



Circular No: 06/2023  
10 Apr 2023

Traders and Declaring Agents

Dear Sir/Madam

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

This circular seeks to inform businesses on the updated procedures for the exchange of ATIGA e-Form D via the ASEAN Single Window (ASW) and it supersedes Circular No. 15/2017 dated 9 Nov 2017. A Form D<sup>1</sup> electronically transmitted (hereinafter referred to as “ATIGA e-Form D”) from Singapore to any of the other 9 ASEAN Member State (AMS) and vice versa can be used by importers to claim preferential tariff treatment on the goods imported into that AMS involved.

2 The ASW is an environment that connects and integrates the National Single Windows (NSWs) of AMSs, and since 1 Jan 2018, traders have been transmitting approved Form D to exchange-ready AMS via the ASW. The updated procedures arise from Singapore’s migration of the trade-related government electronic service known as “Exchange of ATIGA e-Form D via the ASW” onto a new backend system in ASW Singapore Gateway to improve users experience when exchanging ATIGA e-Form D. This migration does not affect the other government and commercial services found on Singapore’s NSW nor the NSW in the other 9 AMS. The new backend system will become operational in end-Apr 2023 and we will share more the downtime of existing system in ASW Singapore Gateway and live operation of the new system in a Customs Notice to be released in the coming weeks.

**No changes made to TradeNet Declaration Procedures for ATIGA Form D**

3 The TradeNet declaration procedures for a Form D remains the same. Once the Form D is approved in TradeNet, the next step is to make the necessary adjustments and proceed with the transmission of an ATIGA e-Form D. The exporter or its authorised Declaring Agent can log in to [www.ntp.gov.sg](http://www.ntp.gov.sg) to submit the Form D for electronic submission. More details of the authorisation of the Declaring Agent and e-Form D submission will be illustrated on the next page.

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<sup>1</sup> The Preferential Certificate of Origin (CO) issued under ATIGA.

## **Updated Procedures regarding Electronic Transmission of ATIGA e-Form D on the Networked Trade Platform (NTP)**

4 To enable the transmission of e-Form D, the exporter and its declaring agent(s) must have a valid NTP account and if not, one has to register for an NTP account. Traders may go to [www.ntp.gov.sg](http://www.ntp.gov.sg) > Support > Register an NTP Account for information on account creation.

5 The exporter must inform Singapore Customs of their Declaring Agent(s) who are authorised to transmit e-Form D on their behalf (if any) by logging in to [www.ntp.gov.sg](http://www.ntp.gov.sg) > Business Account > Manage Consent & Authorisation for NTP Services > Choose your International Connectivity Services & Authorise your Declaring Agent.

6 For exporters and their authorised Declaring Agent(s) to transmit e-Form D on their behalf who are already registered as participants in the ASW **before 12 Apr 2023 will not be required** to fill in this form to indicate participation in ASW again, as is mentioned in paragraph 5. Customs will migrate details of the existing registered exporters and their authorised Declaring Agent(s) onto the new backend system. However, you are advised to log in to review your existing authorised Declaring Agent(s) or update your latest authorised Declaring Agent(s) when the new backend system becomes operational at a later date. Please look out for Customs Notice in the coming weeks for the live operation of the new backend system.

7 After the Form D application is approved in TradeNet, the exporter or the authorised Declaring Agent can log in to [www.ntp.gov.sg](http://www.ntp.gov.sg) > Government Services > International Connectivity > ATIGA e-Form D. At the ATIGA Form D (SG to AMS) Enquiry screen, please enter the final destination (AMS) of the goods covered by that specific approved Form D in “Importing Country / Region”, a mandatory data field, and if preferred, entered optional information to narrow down your search results. From the dropdown list of approved Form Ds taken out by the exporter, locate the specific Form D, make the necessary adjustments, and proceed to transmit the Form D as an e-ATIGA Form D.

### **Cessation for the Registration to Participate in ASW**

8 The request to Customs for a copy of the registration form via email had long ceased. In view of the new procedure, the FormSG for registration to participate in ASW will cease from 12 Apr 2023 as well. All exporters with an NTP account will be automatically registered with effect from 17 Apr 2023.

### **Clarification**

9 With the updated change in procedures, there will be downtime occurrence in the current system. Subsequently, a Notice will be released to inform of the period of downtime and things to note (including when the new system becomes operational).

10 For more information on ATIGA e-Form D, you may refer to [www.customs.gov.sg/businesses/certificates-of-origin/asw](http://www.customs.gov.sg/businesses/certificates-of-origin/asw). You may also refer to the Frequently Asked Questions in Annex A for more details.

Yours faithfully

Jeff Wan  
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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](mailto:customs_roo@customs.gov.sg).

## FREQUENTLY ASKED QUESTIONS

**Q1: Will Singapore Customs cease the printing of hardcopy ATIGA Form D and consequently, businesses have to move towards full transmission of ATIGA Form D via the ASW?**

**A1:** Yes. This in line with AMSs common goal of ceasing the printing of hardcopy Form D and for all businesses to move towards full transmission of ATIGA Form D via the ASW by end 2023. Customs will inform businesses at least 3 months in advance on when we would cease the printing of hardcopy Form D.

**Q2: How do I obtain my Form D if the ASW system is down?**

**A2:** In such exceptional circumstances, hardcopy Form D will be printed and made available for collection at the usual Preferential Certificate of Origin printing centres.

**Q3: As an exporter do I need to register to transmit Form D via the ASW?**

**A3:** Exporter will automatically become a registered participant to transmit Form D via the ASW in the new backend system.

**Q4: How do I remove declaring agent that I no longer want to authorize?**

**A4:** Exporter can log in to [www.ntp.gov.sg](http://www.ntp.gov.sg) > Business Account > Manage Consent & Authorisation for NTP Services > Choose your International Connectivity Services & Authorise your Declaring Agent and remove the authorization.

**Q5: The importing customs authority did not receive the e-ATIGA Form D. What should I do?**

**A5:** Please write to [customs\\_roo@customs.gov.sg](mailto:customs_roo@customs.gov.sg) with your company's Unique Entity Number and the Form D reference number, and we will investigate the matter and get back to you.

**Q6: How does the overseas importer submit its preferential tariff claim to the importing customs authority with an e-ATIGA Form D?**

**A6:** Please request the importer to consult its customs authority directly for the relevant information as the Customs import permit declaration procedures for the goods in each AMS varies.