



Notice No: 19/2018

27 Sep 2018

To Traders and Declaring Agents

NEW APPLICATION PROCEDURES FOR CUSTOMS ESERVICES & DOCUMENTS SUBMISSION

The NTP went online on 20 December 2017, and more Customs eServices are being released progressively on the NTP. Currently, four Customs eServices are already on the NTP.

2 With effect from **1 November 2018**, you are required to submit the following applications [(a) to (c) in the table below] to Singapore Customs via the NTP:

	Types of Applications	With effect from:
a)	Cargo Agent's Import Authorisation (CAIA)	01 Nov 2018
b)	Vessel Registration (VR)	
c)	Kimberley Process Licence (KPL)	
d)	Certificate of Non-Manipulation (CNM)	Existing
e)	Certificate of Free Sales (CFS)	
f)	Import Certificate and Delivery Verification (ICDV)	
g)	Landing Certificate (LC)	

3 In the subsequent roll-out, Singapore Customs will also enable the submission of other applications such as the Voluntary Disclosure Program (VDP), submission of supporting documents via the NTP. More details will be announced when available.

4 To submit your applications 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 to facilitate these submissions. Please refer to **Annex A** for the revised application procedures. If you are a Declaring Agent, you are also encouraged to sign up for an NTP Account now to facilitate the various submissions.

5 The application forms for the above Customs eServices are available on the NTP website at www.ntp.gov.sg > Government Services > Customs eServices.

Clarification

6 For more information on accessing the NTP, please visit the NTP website at www.ntp.gov.sg > Get Started > Accessing NTP > Sign in with CorpPass. Please refer to the list of Frequently Asked Questions (FAQs) on the revised application and submission procedures in **Annex B** and the updated 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 or submission procedures (including the supporting documents required):		
a) Cargo Agent's Import Authorisation (CAIA)	Customs_Documentation@customs.gov.sg	(65) 6355 2000 (operates from 8am to 6pm on weekdays, 8am to 12pm on Saturdays.)
b) Vessel Registration (VR)		
c) Kimberley Process Licence (KPL)		

7 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.

Additional information

- Account setup and submission procedures - FAQs and Quick Reference Guides at www.ntp.gov.sg > Support.
- Creating a partnership in the NTP - log in to access NTP's online guides at www.ntp.gov.sg/common/support/online-guide/business-networks
- Uploading documents in the Data Repository - log in to access NTP's online guides at www.ntp.gov.sg/common/support/online-guide/data-repository.

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.

APPLICATION PROCEDURES

(A) Sign Up for NTP Account

To log in to the 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 the NTP. You can access your Data Repository at Data Tools & VAS > Data Tools > Data Repository.
- f) Your entity's Data Repository in the NTP allows you to upload your application to Singapore Customs.

(B) Submission of Applications via the NTP

For submission of applications via the NTP:

- a) Download the application form from the 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 the 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 using this format: "Application for <insert application name>_YYYYMMDD" (e.g. Application for Cargo Agent's Import Authorisation_20181101). If you are submitting multiple applications (of the same type) on the same day, please number your documents (e.g. Application for Cargo Agent's Import Authorisation_20181101_2)
- e) Under Document Type, please select the relevant document type from the dropdown (e.g. Cargo Agent's Import Authorisation) before submitting.
- f) Once the VR application is processed, you may retrieve the application outcome via your entity's Data Repository > Partners > Singapore Customs > In folder. For CAIA and KPL, your company's primary email contact registered with Singapore Customs will receive the application outcome via email.

FAQ

Q1: How do I submit the applications for Customs eServices via the 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 the 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) and number the documents if you are submitting multiple applications of the same type on the same day.

Q2: How would I be notified upon successful submission via the 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 three Customs eServices via email after 1 Nov 2018?

A3: Applications for the three Customs eServices via email will not be accepted after 1 Nov 2018. Applications for the three Customs eServices with all its supporting documents (if any) will have to be submitted via the NTP with effect from 1 Nov 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 for VR has been successfully processed by Singapore Customs after I have submitted via the NTP?

A5: If the application for VR is processed, Singapore Customs would deposit the approval/rejection letter in your entity's Data Repository and you will receive an email notification and a notification in your NTP Notification Inbox. You will then need to log in to the NTP to retrieve the approval letter.

Q6: How would I know if my application for CAIA and KPL have been successfully processed by Singapore Customs after I have submitted via the NTP?

A6: If the application for CAIA and application or renewal for KPL is processed, your company's primary email contact registered with Singapore Customs will receive the approval/rejection letter via email.

Q7: Are there any changes to the payment procedures for the KPL and CAIA application?


A7: There are no changes to the payment procedures for the KPL and CAIA applications, which 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.

