

## **TRADENET® SERVICE REGISTRATION PROCEDURES**

Thank you for your interest to sign up for TradeNet® service. This document provides you the necessary information to subscribe for TradeNet®.

### **1. Introduction**

TradeNet® enables you to make trade declarations to the Government agencies and obtain trade permits electronically. TradeNet® was first introduced in January 1989 as a PC-based EDI system. Following the successful operation of TradeNet® in 1989, CrimsonLogic launched TradeNet® version 2.0 in January 1999, TradeNet® version 3.1 in November 2002, TradeNet® version 4.0 in November 2007 and recently TradeNet® version 4.1 in January 2012.

### **2. Registration Procedures for TradeNet®**

#### **A. How to register if your company is first time applying TRADENET®?**

Trader who wishes to apply to be a TradeNet® user must first register its company/business with the Accounting and Corporate Regulatory Authority (ACRA) and thereafter proceed to activate its Unique Entity Number from the TradeNet® Portal at [www.tradenet.gov.sg](http://www.tradenet.gov.sg) under Activation of Customs Account.

After activating its UEN, the company/business may register TradeNet® service online via TradeNet® Portal at <https://www.tradenet.gov.sg/oratxweb/pfk/PfkMainServlet?pAction=FIRST&pStd=YES&pPortalId=ORATX&pContents=org/HomeServlet?pTarget=registration>. Alternatively, users may fill up the full set of application forms in Annex II manually and submit to CrimsonLogic via mail.

VAS providers have to fill up the full set of application forms in Annex II manually and submit to CrimsonLogic via mail.

#### **B. How to register for Additional TradeNet® User?**

Existing user can login to Subscriber Admin Module in TradeNet® portal using Account Administrator ID to register for additional TradeNet® services. Alternatively, subscriber can fill up the application forms in Annex II (Existing TradeNet® Subscriber) manually and submit to CrimsonLogic.



**CrimsonLogic Pte Ltd**  
**31 Science Park Road, The Crimson, Singapore 117611**  
**Main: (65) 6887 7888 Fax: (65) 6778 5277**  
**(Regn: 198800784N)**

## C. How soon can I use TradeNet®?

After you have submitted your application, CrimsonLogic will process your request and call you to confirm the ID commencement date upon receipt of the approval from Singapore Customs and bank approval of your Interbank GIRO application.

CrimsonLogic will send you the TradeNet® User ID by post, in a sealed envelope marked "Private & Confidential". Please check your particulars (especially names and NRIC/Passport numbers) in the letter, and ensure they are correct.

Please note that the turnaround time of your application will take an average of 3 working days (excluding the Interbank GIRO processing by the Banks which may take a month), on condition that all the information furnished to support the processing and issuance of your TradeNet® User ID is complete.

### 3. TradeNet® Software

While waiting for your registration to be approved by the authorities, please contact any of the appointed TradeNet® software vendors (please refer to Annex III) for the purchase and installation of your software.

Declarant who wishes to submit permit applications via the Government Frontend Application, can register with the TradeNet® Operator online or apply via mail.

### 4. Training for TradeNet®

Please contact the appointed software vendors for information (please refer to Annex III).

### 5. Maintenance

Please contact any of the appointed TradeNet® software vendors (please refer to Annex III) for the maintenance and support for your software.



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## ANNEX I TRADENET® PRICE LIST

### ACCOUNT SUBSCRIPTION CHARGES FOR VAS PROVIDERS/END-USERS

S/N	Item Description	Price (\$\$)	UOM
1	<b>One Time Account ID Registration</b> - Non-Public Sector Users - VAS Providers	\$50	Per Account ID (one-time fee)
2	<b>Account ID Subscription</b> - Non-Public Sector Users - VAS Providers	\$20	Per Account ID Per Month
3	<b>User ID Subscription</b> - Non-Public Sector Users	\$20	Per User ID Per Month a) Every user in the company will be paying for this monthly charge (There is a <b>minimum subscription period of 6 months</b> ). b) Chargeable for TradeNet® service subscription even if the company already has an existing User ID for Non-TradeNet® service. Vice-versa applies. c) Trial User ID is chargeable in addition to the fees payable for Production User ID.
	- VAS Providers	\$20	Per User ID Per Month a) This is for the User id issued to the VAS provider only. (There is a <b>minimum subscription period of 12 months</b> ). The end-users (VAS Provider's customers) will be required to subscribe for a User ID and be charged accordingly based on non-public sector User ID fees. b) Chargeable for TradeNet® service subscription even if the company already has an existing User ID for Non-TradeNet® service. Vice-versa applies. c) Trial User ID is chargeable in addition to the fees payable for Production User ID.
4	<b>Direct System-to-System Connection Subscription</b> - Non-Public Sector Users - VAS Providers	\$200	Per connection [logical linkage] Per Month a) The same Account ID (once registered & fees paid) is applicable for subscription to TradeNet® and/or Non-TradeNet® service without additional charges. No additional charges even for future subscription of additional services.



