



Notice No: 12/2018

12 June 2018

To Traders and Declaring Agents

REVISED APPLICATION PROCEDURES FOR CUSTOMS ESERVICES

The National Trade Platform (NTP) went online on 20 December 2017, and more services, including Business-to-Government (B2G) services are being released progressively.

2 With effect from **20 June 2018**, you will be required to submit your applications for the following certificates via the NTP:

- a) Certificate of Non-Manipulation (CNM);
- b) Certificate of Free Sale (CFS);
- c) Import Certificate and Delivery Verification (ICDV); and
- d) Landing Certificate (LC).

3 The application forms for the certificates are available on the NTP website at www.ntp.gov.sg > Government Services > Customs eServices. To submit your application via the NTP, your entity would require a CorpPass Account. You are advised to set up your CorpPass Account and register for an NTP Account as soon as possible. Please refer to **Annex A** for the revised application procedures.

Clarification

4 For more information on CorpPass, please visit CorpPass website at www.corppass.gov.sg. You may also contact CorpPass helpdesk at (65) 6643 0577, 8am to 8pm on Mondays to Fridays, or 8am to 2pm on Saturdays or email your queries to support@corppass.gov.sg.

5 For more information on accessing the NTP, please visit NTP website at www.ntp.gov.sg > Get Started > Accessing NTP > Sign in with CorpPass.

6 Please refer to the list of Frequently Asked Questions (FAQs) on the revised application procedures in **Annex B** and a Quick Reference Guide: Submit Applications to Singapore Customs in **Annex C**. If you require further clarification, you may contact us as follows:

Issues	Contact information	
	Email Address	Contact number
Setting up of NTP Account or technical support in using the NTP	NTPhelpdesk@accenture.com	(65) 6263 1061 (operates 24 hours daily)
Revised application procedures (including the supporting documents required):		
a) Certificate of Non-Manipulation (CNM)	Customs_ROO@customs.gov.sg	(65) 6355 2000 (operates from 8am to 6pm on weekdays, 8am to 12pm on Saturdays.)
b) Certificate of Free Sale (CFS)		
c) Import Certificate and Delivery Verification (ICDV)	Customs_STGC@customs.gov.sg	
d) Landing Certificate (LC)	Customs_Documentation@customs.gov.sg	

Additional information

For more guidance on Account setup and submission procedures, please refer to the FAQs and Quick Reference Guides at www.ntp.gov.sg > Support.

For more information on creating a partnership in NTP, please log in to access NTP's online guides at www.ntp.gov.sg/common/support/online-guide/business-networks

For more information on uploading documents in the Data Repository, please log in to access NTP's online guides at www.ntp.gov.sg/common/support/onlineguide/datarepository.

Yours faithfully

Ivy Chong
Head Procedures & Systems 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 customs_documentation@customs.gov.sg.

REVISED APPLICATION PROCEDURES**(A) Sign Up for NTP Account**

To log in to NTP:

- a) You should firstly register for a CorpPass Account and sign up for an NTP Account using your CorpPass.
- b) Once you have an NTP account, you can select a Business Partner at Partners & Networks > Business Partners > Search Business Partners.
- c) Search for Singapore Customs.
- d) Click on the Add as Partner icon to send a partner request to Singapore Customs. Once approved, you will receive a notification in your NTP Inbox that you have successfully partnered with Singapore Customs.
- e) Upon registering an NTP Account, your entity will have a Data Repository in NTP. You can access your Data Repository at Data Tools & VAS > Data Tools > Data Repository.
- f) Your entity's Data Repository in NTP allows you to upload your application to Singapore Customs.

(B) Submission of Application via NTP

For submission of applications for the certificates via the NTP:

- a) Download the application form from NTP website at www.ntp.gov.sg > Government Services > Customs eServices and complete the application form.
- b) Log in to your NTP account, and access your entity's Data Repository in NTP to upload your application via the Singapore Customs folder which can be found under Data Tools & VAS > Data Repository > Partners folder > Singapore Customs.
- c) From the Singapore Customs folder, click on the Out folder followed by the Upload icon.
- d) Upload the application form and all its supporting documents (if any) as a single file (e.g. JPG, GIF, PDF and ZIP). Please label the file name according to the type of applications:
 - i) "Application for Certificate of Non-Manipulation (CNM)"
 - ii) "Application for Certificate of Free Sale (CFS)"
 - iii) "Application for Import Certificate and Delivery Verification (ICDV)"
 - iv) "Application for Landing Certificate (LC)"
- e) Select "Other" under Document Type before submitting.
- f) Once the application is approved, you may retrieve your certificates via your entity's Data Repository > Partners > Singapore Customs > In folder.

