



Notice No: 15/2019  
09 Sep 2019

Traders and Declaring Agents

Dear Sir/Madam

**NEW APPLICATION PROCEDURES FOR CERTIFICATE OF NON-MANIPULATION (CNM)**

With effect from 16 Sep 2019, application for Certificate of Non-Manipulation (CNM) shall be made via the International Connectivity (IC) CNM Service on the Networked Trade Platform (NTP).

2 Existing NTP account holders who wish to apply for a CNM would need to subscribe to the IC CNM Service on NTP ([www.ntp.gov.sg](http://www.ntp.gov.sg)). There are no charges for the subscription. For non-NTP account holders, you would need to first obtain a CorpPass and NTP account before subscribing to the IC CNM Service. Upon approval within one working day, you would be able to access the IC CNM Service. Please refer to **Annex A** for more information on subscribing to and accessing the IC CNM Service.

3 The revised procedures would be rolled out in two phases as follows:

- a) Phase 1 - Implementation of International Connectivity CNM Service on NTP for submission and retrieval of CNM application
- b) Phase 2 - Electronic transmission of CNM with China as the country of final destination.

**Phase 1**

**Electronic Online Application of CNM**

4 With the revised procedures, you will no longer be required to download the CNM application form and upload the completed application in your NTP Data Repository. Instead, you may apply for the CNM online via the IC CNM Service on NTP.

5 The applicant will receive an email notification once the application has been processed. For successful application, the approved CNM may be retrieved on NTP via your entity's Data Repository > VAS > NTP International Connectivity Certificate of Non-Manipulation (CNM) > In folder.

## Transition Period

6 There will be a one-month transition period where you may still submit your CNM application by uploading the current CNM application form via your NTP Data Repository. This transition period will end on 15 Oct 2019 and the current CNM application form will cease. In order to help us process your application expeditiously, we encourage you to transit to the IC CNM Service as soon as possible and ensure your submission is complete with the necessary supporting documents. Please also avoid submitting the same application via both methods.

## Payment Mode

7 With the transition to the IC CNM Service on NTP, application fee will remain at \$4.00 per application and the fee shall be paid via the applicant's Inter-Bank GIRO (IBG) account. Non-IBG payment will no longer be available for CNM applications from 1 Dec 2019. You will need to set up an IBG Account with Singapore Customs in order to make payment for the CNM application. If you do not have an IBG account with Singapore Customs, we encourage you to set up the IBG account as soon as possible to avoid any delay to the processing of your CNM application.

## Phase 2

### Electronic Transmission of CNM to China

8 In the second phase of the revised procedure for CNM application, approved CNM with China as the country of final destination would be transmitted electronically to the General Administration of Customs of the People's Republic of China (GACC). Singapore Customs will provide a subsequent update on [www.customs.gov.sg/co](http://www.customs.gov.sg/co) regarding the date of implementation of the second phase for electronic transmission of CNM to China.

## Clarifications

9 You may refer to the Frequently Asked Questions (FAQ) in **Annex B**. 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	NTP_Helpdesk@ncs.com.sg	(65) 6570 3053 Monday to Friday from 8am to 8pm Saturday from 8am to 2pm (excluding Sunday & Public Holiday)
Revised CNM Application Procedure	Customs_ROO@customs.gov.sg	

### **Additional information**

For more guidance on Account setup on NTP, please refer to the FAQs and Quick Reference Guides at [www.ntp.gov.sg](http://www.ntp.gov.sg) > Support.

Yours faithfully

Chua Yock Chin  
Head Tariffs and Trade Services  
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\\_roo@customs.gov.sg](mailto:customs_roo@customs.gov.sg).

**(A) SUBSCRIBING TO THE INTERNATIONAL CONNECTIVITY CNM SERVICE**

(You will only need to do a one-time subscription.)

- i. You should first register for a CorpPass Account and sign up for an NTP Account using your CorpPass.
- ii. Once you have a NTP account, login to your NTP account with your CorpPass on the [Networked Trade Platform \(NTP\)](#).
- iii. Click on “Government Services” > “Browse Government VAS”.
- iv. Under “Government Services”, search for NTP International Connectivity Certificate of Non-Manipulation (CNM) Service.
- v. Locate the NTP International Connectivity Certificate of Non-Manipulation (CNM) Service and click on the icon to access more information on the Service.
- vi. Locate the “Subscribe” button and click on it to subscribe to the Service.

**(B) ACCESSING THE INTERNATIONAL CONNECTIVITY CNM SERVICE**

(Please note that you have to do a one-time subscription to the International Connectivity CNM Service before you can access the Service.)

- i. Login to your NTP account with your CorpPass on the [Networked Trade Platform \(NTP\)](#).
- ii. Click on “Government Services” > “Browse Government VAS”.
- iii. Click on “Your subscriptions” to view the list of Services you have subscribed to.
- iv. Locate the NTP International Connectivity Certificate of Non-Manipulation (CNM) Service and click on the hyperlink under Single Sign-On to access the Service.