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## TRADENET® 4.1 RELATED FEES

S/N	Item Description	Price (\$)	UOM
1a	<b>Messaging fees</b>	\$0.18	Per declaration (regardless of message size) OR \$0.18 Per kb for interchange with > 1 declarations being submitted in the same interchange
1b	<b>Processing fees</b>	\$1.80	Per declaration (regardless of message size)
1c	<b>Permit Statutory fees</b>	\$0.90	Per declaration
1d	<b>Cert Statutory fees</b>	\$4.00	Per declaration
1e	<b>RPNSD Controlling Agency Permit Fees</b>	\$40	Per RPNSD licence
1f	<b>AEB Controlling Agency Permit Fees</b>	\$22	Per AEB licence Maximum of 5 licences allowed per declaration
<b>Additional Fees</b>			
2a	<b>Permit retrieval from archive [Self Retrieval request via Web portal]</b>  <i>Note:</i> Permit retrieval within online period (i.e. 1 year) will not be charged.	\$15	Per permit retrieval Applicable for : <ul style="list-style-type: none"> <li>• Certified True Copy (CTC) Permit generation</li> <li>• Permit Listing</li> </ul> a) This fee will be charged in addition to the account and user ID fees. b) This fee will be charged according to the total number of permit records retrieved in the Permit Listing report(s) [e.g. If the report retrieved 100 permits, the total chargeable amount = 100 permits x S\$15 = S\$1,500].
2b	<b>Permit retrieval from archive [Bulk Retrieval Job]</b> - Non-Public Sector Users	\$900	Per Man-day
3a	<b>Additional Services</b> - Non-Public Sector Users - VAS Providers	\$900	Per Man-day
4a	<b>Additional Data Storage (includes DR)</b> [Real-time with quick response : SAN Storage, Fibre Channel]	\$1,144	Per GB Per Annum
4b	<b>Additional Data Storage (includes DR)</b> [Near-time with near-online response : SATA Storage]	\$260	Per GB Per Annum



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## MHUB RELATED CHARGES (OPTIONAL ITEMS)

S/N	Charge Type	Amount chargeable (\$\$) (Taxable) (below excludes GST)	UOM
1	<b>Transmission Split</b>  [Request for restore & download of backup messages from STA box]	\$0.25	Per message per Kbyte
2	<b>Storage</b>  [Storage space utilized in IN box for interchanges that remain unretrieved from IN box after 72 hrs (3days)]	\$0.05	Per Kbyte
3	<b>Short-Term Archive (STA)</b>  [Storage space utilized in STA box for future request to restore & download of backup messages from STA box]	\$0.20  Up to maximum \$2/mailbox ID per day	Per message per MByte  STA is default to 30 days
4	<b>Receipt Acknowledge</b>	\$0.20	Per acknowledgement message
5	<b>Purge Acknowledge</b>	\$0.20	Per acknowledgement message
6	<b>Delivery Acknowledge</b>	\$0.20	Per acknowledgement message



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## ANNEX II TRADENET® REGISTRATION FORMS

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Please fill in the necessary information on the application forms.

### A. New TradeNet® Subscriber

1. Online Registration via  
<https://www.tradenet.gov.sg/oratxweb/pfk/PfkMainServlet?pAction=FIRST&pStd=YES&pPortallId=ORATX&pContents=ora/HomeServlet?pTarget=registration>

2. Application Form for TradeNet® Service

Please complete the necessary information on the form.

Kindly note that this form is **to be signed by the Chairman / Managing Director / Director / