

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.

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.

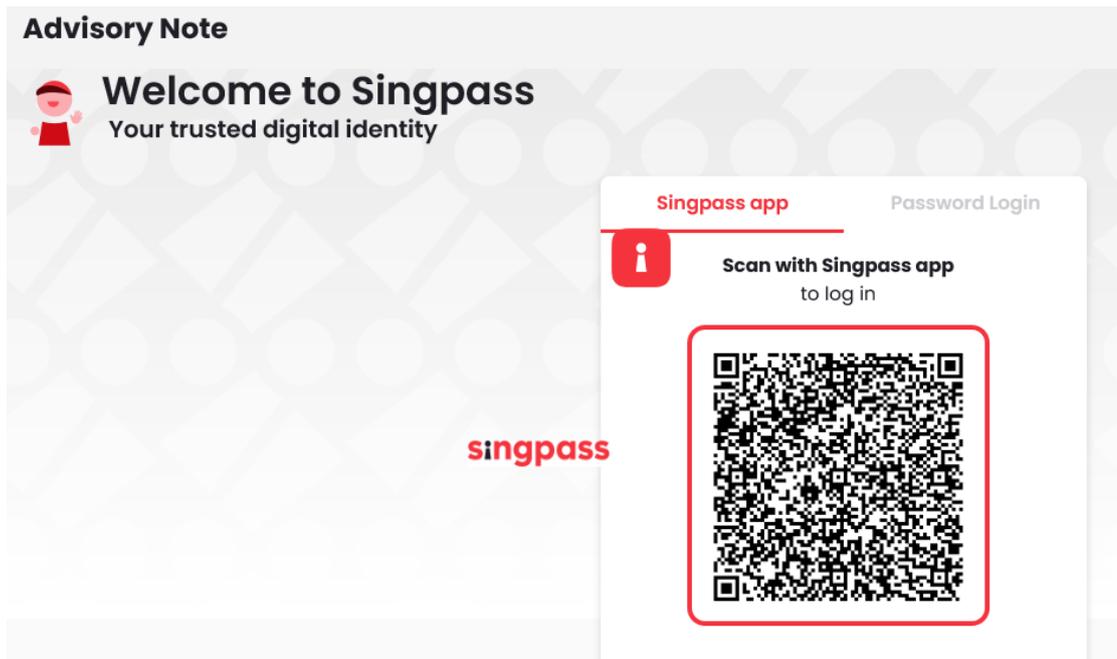


Figure 1.2a Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Scan QR code Log in

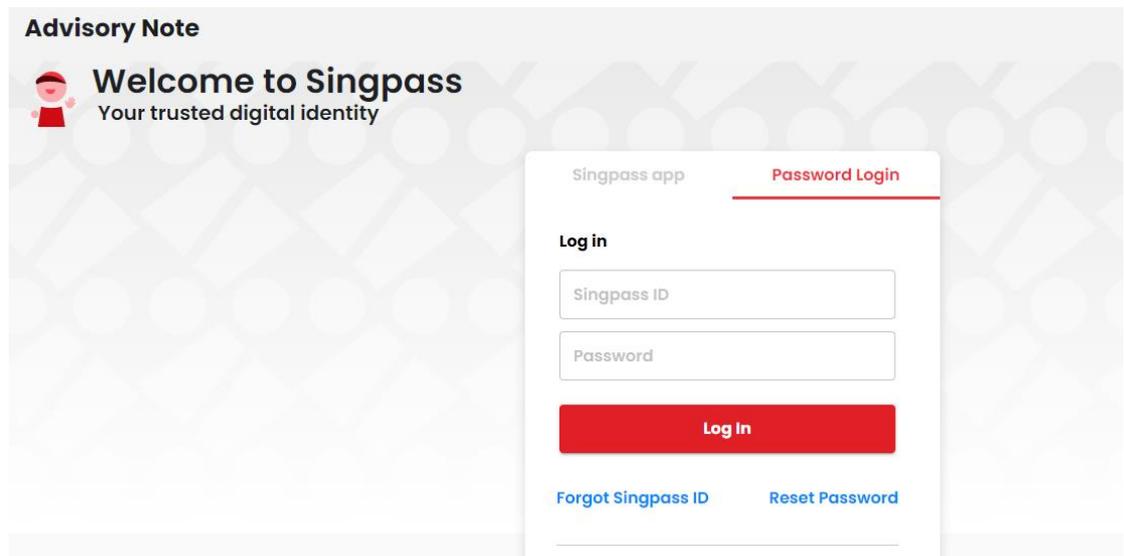


Figure 1.2b Activation of Customs Account and/or Application of DA Account – Singpass Login Page – Password Log in