FAQ

Q1: How do I submit the applications for the four Customs eServices via NTP?

A1: Before submission, you must register for a CorpPass Account and sign up for an NTP Account. Once you have the NTP Account, go to Search Business Partners to add Singapore Customs as a Partner. Once approved, you may access your entity's Data Repository in NTP to upload your application via the Singapore Customs folder which can be found under Data Tools & VAS > Data Repository > the Partners folder.

You should upload each application form and all its supporting documents (if any) as a single file (e.g. JPG, GIF, PDF and ZIP). You should also label the file name according to the type of application(s).

Q2: How would I be notified upon successful submission via NTP?

A2: Upon submitting your application via the Singapore Customs folder, a successful submission page will be displayed. You can also access your NTP Notification Inbox to view the details of your submission.

Q3: Can I continue to submit the application for the four Customs eServices via email/fax after 20 June 2018?

A3: Applications for the four Customs eServices via email or fax will not be accepted after 20 June 2018. Applications for the four Customs eServices with all its supporting documents (if any) will have to be submitted via NTP with effect from 20 June 2018.

Q4: What are the acceptable file format(s), maximum file size and the number of files that I can upload onto the NTP Portal?

A4: You may attach up to a maximum of 20 files at 15MB each during your submission. More information on the supported file format(s) can be found at the FAQs for Document Management, under Data Repository at www.ntp.gov.sg > Support > Support Channels > FAQs.

Q5: How would I know if my application has been successfully processed by Singapore Customs after I have submitted via NTP?

A5: If the application is successful, Singapore Customs would deposit the certificates in your entity's Data Repository. You will receive a notification via your NTP Notification Inbox.

Q6: Can I continue to receive the approved certificates for the four Customs eServices via the existing modes of receipt (i.e. email, mail, walk-in collection)?

A6: You will need to log in to NTP to retrieve the approved certificates in PDF format via NTP.

Q7: My company is located within Changi Airfreight Centre (CAC) and I wish to collect the approved CNM at Singapore Customs' Air Export Office. Can I continue to submit the CNM application to customs_AES@customs.gov.sg?

A7: You will need to log in to NTP to submit the CNM with effect from 20 June 2018. Singapore Customs will not be giving physical copies of the approved CNM. You will receive the approved CNM in PDF format via NTP, hence there is no need for the collection of the physical copy of the approved CNM.

Q8: Do I still need to go to the Customs office to make payment for the ICDV application?

A8: All payments for ICDV application will be made through the Inter-Bank GIRO (IBG). If your entity does not have an IBG with Singapore Customs, you will need to apply for an IBG with Singapore Customs before submitting your application for ICDV.

Q9: Presently, I will receive 2 physical copies of the approved ICDV endorsement by hand upon submission of the ICDV application at Customs office. Can I continue to receive the approved ICDV by hand?

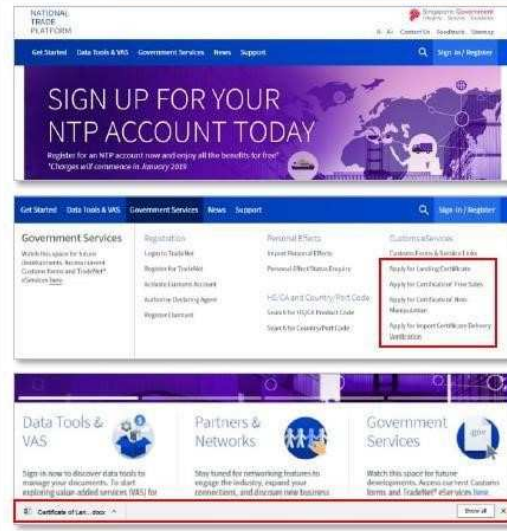
A9: You will need to log in to NTP to retrieve the approved ICDV with the endorsement in PDF format. Singapore Customs will not be giving physical copies of the approved ICDV.

Quick Reference Guide: Submit Applications to Singapore Customs

Pre-requisites:

- Registered with an [NTP Account](#)
- Established [partnership](#)* with Singapore Customs

Step 1 Download Customs eService Application Form



a Access NTP website (www.ntp.gov.sg).

b Go to Government Services, under Customs eServices, click on the **relevant Customs eService Application Form**.

c The application form will be downloaded to your local drive.

