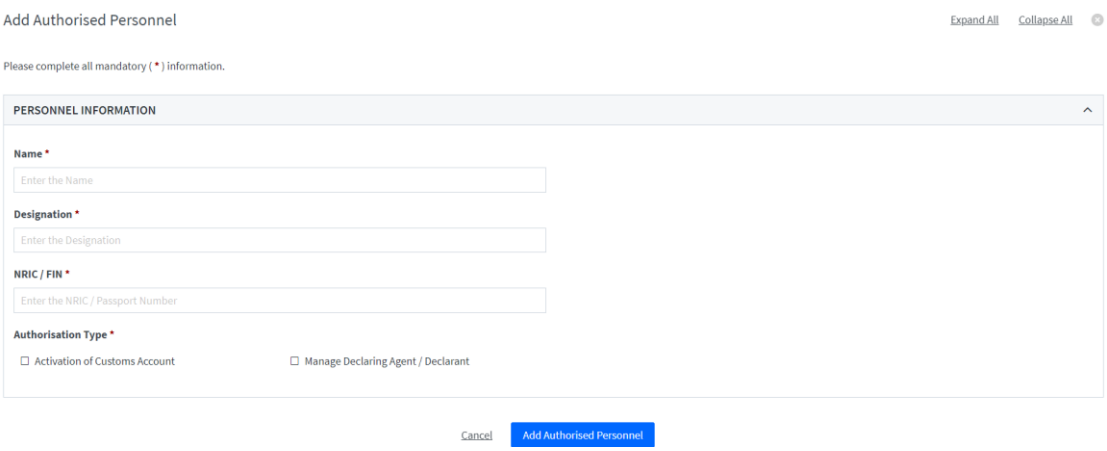

Figure 1.8.2 Update of Customs Account – Add Authorised Personnel Modal (Key Personnel Role)

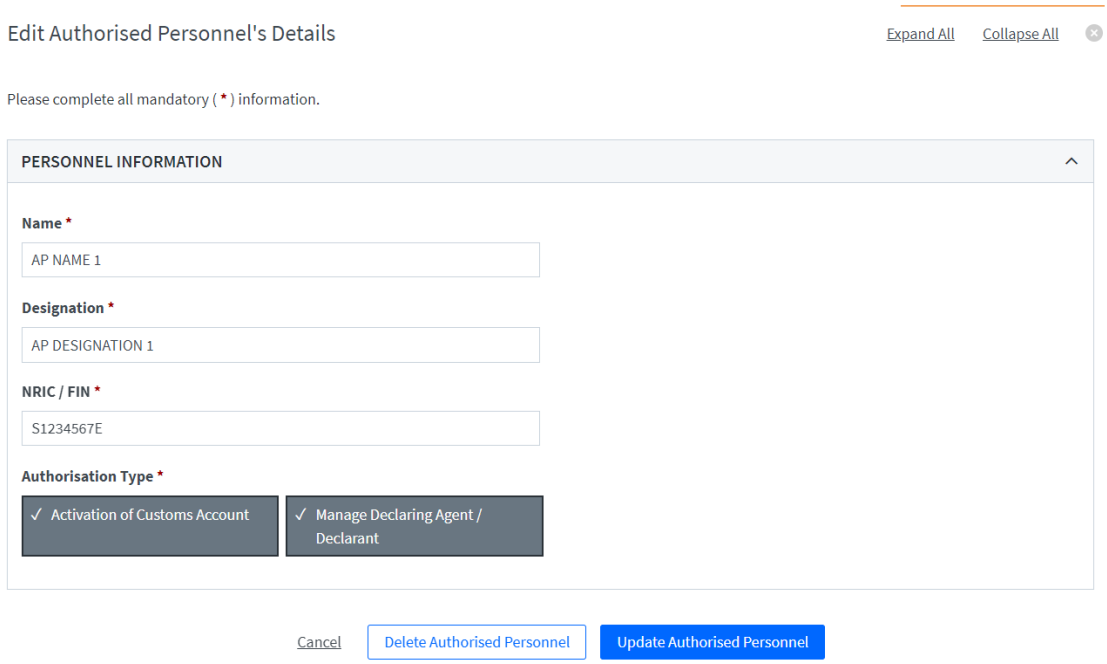

Figure 1.8.3 Update of Customs Account – Update Existing Authorised Personnel Modal (Key Personnel Role)

@ Click on **Add/Update Authorised Personnel** button to add/update Authorised Personnel Information.

@ Click on **Delete Authorised Personnel** button to remove Authorised Personnel Information.

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If the role logged in is an Authorised Personnel (CA) or Authorised Personnel (CA & DA) role, the authorised personnel information should be reviewed.

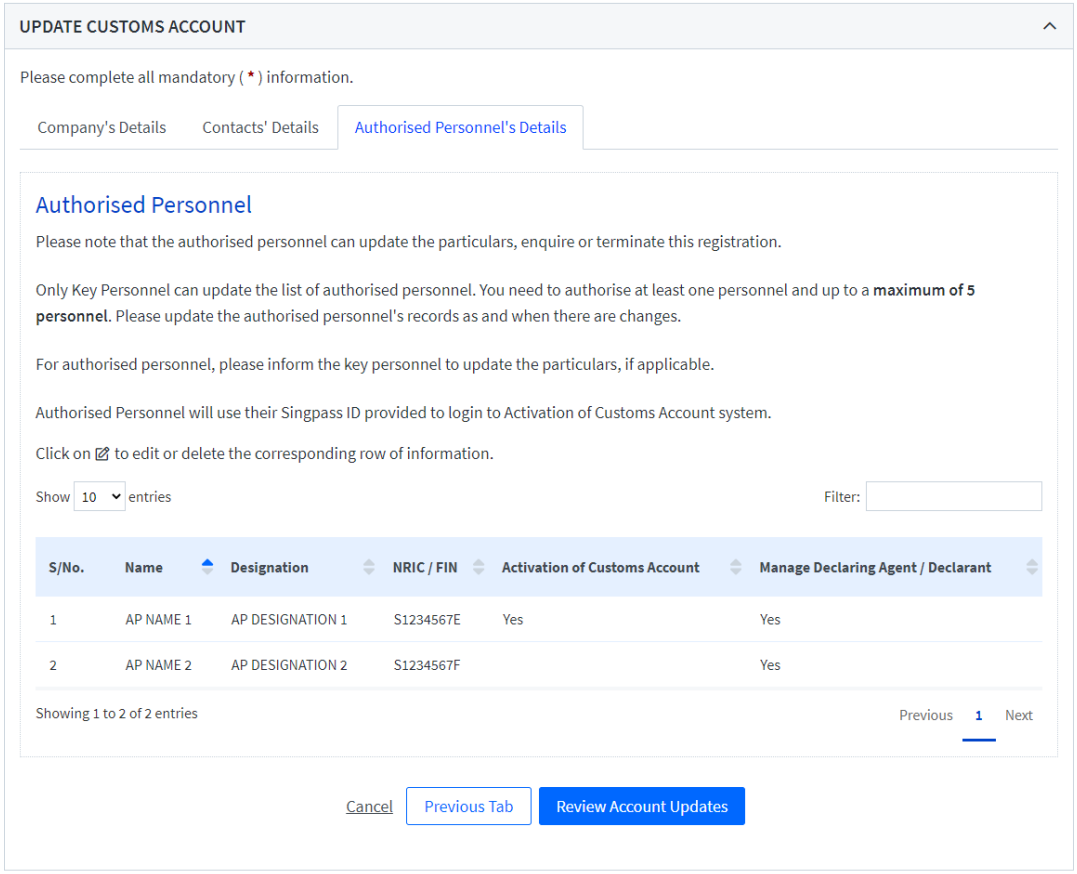

Figure 1.8.4 Update of Customs Account – Authorised Personnel Update page (Authorised Personnel (CA) or Authorised Personnel (CA & DA))

12. Click on **Review Account Updates** button to go to the Review Account Updates page.

@ Click on **Previous Tab** button to go back to Contacts' Details page.