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

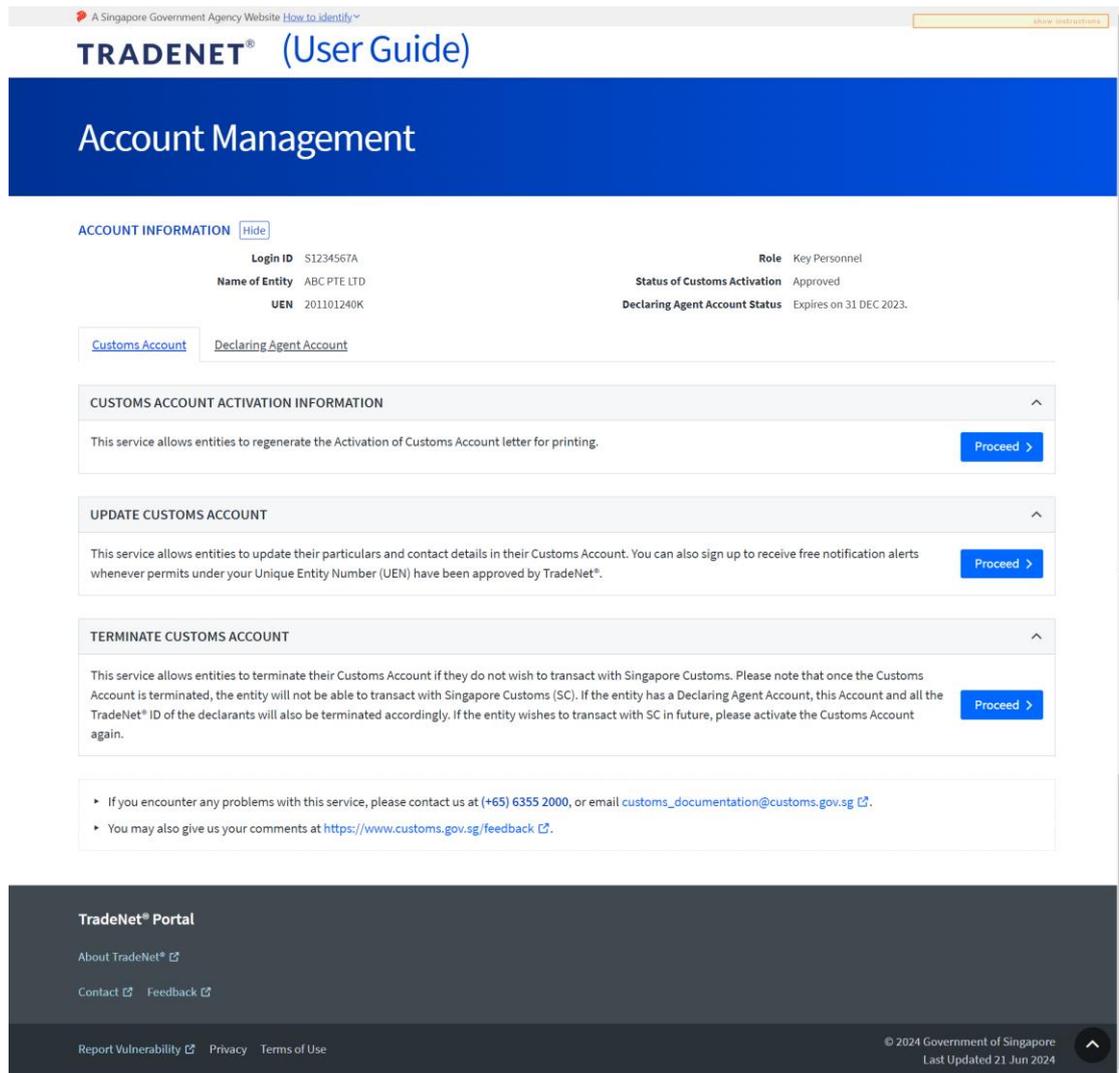


Figure 1.3 Update of Customs Account – Menu Link Page

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 1.3.1 Login user – Key Personnel

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

Figure 1.3.2 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 1.3.3 Login user – Authorised Personnel (CA & DA)

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.

