



Your Ref:
Circular No. : 10/2010
Date: 22 July 2010

SINGAPORE CUSTOMS

55 Newton Road #07-02 Revenue House Singapore 307987

Tel: 63552000 Fax: (65) 62513804

Email: customs_documentation@customs.gov.sg

<http://www.customs.gov.sg>



All TradeNet® Declaring Agents and Declarants

RESPONSIBILITIES OF DECLARING AGENT AND DECLARANT

Currently, all trade transactions require a declaration to be made to Singapore Customs (SC) and companies may engage the services of declaring agents to do so. The declaration data submitted is required for different purposes, including revenue collection, trade statistics' analysis and regulatory oversight. As such, it is pertinent to ensure the accuracy, completeness and integrity of declarations, in which the declaring agents play a critical role.

2. As part of our continuous efforts to improve our trading regime and raise the level of professionalism for the industry as a whole, we would like to share some best practices and strongly encourage you to diligently adopt them and further develop them into robust internal procedures. These are:

- i. Know your customers, particularly walk-in customers and/or customers who make cash payment. As you declare and submit the TradeNet® declaration on behalf of your clients to SC for approval, it is crucial that you keep records of your customers' identities (i.e. name, identity card number or passport number, office or residential address and local contact details) to enable traceability during SC's audit or investigations.
- ii. Verify the supporting documents provided by the traders. You are urged to verify the authenticity of all the supporting documents given and to seek further information from the traders for clarity, especially those produced by a walk-in customer. For example, when in doubt of the authenticity of the documents, you could check with the importer/exporter whose name appears in the documents to verify the transaction. Such information or clarification should preferably be sought in writing from the traders.
- iii. Maintain records of your transactions, including all supporting documents for a period of 5 years.

*Our Vision: A leading Customs that advances Singapore's economy
by assuring the integrity of the trading system*

- iv. Enhance the skills and knowledge of your TradeNet® declarants by attending the Customs Competency Program for Businesses and your vendor's training on permit declaration preparation and processing. More information of the former can be obtained at our website:

<http://www.customs.gov.sg/topNav/new/Training+Courses+and+Schedule.htm>

- v. Contact SC immediately at Tel: 1800-2330000, if you encounter any suspicious transactions.

Confidentiality of TradeNet® user identification numbers (ID) and passwords

3. It has come to SC's attention that for expediency purpose, some declarants share their TradeNet® user ID and passwords on the mistaken belief that the amendment and cancellation of the permits can only be made by the same declarant of the permit. SC would like to assure all declarants that this is not the case and that the current TradeNet® could accept permit amendment and cancellation from any declarants from the same declaring agent.

4. We wish to remind all TradeNet® declarant that he/she is responsible for the confidentiality of the password associated with the ID assigned. It shall not be a defence for the declarant to allege that his/her ID and password were used without his/her knowledge or that he/she did not consent to the declaration made. SC will terminate the TradeNet® ID if the declarant is found to be sharing his/her TradeNet® ID and password.

Update of declarant's information and contact details

5. It is the responsibility of the declaring agent to ensure that your declarant's information with SC is up-to-date. It is in your interest to promptly terminate the ID of the staff who have left your employment, as you will be held responsible for any declaration purported to be made by your appointed declarants. You can apply for new ID or terminate existing ID from the TradeXchange website at the following URL:

https://www.tradexchange.gov.sg/tradexchange/default.portal?nfpb=true&nfls=false&pageLabel=main_hidden&type=hidden&page=Registration&action=view

6. Please ensure that your contact details with SC are up-to-date. The detailed procedures are stated in our Circular No. 16/2009 dated 12 August 2009. Please note that only an authorised person in SC's record or a person who is a key personnel of the entity (e.g. owner, partner or director based on ACRA's records) can login using his/her SingPass at the following website:

https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct

7. We wish to highlight that failure to comply with the conditions as stipulated in the “Product Specific Terms for the Use of TradeNet®” for declaring agents and declarants is an offence under the Regulation of Imports and Exports Regulations. Depending on the gravity of the offence, declaring agents and declarants could have the offence compounded or be prosecuted in court. In addition, the declaring agents and declarants could be suspended from transacting with SC on trade and customs declarations or be de-registered with SC.

8. If you require further clarification, please email your queries to customs_documentation@customs.gov.sg. For enquiries on the application and termination of TradeNet® ID, please contact CrimsonLogic Customer Admin at Tel: 68877888 (select option 2).



KAREN LIM (MS)
HEAD, PROCEDURES & PROCESSING
for DIRECTOR-GENERAL OF CUSTOMS
SINGAPORE CUSTOMS