Step 2 Submit Customs eService Application

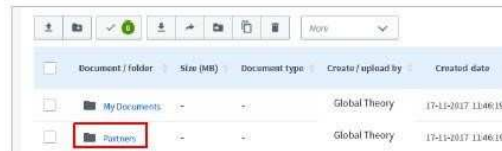
a **Sign in** to your NTP Account via CorpPass.



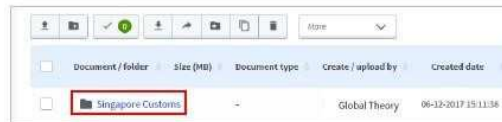
b Go to Data Tools & VAS, under Data Tools, click **Data Repository**.



c Click on the **Partners** folder.



d Click on the **Singapore Customs** folder.

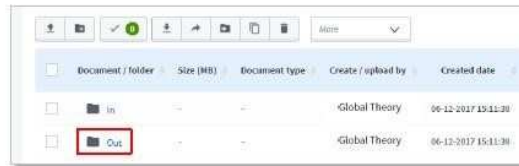


*Note: Please login to your NTP Account to access the Online Guides.

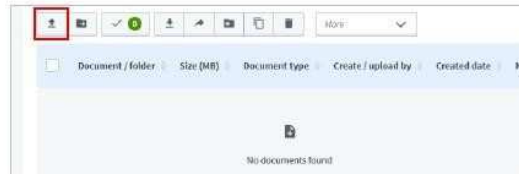
Quick Reference Guide: Submit Applications to Singapore Customs

Step 2 Submit Customs eService Application (*continued*)

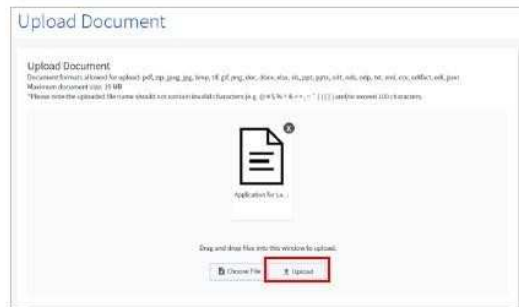
e Click on the **Out** folder.



f Click **Upload**.



g Do one of the following*:
 • Click **Choose File** and select the document that you would like to upload.
 • Drag and drop the document into the upload window.



h Click **Upload**.



i Select '**Other**' as the Document Type.

j Click **Upload**.



k Your application has been submitted to Singapore Customs. You can also access your NTP Notifications to view the details of your submission.

*Note:

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- You should upload each application form and all its supporting documents (if any) as a single file (e.g. JPG, GIF, PDF and ZIP). You should also label the file name according to the type of application(s).
- Recommended filename for submission: *Application for <insert application name>*. (e.g. *Application for Landing Certificate*)

Quick Reference Guide: Submit Applications to Singapore Customs

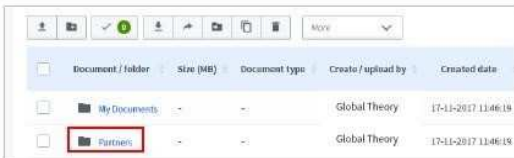
Step 3 View Customs e-Service Certificate



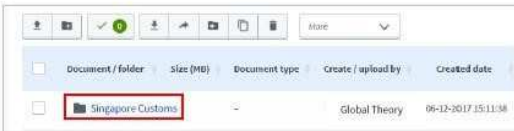
a Sign in to your NTP Account via CorpPass.



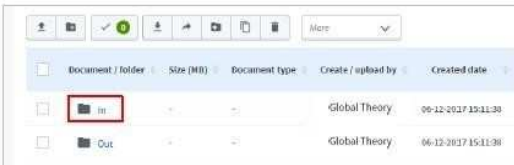
b Go to Data Tools & VAS, under Data Tools, click **Data Repository**.



c Click on the **Partners** folder.



d Click on the **Singapore Customs** folder.



e Click on the **In** folder.



f Once the application is approved, the certificate will be found in this folder.



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ESERVICES**

(dated 12/06/2018)

Paragraph	Current Details	Updated Details	Date of Update
6	NTPhelpdesk@accenture.com	NTP_helpdesk@ncs.com.sg	28 Nov 2019
6	(65) 6263 1061 (operates 24 hours daily)	(65) 6570 3053 (operates from 8am to 8pm on weekdays, 8am to 2pm on Saturdays, excluding Sunday & Public Holiday)	28 Nov 2019
6	(65) 6355 2000 (operates from 8am to 6pm on weekdays, 8am to 12pm on Saturdays.)	(65) 6355 2000 (operates from 8am to 8pm on weekdays, 8am to 2pm on Saturdays, excluding Sunday & Public Holiday)	28 Nov 2019