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

13. Check on the boxes in the Declarations section of Fig 1.9 in review page.

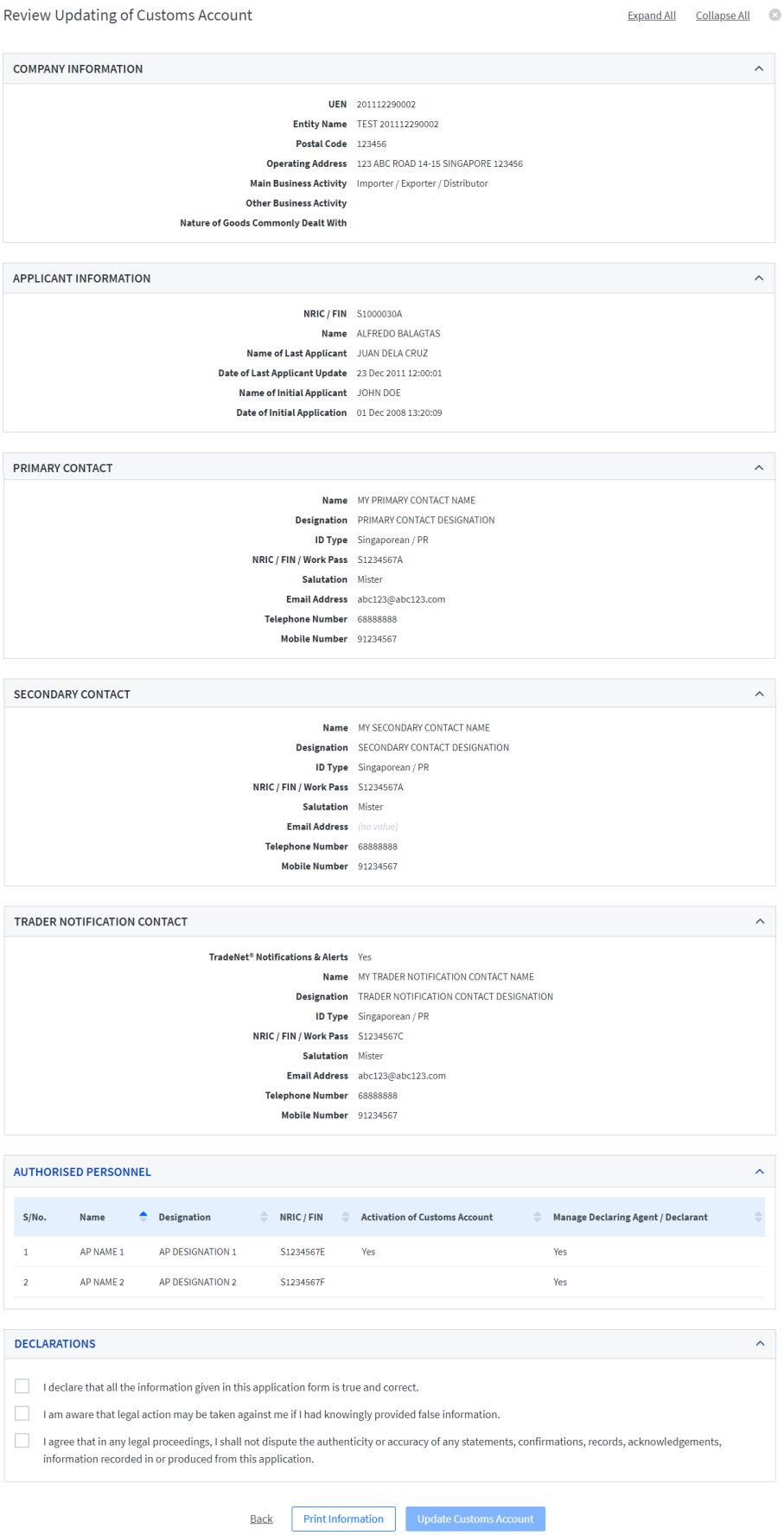

Figure 1.9 Update of Customs Account – Review Page

14. Click on **Update Customs Account** button in review page to proceed.

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

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

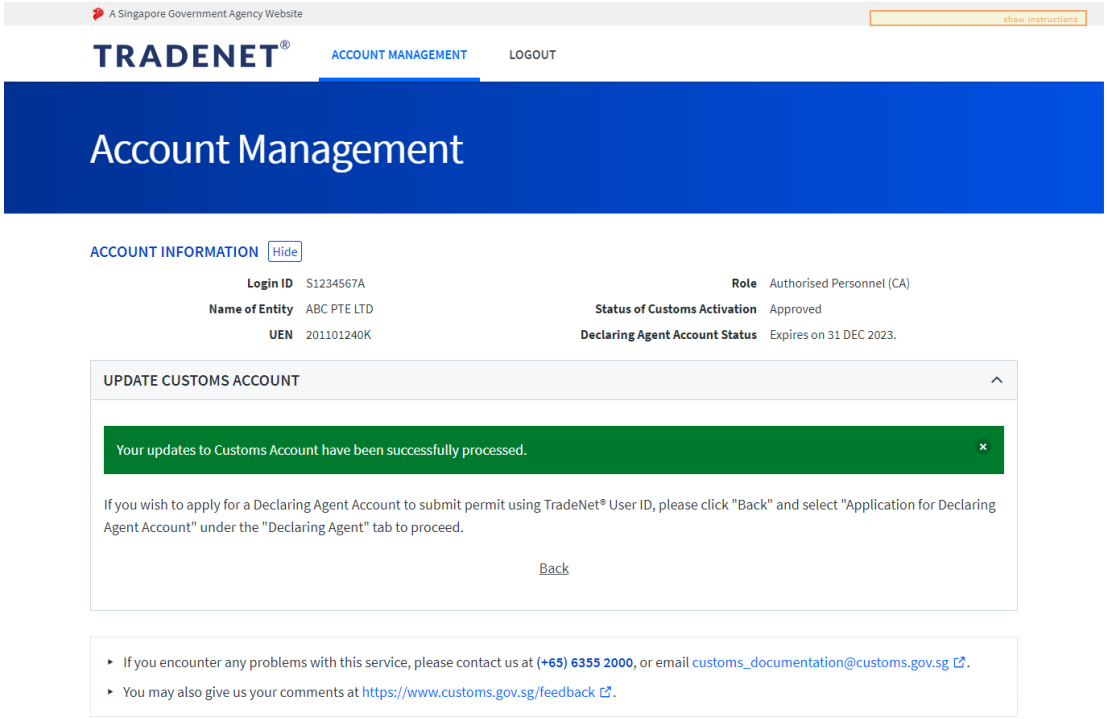

Figure 2 Acknowledgement Page

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

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