SINGAPORE CUSTOMS

Notice No: 24/2018

19 Dec 2018

Traders and Declaring Agents

Dear Sir/Madam

NEW SUBMISSION PROCEDURES FOR RETURN OF SUPPORTING DOCUMENTS FOR SELECTED PERMITS VIA NTP

With effect from **1 February 2019**, you are required to submit the supporting documents via the NTP, for selected permits:

a) issued with permit conditions **Z02**, **Z06** or **Z18**; and
b) queried by Permits Compliance Branch via letter references prefixed with "S" (e.g. S19FQ00001, S19AR00003).

2   To submit the supporting documents for these permits via the NTP, your entity would require a CorpPass Account. You are required to set up your CorpPass Account and register for an NTP Account to facilitate these submissions.

Clarification

3   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 submission procedures in **Annex A** and the Quick Reference Guide: **Return Documents for Selected Permits** 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 (Mon to Fri: 8am – 8pm Sat: 8am – 2pm excluding public holidays)

Issues	Contact Information	
	Email Address	Contact Number
New submission procedures for return of supporting documents for selected permits defined under para 1 above	Customs_TN48HR@customs.gov.sg	(65) 6355 2000 (Mon to Fri: 8am – 6pm Sat: 8am -12noon)
CorpPass related issues	support@corppass.gov.sg	(65) 6643 0577 (Mon to Fri: 8am - 8pm, Sat: 8am - 2pm)

Yours faithfully

Jeanine Ho
Acting Head Permits Compliance
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_TN48HR@customs. gov.sg.

Frequently Asked Questions (FAQs)

Q1: How do I sign up for an NTP Account?

A1: You will need to have a CorpPass account before you can sign up for the NTP Account. For details, please visit www.ntp.gov.sg > Get Started > Sign in with CorpPass. You may view the video on "Register to the NTP via CorpPass" or download the "Quick Reference Guide: Register for an NTP Account" from www.ntp.gov.sg > Support > Register an NTP account.

Q2: I do not have a CorpPass account. How can I sign up for it?

A2: Please visit www.ntp.gov.sg > Get Started > Sign in with CorpPass. You can click on the link provided on this page to sign up for a CorpPass account.

Q3: My company has already signed up for the NTP Account. I have recruited a new staff to handle the submission of documents and my CorpPass Administrator has already obtained a CorpPass for him. Can he proceed to submit the documents via NTP?

A3: Your company's NTP Business Administrator must first assign your new staff with the role of "Business User" before he can proceed to submit the permits and supporting documents via NTP.

Q4: What is the file format to save the supporting documents to be submitted via the NTP?

A4: You may save your supporting documents in a single file in formats such as JPG, GIF, PDF or ZIP and label the file name accordingly e.g. Z02_IG1234567A, S19FQ00001.

Q5: How would I be notified upon successful submission via the NTP?

A5: Upon submitting your documents 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.

Q6: Can I continue to submit the supporting documents for the selected permits via email after 1 Feb 2019?

A6: Please note that the submission of supporting documents for such selected permits via email will not be accepted after 1 Feb 2019. With effect from 1 Feb 2019, all supporting documents (as indicated in the Z02, Z06 and Z18 permit conditions) and those submitted in response to queries (letter references prefixed with "S" e.g. S19FQ00001) have to be submitted via the NTP Government Services (Customs eServices):

```
Z02 – APPROVED BY SINGAPORE CUSTOMS. PURSUANT TO SECTION 30 OF THE REGULATION
OF IMPORTS AND EXPORTS ACT, CHAPTER 272A, THIS PERMIT MUST BE SUBMITTED WITH
INVOICES AND BILL OF LADING/AIR WAYBILL TO PERMITS COMPLIANCE BRANCH WITHIN
48 HRS FROM PERMIT APPROVAL VIA THE NTP GOVERNMENT SERVICES (CUSTOMS
ESERVICES)

Z06 – APPROVED BY SINGAPORE CUSTOMS. PURSUANT TO SECTION 30 OF THE REGULATION
OF IMPORTS AND EXPORTS ACT, CHAPTER 272A, THIS PERMIT MUST BE SUBMITTED WITH
INVOICES AND BILL OF LADING/AIR WAYBILL TO PERMITS COMPLIANCE BRANCH WITHIN
48 HRS FROM PERMIT APPROVAL VIA THE NTP GOVERNMENT SERVICES (CUSTOMS
ESERVICES)

Z18 – APPROVED BY SINGAPORE CUSTOMS. PURSUANT TO SECTION 30 OF THE REGULATION
OF IMPORTS AND EXPORTS ACT, CHAPTER 272A, THIS PERMIT MUST BE SUBMITTED WITH
INVOICES AND BILL OF LADING/AIR WAYBILL TO PERMITS COMPLIANCE BRANCH WITHIN
48 HRS FROM PERMIT APPROVAL VIA THE NTP GOVERNMENT SERVICES (CUSTOMS
ESERVICES). PLEASE BE REMINDED THAT YOU ARE ALSO REQUIRED TO COMPLY WITH THE
RELEVANT COMPETENT AUTHORITY'S REQUIREMENTS
```

Q7: What are the acceptable file format(s), maximum file size and the number of files that I can upload onto the NTP Portal?
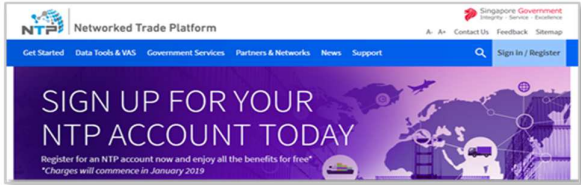
A7: You may attach up to a maximum of 20 files at 15MB each during your submission. More information on the supported file format(s) can be found at the FAQs for Document Management, under Data Repository at www.ntp.gov.sg > Support > Support Channels > FAQs.

Quick Reference Guide:
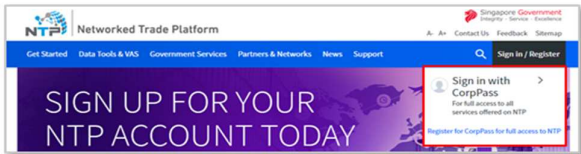## Return of Supporting Documents for Selected Permits via NTP

Pre-requisites:
- Registered with an NTP Account
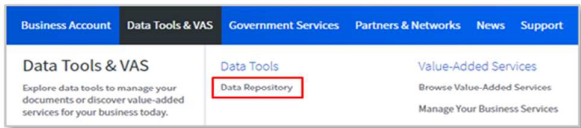- Established partnership* with Singapore Customs
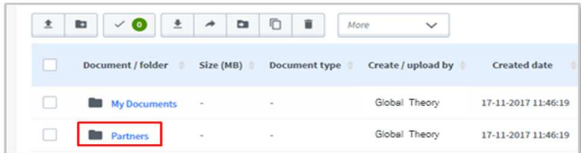
Steps	Return of Supporting Documents

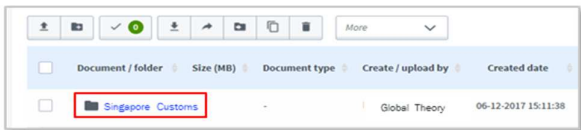**a**   **Access** NTP website (www.ntp.gov.sg).

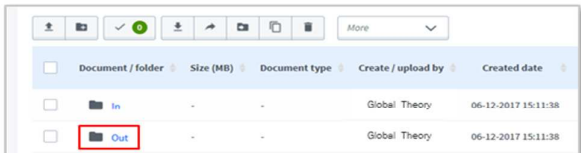**b**   **Sign in** to your NTP Account via CorpPass.

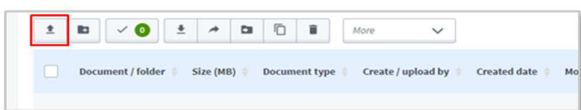**c**   Go to Data Tools & VAS, under Data Tools, click **Data Repository**.

d   Click on the **Partners** folder.

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

f   Click on the **Out folder**.

g   Click **Upload**.

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

> **Steps** | **Return of Supporting Documents**

Upload Document
Document formats allowed for upload: pdf, zip, jpeg, jpg, bmp, tif, gif, png, doc, docx, xlsx, xls, ppt, pptx, odt, ods, odp, txt, xml, csv, edifact, edi, json
Maximum document size: 15 MB
*Please note the uploaded file name should not contain invalid characters (e.g. @ # $ % ^ & + = , - ` ( ) { }) and/or exceed 100 characters.

Z02_IG1234567A...

Drag and drop files into this window to upload.
Choose File   Upload

h 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.

i Click **Upload**.

Document Name
Z02_IG1234567A.docx

Document Type*
Return Documents for Selected Permits

Description

Comments

Cancel   UPLOAD

j Select **Return Documents for Selected Permits** as the Document Type.

k Click **Upload**.

Summary of your upload:

Document	Document Type	Size	Status
Z02_IG1234567A.docx	Return Documents for Selected Permits	0.013 MB	Successful

l Your supporting documents have been submitted to Singapore Customs. You can also access your NTP Notifications to view the details of your submission.

i *Notes:
❑ You should upload all supporting documents (i.e. Approved Permit, Invoices and Bill of Lading/Air WayBill) as a single file (e.g. JPG, GIF, PDF and ZIP). You should also label the file name accordingly:
  • For the submission of supporting documents for **permits approved with Z02, Z06 or Z18 permit conditions**, please label the file name accordingly using this format:
    • *<Permit Condition>_<Permit Number>*
    • *E.g. Z02_IG1234567A, Z06_ME1234567A, Z18_IT1234567A*
  • For the submission of supporting documents for **query letters prefixed with "S"** (e.g. S19FQ00001, S19AR00003), please label the file name accordingly using this format:
    • *<Letter Reference Number>*
    • *E.g. S19FQ00001*
❑ If you are submitting multiple files for the same permit/query, please number your files accordingly:
  • *E.g. Z02_IG1234567A_1, Z02_IG1234567A_2,*
  • *E.g. S19FQ00001_1, S19FQ00001_2*

SINGAPORE CUSTOMS

Notice No. 24/2018: NEW SUBMISSION PROCEDURES FOR RETURN OF SUPPORTING DOCUMENTS FOR SELECTED PERMITS VIA NTP (dated 19/12/2018)			
Paragraph	Current Details	Updated Details	Date of Update
3	NTPhelpdesk@accenture.com 6263 1061 (operates 24 hours daily)	NTP_Helpdesk@ncs.com.sg 6570 3053 (Mon to Fri: 8am – 8pm Sat: 8am – 2pm excluding public holidays)	20 Dec 2019