



Notice No: 23/2018
17 Dec 2018

Traders, NTP Users and VAS Providers

Dear Sir/Madam

COMMENCEMENT OF CHARGES FOR NETWORKED TRADE PLATFORM (NTP) ACCOUNTS FROM 1st JANUARY 2019 AND INTRODUCTION OF NTP-LITE ACCOUNT

NTP Account Charges will commence in January 2019

Further to our earlier Notice 05/2018 dated 20th April 2018, we would like to inform all NTP Account holders and Value-Added Service (VAS) providers that charging for an NTP Account will commence on 1st January 2019.

NTP-Lite Account

2 We understand that there are some traders who are accessing NTP for purposes of applying for, or accessing Government e-services and do not require the use of the full suite of services offered by NTP. For these traders, Singapore Customs is pleased to announce that an NTP-Lite Account would be made available to them at no charge from 1st January 2019. Please refer to Table 1 for more information on the standard NTP Account and the NTP-Lite Account.

Table 1. Information on the NTP and NTP-Lite Account

Account Type	NTP Account	NTP-Lite Account
Features	Full access to all VAS and Government e-Services	Access to Government VAS and Government e-Services (e.g. NTP permit return, NTP HCES)
Number of User IDs	6	3
Data Repository	5GB	50MB
Monthly Subscription Charge	\$40	\$0

Additional Charges if user IDs and data repository exceeds permitted limits	\$10 per additional user ID \$0.04 per additional 1GB	Users will be asked to upgrade to the standard NTP Account if they exceed the permitted limits*
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* Please note that your data may be deleted if you choose not to upgrade and housekeeping actions are not taken after notifications from NTP.

3 Companies that onboard the NTP have a choice of which account to be on. The NTP team would be contacting companies to indicate their individual companies' choices. Alternatively, you may also write to NTP_Operations@customs.gov.sg to indicate your choice. Please note that companies that are already subscribed to a VAS, or have more than 3 User IDs are advised to choose the standard NTP Account.

Payment Information

4 As payment by Inter-Bank Giro (IBG) is the default mode of payment for NTP charges, companies are strongly encouraged to apply for an IBG arrangement with Singapore Customs. Please refer to www.customs.gov.sg/businesses/registering-to-trade/quick-guide-on-registration-matters for more information on applying for an IBG. No further action is required from companies that have an existing IBG arrangement with Singapore Customs.

5 Charges will be post-paid on a monthly basis and invoices will be sent via email to companies. If collection of payment through direct debit (IBG) is unsuccessful or if payment is not received by the due date, late payment interests may be imposed. The due date is thirty (30) days after the billing date for NTP Account holders and forty-five (45) days after the billing date for Value-Added Service (VAS) providers. If Customs does not receive any payment from you within a specific time period, the provision of chargeable NTP Services would be affected. For more details on charging, you may refer to www.ntp.gov.sg/public/pricing-and-fees.

6 If you require any clarifications, please contact us at NTP_Operations@customs.gov.sg.

Yours faithfully

Serene Ho
 Director (NTP Office)
 for Director-General of Customs
 Singapore Customs

(This is a computer-generated notice. No signature is required.)

We hope that this notice has been written in a way that is clear to you. If not, please let us have suggestions on how to improve this notice at NTP_Operations@customs.gov.sg.



FREQUENTLY ASKED QUESTIONS

NTP-Lite Account

Q1: What are the Government VAS that I can subscribe to at no charge under the NTP-Lite Account?

A1: The Government VAS on the NTP currently are the NTP Permit Return, NTP Hand Carried Exports Scheme (HCES), System Connectivity (API) and System Connectivity (SFTP). More Government VAS will be rolled out progressively on the NTP. You may visit www.ntp.gov.sg for the latest updates.

Q2: What are the Government e-Services that I can apply for under the NTP-Lite Account?

A2: The Government e-Services on the NTP currently that you can apply for are the Certificate of Free Sale (CFS), Certificate of Non-Manipulation (CNM), Import Certificate and Delivery Verification (ICDV), Landing Certificate, Cargo Agent's Import Authorisation (CAIA), Vessel Registration and Kimberley Process Licence. More Government e-Services will be rolled out progressively on the NTP. You may visit www.ntp.gov.sg for the latest updates. Please note that the individual application fees apply.

Q3: How do I know how much data I have stored in my data repository?

A3: Companies and VAS providers will receive a monthly metering report in their data repository at the beginning of every month. The metering report will include details such as maximum data usage and maximum number of user IDs in the previous month. Companies and VAS providers can also check the current size of their data repository on the top left hand side of their repository's web page. Users holding the business administrator role can also check the number of user IDs created under Business Account > Account Management > Manage Users.

