

Singapore Customs
55 Newton Road #06-01
Revenue House
Singapore 307987

Tel: (65) 6355 2000
E-mail: customs_roo@customs.gov.sg
www.customs.gov.sg



**SINGAPORE
CUSTOMS**

Notice No: 12/2025

21 Apr 2025

Manufacturers, Traders and Declaring Agents

Dear Sir/Madam

DOWNTIME FOR ELECTRONIC EXCHANGE OF ASEAN TRADE IN GOODS AGREEMENT (ATIGA) FORM D VIA THE ASEAN SINGLE WINDOW (ASW)

Singapore Customs will be performing a software upgrade installation work on the ASW Singapore Gateway on the Networked Trade Platform website on the following dates and times.

Date and Time	Duration
From 25 Apr 2025 (Friday)@ 6 p.m. to 28 Apr 2025 (Monday)@ 1.00 a.m.	55 hrs

2 During the abovementioned period, the ASW Singapore Gateway **will be shut down**. This will affect the electronic transmission of ATIGA Form Ds via ASW from Singapore to importing ASEAN Member States (AMS) as well as the receipt of ATIGA Form Ds via ASW from the exporting AMS to Singapore. As such, you will not be able to transmit any ATIGA e-Form D to the Customs authority of the importing AMS, nor will your business partners in the other AMS be able to transmit any ATIGA e-Form D to Singapore Customs when the ASW Singapore Gateway is down. Please transmit your ATIGA e-Form Ds before/after the scheduled downtime.

3 You may wish to take note that live operation of the ASW Singapore Gateway will resume on **28 Apr 2025 (Monday) 1.00 a.m.** for the electronic transmission and receipt of ATIGA e-Form Ds. On the procedure of the Electronic Transmission of ATIGA e-Form D, you may wish to refer to our handbook on the [detailed steps to perform the electronic transmission](#).

4 Please bring the contents of this Notice to the attention of your staff. We encourage you to plan and transmit the corresponding Form Ds electronically via the ASW before/after the downtime, to minimise disruptions to your business operations. We apologise for any inconvenience caused.

5 You may contact us at customs_roo@customs.gov.sg if you require further clarifications.



**SINGAPORE
CUSTOMS**

Yours faithfully

Wan Boon Oon
Head Tariffs and Trade Services
for Director-General of Customs
Singapore Customs

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

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