The screenshot shows the TRADENET (User Guide) Account Management interface. At the top, there's a navigation bar with 'TRADENET® (User Guide)' and 'Account Management'. Below this, the 'ACCOUNT INFORMATION' section is visible, showing details like Login ID (S1234567A), Name of Entity (ABC PTE LTD), UEN (201101240K), Role (Key Personnel), Status of Customs Activation (Approved), and Declaring Agent Account Status (Expires on 31 DEC 2023).

The main content area is titled 'UPDATE CUSTOMS ACCOUNT' and contains an 'Important Information' section. It lists a single instruction: '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 XIV A of the Customs Regulations.' Below this is a large box containing the 'TERMS AND CONDITIONS FOR DECLARING ENTITIES UNDER PART IVA OF THE REGULATION OF IMPORTS AND EXPORTS REGULATIONS AND PART XIV A OF THE CUSTOMS REGULATIONS'. The 'Definition' section explains that the following words and expressions shall have meanings hereby assigned to them except where the context otherwise requires. It lists two definitions: '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 Act (Cap 272A) and any regulations made thereunder; 'Declarant' means an individual who is authorised by a declaring agent to do any act or thing for the purposes of the Customs Act (Cap 70), Regulation of Imports and Exports Act (Cap 272A) and/or any regulations made thereunder on behalf of the declaring agent (including where the declaring entity is concurrently registered as that declaring agent).

At the bottom of the terms and conditions box, there is a checkbox with the text 'I have read, understood and will comply with all the Conditions stated above.' Below this, there are two buttons: 'Back' and 'Update Customs Account'.

At the bottom of the page, there is a footer with 'TradeNet® Portal', 'About TradeNet®', 'Contact', 'Feedback', 'Report Vulnerability', 'Privacy', 'Terms of Use', and copyright information: '© 2024 Government of Singapore Last Updated 21 Jun 2024'.

Figure 1.4 Terms and Conditions Page



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

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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TRADENET® (UserGuide)

Account Management

ACCOUNT INFORMATION [Hide](#)

Login ID: S1234567A Role: Key Personnel
 Name of Entity: ABC PTE LTD Status of Customs Activation: Approved
 UEN: 201112290002 Declaring Agent Account Status: Expires on 31 DEC 2023

UPDATE CUSTOMS ACCOUNT

Please complete all mandatory (*) information.

[Company's Details](#) [Contacts' Details](#) [Authorised Personnel's Details](#)

Company Information

UEN

201112290002

Entity Name

TEST 201112290002

Postal Code *

123456 [Get Address](#)

Operating Address *

123 ABC ROAD 14-15 SINGAPORE 123456

Main Business Activity *

Importer / Exporter / Distributor

Other Business Activity

Importer / Exporter / Distributor
 Manufacturer
 Freight Forwarder / Haulier
 Postal, Courier & Air Express Service Providers
 Declaring Agent
 Warehouse Operator
 Airline / Airline Agent
 Shipping Line / Shipping Agent
 Ship Chandler / Seastore Supplier
 Events / Exhibition Organiser and Venue Operator
 Government Ministry / Department / Statutory Board
 Chamber of Commerce / Association
 Other

Nature of Goods Commonly Dealt With *

Dutable Liquor Products
 Dutable Tobacco Products
 Dutable Motor Vehicles & Parts
 Dutable Petroleum Products
 Strategic Goods
 Aircraft Parts / Ship Spares
 High Value Exhibition Items such as Painting, Jewellery, Gems etc.
 Electronics Products
 Pharmaceutical Products
 Chemical Products (excluding Petroleum Products)
 Other

Applicant Information

NRIC / FIN

S1000030A

Name *

ALFREDO BALAGTAS

Name of Last Applicant

JUAN DELA CRUZ

Date of Last Applicant Update

23 Dec 2011 12:00:01

Name of Initial Applicant

JOHN DOE

Date of Initial Application

01 Dec 2008 13:20:09

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

* 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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Last Updated 31 Jun 2024

Figure 1.5 Update of Customs Account – Company Information

- 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.

- 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.

Company's Details
Contacts' Details
Authorised Personnel's Details

Primary Contact

Important Note: All notifications, correspondences, including reminder / license / registration / renewal requirement, approval and rejection letters will be sent via fax or email to the Primary Contact Person registered. Please ensure that the contact details provided are accurate and do update the details as and when there are changes.

Name *

Designation *

ID Type *

NRIC / FIN / Work Pass *

Salutation *

Email Address *

Telephone Number *

Mobile Number

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.