Q4: If I am on the NTP-Lite Account, what will happen if my data repository exceeds the allowable size of 50MB?

A4: To keep within the maximum allowable storage space, you should take action to housekeep your data repository regularly. If you are on the NTP-Lite Account and reached the maximum allowable storage space, Singapore Customs will be sending you an email to your company and provide a grace period for you to housekeep your data, after which all data in your data repository will be removed.

To find out more on how to housekeep your data repository, you can visit:

- [Download Documents Online Guide](#)
(Please refer to www.ntp.gov.sg/common/support/online-guide/data-repository/document-management/download-documents)
- [Delete Documents Online Guide](#)

- (Please refer to www.ntp.gov.sg/common/support/online-guide/data-repository/document-management/delete-documents)
- [Manage Recycle Bin Online Guide](#)
(Please refer to www.ntp.gov.sg/common/support/online-guide/data-repository/data-repository-administration/manage-recycle--bin)
 - [Configure Data Repository Settings Online Guide](#)
(Please refer to www.ntp.gov.sg/common/support/online-guide/data-repository/data-repository-administration/configure-data-repository-settings)

Note: Please login to your NTP Account to access the Online Guides.

Q5: If I am on the standard NTP Account, what will happen if my data repository exceeds the allowable size of 5GB?

A5: For those on the standard NTP Account, each additional 1GB of data would cost \$0.04.

Alternatively, if you wish to keep within the maximum allowable storage space, you should take action to housekeep or archive your data on a regular basis.

Q6: If I am currently on the NTP-Lite Account, how can I switch to the standard NTP Account or vice-versa?

A6: You may write to NTP_Operations@customs.gov.sg to change your subscription plan. For companies that are seeking to downgrade, please ensure that you have 3 User IDs or less, you are not subscribed to a VAS and your data repository is less than 50MB before you write in to request for the downgrade. We would also like to invite companies to upgrade to the standard NTP Account if you have more than 3 User IDs, have a VAS subscription or have exceeded the data storage limit of your data repository.

NTP Account and Billing

Q7: Are there other modes of payment other than IBG?

A7: As payment by IBG is the default mode of payment for NTP Account charges, companies are strongly encouraged to apply for an IBG account with Singapore Customs. Otherwise, please email NTP_Operations@customs.gov.sg to arrange for payment via AXS.

Q8: What is the minimum subscription period of the NTP Account subscription?

A8: The minimum period for an NTP Account subscription is 1 month, subject to billing cycles. As a billing cycle is taken to be from the start to the end of one calendar month, if a user joins in the middle of the first month (e.g. January), the minimum period the user must subscribe to is till the end of the next month (e.g. end of February).

Q9: How and when will I receive my invoice?

A9: If payment mode is by IBG, the invoice will be sent to the email registered as the Primary Contact with Singapore Customs via pdf format. If the payment mode is by AXS, the invoice will be sent to the email you have designated with us as point of contact for finance related issues. Due to the post-paid nature of the NTP subscription fee, you will receive the invoice within the first week of the next month.

Q10: When will the payable amount be deducted from my IBG account?

A10: The deduction will occur on the Payment Due date, which is 30 days after the Billing Date for Companies and 45 days after the Billing Date for VAS providers. If the Payment Due Date happens to fall on a weekend or a public holiday, the payable amount will be deducted on the next working day.

Q11: What will happen if I am late with my payment?

A11: If Singapore Customs does not receive any payment from you, Singapore Customs is entitled to suspend and subsequently terminate your account, including deleting all documents stored in your repository. Singapore Customs may also impose a late payment interest for payments after the billing date.

Q12: What if I notice a discrepancy in my invoice?

A12: You may notify us at NTP_Operations@customs.gov.sg. Notification of discrepancy must be made within 30 days of the Billing Date, failing which the amount charged will be deemed to be correct.

Q13: Will I receive a receipt for my payment?

A13: There will not be a receipt given if payment deduction is by IBG. If you make payment via AXS kiosk, you will be issued a receipt, while payment via AXS online will result in an acknowledgement page.

Q14: Other than the NTP charges stated on the pricing table, what other charges do I have to pay on NTP?

A14: Aside from the GST chargeable on the NTP Account fees, some of the Government e-Services on NTP have a standard application fee. These application fees (such as the application fee for the Certificate of Non-Manipulation (CNM) and Certificate of Free Sales (CFS)) would be charged separately from the monthly NTP Account fee via a separate invoice from the respective Singapore Customs branches.