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CUSTOMS AND EXCISE DEPARTMENT

55 Newton Road
#10-01 Revenue House
Singapore 307987

REPUBLIC OF SINGAPORE

Telephone : 63552000
Telefax : 62509606
Homepage : <http://www.gov.sg/customs/>
E-mail : CED_Documentation@ced.gov.sg



All Traders and Declaring Agents



**USING OF CPF PAL PIN OR CED E-SERVICES LOGIN ID TO E-FILE
- APPLICATION FOR PERMIT AMENDMENT AND CANCELLATION
- APPLICATION FOR REFUND OF CUSTOMS DUTIES/GST**

Currently, application for permit amendment and cancellation as well as application for refund of customs duties/GST are submitted through e-filing at our website at <http://www.customs.gov.sg>. As an added security feature, we will require the authorised TradeNet declarants to login to the abovementioned e-filing applications using their **CPF PAL PIN or CED E-Services LOGIN ID** with effect from **1 August 2002**. The CED E-Services LOGIN ID is essentially the authorised TradeNet declarant's Passport Number as registered with Customs for TradeNet declaration purpose.

2 For declarants who are **Singaporeans/Permanent Residents** issued with CPF PAL PINs, they will be required to login to the e-filing option for permit amendment/cancellation and refund of customs duties/GST using their **CPF PAL PINs**. They will also be prompted to key in their **CPF Account Numbers (NRIC Numbers)**. If the declarants have forgotten their CPF PAL PINs, they can visit any Community Development Council (CDC), selected Community Club/Centre or any CPF office with their NRICs to re-set their PAL PINs. A list of CPF PAL PIN Reset locations is provided at Annex A. You may also visit CPF website at http://www.cpf.gov.sg/cpf_trans/palpin_faq.asp for a list of frequently asked questions on CPF PAL Pins.

3 For declarants who are **non-Singaporeans (Work Permit Holders/Employment pass holders)** who do not have CPF Accounts and CPF PAL PINs, they will login to the e-filing option for permit amendment/cancellation and refund of customs duties/GST using their **CED E-Services LOGIN ID**. Upon their login for the first time, they will also be prompted to key in their passwords which are defaulted to their **CED E-Services LOGIN ID**. The system will then prompt these declarants to change their passwords. The minimum length of the passwords is 8 characters (alphanumeric). In the event that declarants have forgotten their passwords or the passwords are revoked, they will be prompted to send in their request to reset their passwords to Customs via email by providing details of their names, company CR numbers, passport numbers, contact numbers and email addresses. They will be informed of the status of the request and the new passwords via emails.

4 If you need further information, please contact the Customs Call Centre at Tel : 63552000, followed by (*) and (0).

TAY CHIN LEONG
HEAD DOCUMENTATION
DOCUMENTATION BRANCH
for DIRECTOR-GENERAL OF CUSTOMS & EXCISE

The Way of Excellence in Public Service

CPF Offices**Main Office**

CPF Building
79 Robinson Road
Singapore 068897

Bishan Office

Bishan Place #01-01
Singapore 579838

Woodlands Office

900 South Woodlands Drive
#01-02 Woodlands Civic Centre
Singapore 730900

Jurong Office

21 Jurong East St 13
#01-01
Singapore 609646

Tampines Office

1 Tampines Central 5
#01-01
Singapore 529508

Community Development Councils**North East Community Development Council**

Blk 136 Tampines St 11
#01-156
Singapore 521136

North West Community Development Council

Blk 306A Woodlands St 31
#03-05
Singapore 731306

South East Community Development Council

Blk 50 Marine Terrace
#02-265
Singapore 440050

South West Community Development Council

The JTC Summit
8 Jurong Town Hall Rd #26-06
Singapore 609434

Central Singapore Community Development Council

HDB Hub Bizthree
490 Lorong 6 Toa Payoh #04-10
Singapore 310490

Community Club/Centre**Bukit Panjang Community Club**

8 Pending Road
Singapore 678295

Jalan Besar Community Club

69 Jellicoe Road
Singapore 208737

Nee Soon East Community Club

1 Yishun Avenue 9
Singapore 768893

Buona Vista Community Club

399 Holland Drive
Singapore 278939

Jurong Green Community Club

6 Jurong West Avenue 1
Singapore 649520

Pasir Ris East Community Club

1 Pasir Ris Drive 4
#01-08
Singapore 519457

Eunos Community Club

180 Bedok Reservoir Road
Singapore 479220

Jurong Town Community Club

1 Yung Sheng Road
Singapore 618495

Rivervale Community Centre

Blk 193 Rivervale Drive
#01-787
Singapore 540193

Clementi Community Centre

220 Clementi Avenue 4
Singapore 129880

Kaki Bukit Community Centre

670 Bedok North Street 3
Singapore 469627

Tiong Bahru Community Centre

67A Eu Chin Street
Singapore 169715

Hong Kah North Community Club

30 Bukit Batok Street 31
Singapore 659440

MacPherson Community Club

400 Paya Lebar Way
Singapore 379131

Toa Payoh West Community Club

200 Lorong 2 Toa Payoh
Singapore 319642