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



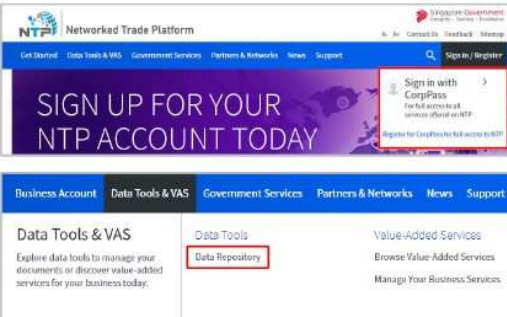
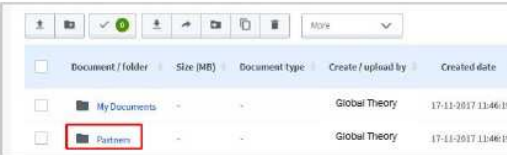
a Access NTP website (www.ntp.gov.sg).

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

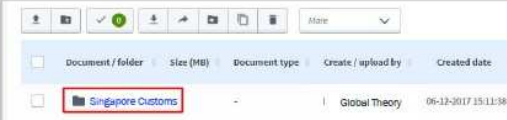
c The application form will be downloaded to your local drive.

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.

Document / folder	Size (MB)	Document type	Create / upload by	Created date
My Documents	-	-	Global Theory	17-11-2017 13:46:19
Partners	-	-	Global Theory	17-11-2017 13:46:19



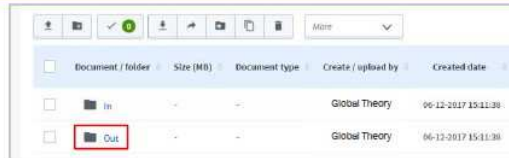
Document / folder	Size (MB)	Document type	Create / upload by	Created date
Singapore Customs	-	-	Global Theory	06-12-2017 13:11:38

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

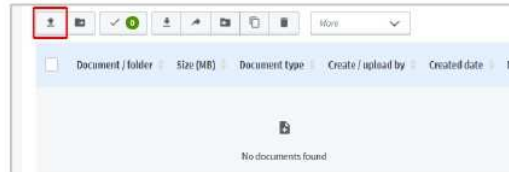
Quick Reference Guide:
Submit Applications to Singapore Customs

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.

Document Name

Document Type*
 Cargo Agent's Import Authorisation

Description

Comments

Cancel UPLOAD

i Select the application type as the Document Type. (e.g. Cargo Agent's Import Authorisation)

i 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.

Summary of your upload:

Document	Document Type	Size	Status
Application for Landing Certificate.zip	Other	8.003 MB	Successful

*Note:

- i** 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>_YYYYMMDD.* (e.g. *Application for Cargo Agent's Import Authorisation _20181001*)
- If you submit more than one of the same type of application a day, please number your documents (e.g. *Application for Cargo Agent's Import Authorisation _20181001_2*)

Quick Reference Guide: Submit Applications to Singapore Customs

Outstanding tasks > 0

Notifications > 2

You will be notified on NTP Notifications when Singapore Customs has processed the application. However, note that for Cargo Agent's Import Authorisation (CAIA) and Kimberley Process Licence (KPL) applications, your company's primary email contact registered with Singapore Customs will receive the approval / rejection letter via email.

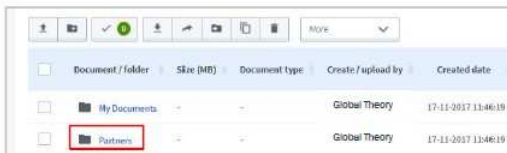
Step 3 View Customs e-Service Certificate



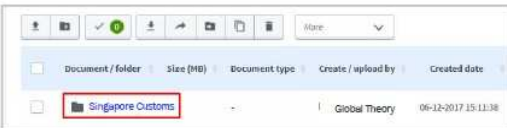
a Sign in to your NTP Account via CorpPass.



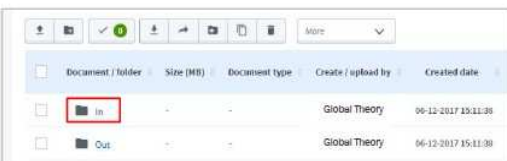
b Go to Data Tools & VAS, under Data Tools, click Data Repository.



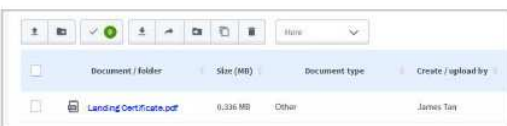
c Click on the Partners folder.



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 & DOCUMENTS SUBMISSION**

(dated 27/09/2018)

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