Secondary Contact

Important Note: If the transmission to the Primary Contact failed, all notifications, correspondences, including reminder / license / registration / renewal requirement, approval and rejection letters will be sent via fax or email to the Secondary Contact Person registered. Please ensure that the contact details provided are accurate and do update the details as and when there are changes.

Name *

Designation *

ID Type *

NRIC / FIN / Work Pass *

Salutation *

Email Address *

Telephone Number *

Mobile Number

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.

Trader Notification Contact

Important Note: By providing contact details, you will receive notification alert whenever TradeNet® permits have been approved with your UEN. If you wish to receive the notification alert via email, please key in only the email address and leave the fax number field blank.

TradeNet® Notifications & Alerts *

Yes No

Name *

MY TRADER NOTIFICATION CONTACT NAME

Designation *

TRADER NOTIFICATION CONTACT DESIGNATION

ID Type *

Singaporean / PR

NRIC / FIN / Work Pass *

S1234567C

Salutation *

Mister

Email Address *

abc123@abc123.com

Telephone Number *

68888888

Mobile Number

91234567

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

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.

UPDATE CUSTOMS ACCOUNT

Please complete all mandatory (*) information.

Company's Details Contacts' Details **Authorised Personnel's Details**

Authorised Personnel

Please note that the authorised personnel can update the particulars, enquire or terminate this registration.

Only Key Personnel can update the list of authorised personnel. You need to authorise at least one personnel and up to a **maximum of 5 personnel**. Please update the authorised personnel's records as and when there are changes.

Authorised Personnel will use their Singpass ID provided to login to Activation of Customs Account system.

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

Show entries Filter:

S/No.	Name	Designation	NRIC / FIN	Activation of Customs Account	Manage Declaring Agent / Declarant	Action
1	AP NAME 1	AP DESIGNATION 1	S1234567E	Yes	Yes	<input checked="" type="checkbox"/>
2	AP NAME 2	AP DESIGNATION 2	S1234567F		Yes	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries Previous 1 Next

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



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

Add Authorised Personnel [Expand All](#) [Collapse All](#)

Please complete all mandatory (*) information.

PERSONNEL INFORMATION

Name *

Designation *

NRIC / FIN *

Authorisation Type *

Activation of Customs Account Manage Declaring Agent / Declarant

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

Please complete all mandatory (*) information.

PERSONNEL INFORMATION ^

Name *

Designation *

NRIC / FIN *

Authorisation Type *

Activation of Customs Account

Manage Declaring Agent / Declarant

[Cancel](#)

[Delete Authorised Personnel](#)

[Update Authorised Personnel](#)

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.

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

UPDATE CUSTOMS ACCOUNT ^

Please complete all mandatory (*) information.

Company's Details Contacts' Details **Authorised Personnel's Details**

Authorised Personnel

Please note that the authorised personnel can update the particulars, enquire or terminate this registration.

Only Key Personnel can update the list of authorised personnel. You need to authorise at least one personnel and up to a **maximum of 5 personnel**. Please update the authorised personnel's records as and when there are changes.

For authorised personnel, please inform the key personnel to update the particulars, if applicable.

Authorised Personnel will use their Singpass ID provided to login to Activation of Customs Account system.

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

Show entries Filter:

S/No.	Name	Designation	NRIC / FIN	Activation of Customs Account	Manage Declaring Agent / Declarant
1	AP NAME 1	AP DESIGNATION 1	S1234567E	Yes	Yes
2	AP NAME 2	AP DESIGNATION 2	S1234567F		Yes

Showing 1 to 2 of 2 entries Previous 1 Next

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.

UPDATE OF CUSTOMS ACCOUNT

Review Updating of Customs Account

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

COMPANY INFORMATION ^

UEN 201112290002
Entity Name TEST 201112290002
Postal Code 123456
Operating Address 123 ABC ROAD 14-15 SINGAPORE 123456
Main Business Activity Importer / Exporter / Distributor
Other Business Activity
Nature of Goods Commonly Dealt With

APPLICANT INFORMATION ^

NRIC / FIN S1000030A
Name ALFREDO BALAGTAS
Name of Last Applicant JUAN DELA CRUZ
Date of Last Applicant Update 23 Dec 2011 12:00:01
Name of Initial Applicant JOHN DOE
Date of Initial Application 01 Dec 2008 13:20:09

PRIMARY CONTACT ^

Name MY PRIMARY CONTACT NAME
Designation PRIMARY CONTACT DESIGNATION
ID Type Singaporean / PR
NRIC / FIN / Work Pass S1234567A
Salutation Mister
Email Address abc123@abc123.com
Telephone Number 68888888
Mobile Number 91234567

