



Circular No: 11/2015
31 Aug 2015

To All Declaring Agents and Declarants

Dear Sir/Madam

ADVISORY: SHARING OF TRADENET® USER ID IS NOT ALLOWED

Singapore Customs recently conducted a series of compliance checks and discovered that some Declaring Agents (DAs) had allowed TradeNet® User ID(s) and password(s), issued to their declarants, to be used by other employees. We have taken actions against these DAs to rectify such improper practice.

2 We would like to remind all DAs and declarants that sharing of TradeNet® User ID(s) and password(s) is not allowed. As stipulated in Clause 9.6 of the [“Terms and Conditions for Declaring Agents”](#) and Clause 5.2 of the [“Terms and Conditions for Declarants”](#):

- a) a DA must ensure that the TradeNet® User ID(s) or password(s), which are assigned to its declarant(s), are personal to the declarant(s) and are not shared with others; and
- b) a declarant must maintain confidentiality of the User ID or password which is being assigned to him/her.

3 Failure to comply with the Terms and Conditions for DAs and declarants constitutes offences under the Regulation of Imports and Exports Regulations and the Customs Regulations. We request that DAs and declarants who are sharing TradeNet® User ID(s) to cease such practice immediately and apply for individual TradeNet® User ID and password for each of their employees who are submitting TradeNet® declarations.

4 For more information on the DA and declarant registration under the DA Governance Framework, you may refer to the [Singapore Customs website](#). If you need further clarifications, please contact our call centre at 6355-2000 or email your enquiries to customs_documentation@customs.gov.sg.

Additional Information

Terms and Conditions for Declaring Agents and Declarants:

<http://www.customs.gov.sg/leftNav/trad/Dagf/Other+Useful+Information.html>

Declaring Agent Governance Framework:

<http://www.customs.gov.sg/leftNav/trad/Declaring+Agent+Governance+Framework.html>

Yours faithfully

Kelly Char (Ms)
Head Permits Compliance
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 your suggestions on how to improve this circular at customs_documentation@customs.gov.sg.