## FREQUENTLY ASKED QUESTIONS

**Q1: I currently submit the CNM application via my entity's Data Repository on NTP. How does the new procedure affect me?**

**A1:** You are required to do a one-time subscription to the NTP International Connectivity CNM Service on NTP before you can submit your CNM application. The current application form will cease and you may apply for the CNM online via the IC CNM Service instead.

Additionally, retrieval of approved CNM would be through your entity's Data Repository > VAS > NTP International Connectivity Certificate of Non-Manipulation (CNM) > In folder.

**Q2: How do I submit the CNM application via NTP?**

**A2:** Before submission, you must register for a CorpPass Account and sign up for an NTP Account. You must do a one-time subscription to the NTP International Connectivity CNM Service on NTP. You may refer to **Annex A** for more information on how to subscribe to and access the IC CNM Service.

Once you have subscribed to the IC CNM Service, you will be able to access the Service to apply for the CNM online. At the IC CNM Service Homepage, hover over "International Connectivity (Certificate of Non-Manipulation)" at the service menu and click "Apply for Certificate of Non-Manipulation". Thereafter, follow the instruction to complete the form.

**Q3: How is the new CNM application different from the current application form?**

**A3:** The new CNM application form is an electronic form on the IC CNM Service on NTP and shall be completed online. You can now indicate up to 10 items of the same consignment details in one application. There are also three new fields in the new CNM application form but they are non-mandatory fields –

- a) Consignment Detail - Container No./Seal No.
- b) Item Detail - Certificate of Origin (CO) No. (if applicable)
- c) Item Detail - Free Trade Agreement (if applicable)

**Q4: How does the new application procedures benefit me?**

**A4:** With the new procedures, you may apply for the CNM online via the IC CNM Service on NTP and you are no longer required to download the application form and then upload the completed application. You can also indicate up to 10 items within the same consignment in an application.

**Q5: Are there any changes to the requirements to qualify for the CNM?**

**A5:** The CNM application may be submitted up to the third working day after the departure date of the good. The requirement for transshipment/storage period of not more than 3 months in Singapore would also be abolished.

**Q6: When can I start subscribing to the International Connectivity Certificate of Non-Manipulation Service on NTP and would I be charged for the subscription?**

**A6:** You may start subscribing to the IC CNM Service from 13 Sep 2019. Approval of the subscription would be within one working day. There are no charges for the subscription.

**Q7: How would I be notified upon successful submission of the CNM application?**

**A7:** Once your application is successfully submitted, you will be directed to a confirmation page with an application number.

**Q8: How do I submit the supporting documents for my CNM application?**

**A8:** You must attach your supporting documents with your CNM application via the electronic form on the IC CNM Service on NTP. You may attach up to 5 MB of supporting documents for each application.

**Q9: I have uploaded the wrong supporting document in my application. Can I email the correct supporting document to Singapore Customs instead?**

**A9:** You must attach your supporting documents with your CNM application via the electronic form on the IC CNM Service on NTP. Application with incorrect or insufficient supporting documents will be rejected.

For application that is pending processing, you may still upload supporting documents by retrieving your application on the IC CNM Service page. To do so, select "Retrieve Certificate of Non-Manipulation" after accessing the IC CNM Service page and search for your application. Click on the application no. to access the application and scroll to the "Supporting Documents" section. Click on the "Attach" button to upload additional supporting documents. Please note that supporting documents uploaded cannot be deleted.

**Q10: How would I know if my application has been approved by Singapore Customs?**

**A10:** Once the application is approved, you will receive an email via the applicant's email address indicated in your application. You may also check the status of your application under "Retrieve Certificate of Non-Manipulation" at the IC CNM Service.



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**(dated 09/09/2019)**

Paragraph	Current Details	Updated Details	Date of Update
Annex A (A) iii.	iii. Click on “Data Tools & VAS” > “Browse Value-Added Services”.	iii. Click on “Government Services” > “Browse Government VAS”.	11 Dec 2020
Annex A (A) iv.	iv. Under “All Value-Added Services”, search for NTP International Connectivity Certificate of Non-Manipulation (CNM) Service.	iv. Under “Government Services”, search for NTP International Connectivity Certificate of Non-Manipulation (CNM) Service.	11 Dec 2020
Annex A (A) v.	v. Locate the “NTP International Connectivity Certificate of Non-Manipulation (CNM)” Service and click “View” to access more information on the Service.	v. Locate the NTP International Connectivity Certificate of Non-Manipulation (CNM) Service and click on the icon to access more information on the Service.	11 Dec 2020
Annex A (B) ii.	ii. Click on “Data Tools & VAS” > “Browse Value-Added Services”.	ii. Click on “Government Services” > “Browse Government VAS”.	11 Dec 2020