SECONDARY CONTACT ^

Name MY SECONDARY CONTACT NAME
Designation SECONDARY CONTACT DESIGNATION
ID Type Singaporean / PR
NRIC / FIN / Work Pass S1234567A
Salutation Mister
Email Address *(no value)*
Telephone Number 68888888
Mobile Number 91234567

TRADER NOTIFICATION CONTACT ^

TradeNet® Notifications & Alerts Yes
Name MY TRADER NOTIFICATION CONTACT NAME
Designation TRADER NOTIFICATION CONTACT DESIGNATION
ID Type Singaporean / PR
NRIC / FIN / Work Pass S1234567C
Salutation Mister
Email Address abc123@abc123.com
Telephone Number 68888888
Mobile Number 91234567

AUTHORISED PERSONNEL ^

S/No.	Name	Designation	NRIC / FIN	Activation of Customs Account	Manage Declaring Agent / Declarant
1	AP NAME 1	AP DESIGNATION 1	S1234567E	Yes	Yes
2	AP NAME 2	AP DESIGNATION 2	S1234567F		Yes

DECLARATIONS ^

I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced from this application.

[Back](#)
[Print Information](#)
[Update Customs Account](#)

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.

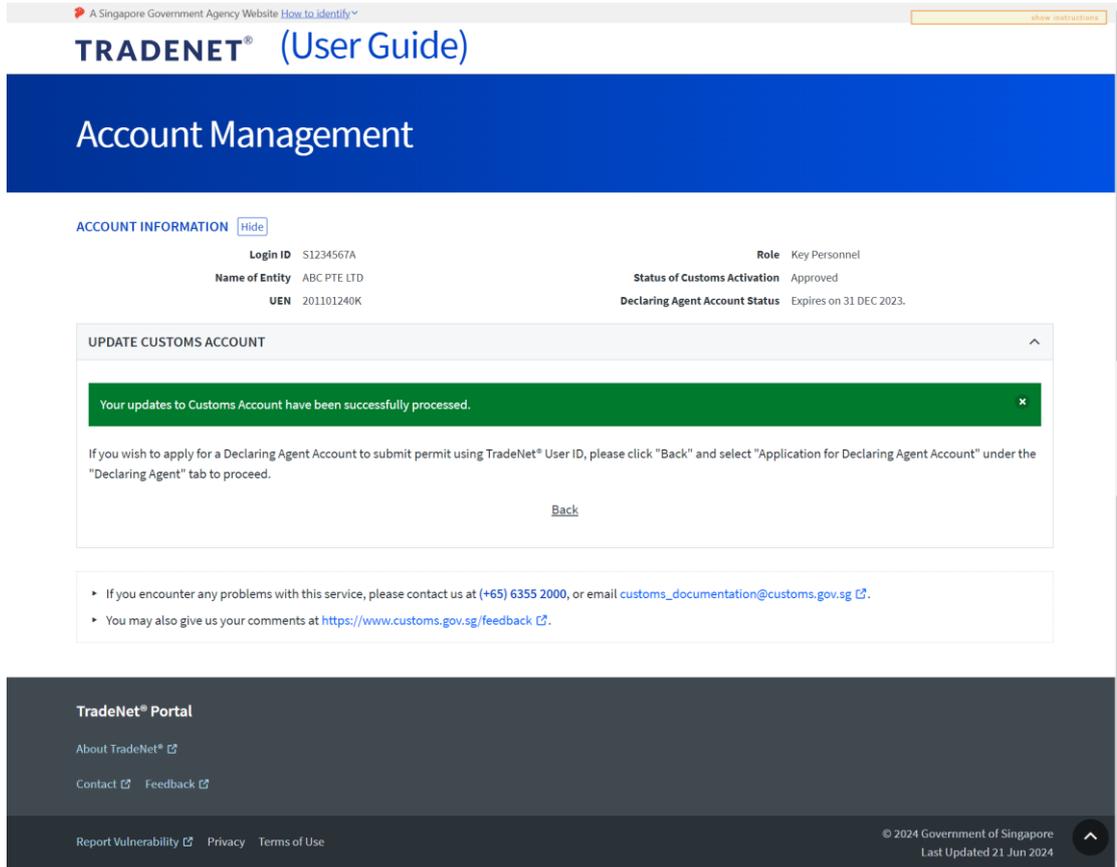


Figure 2 Acknowledgement Page

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

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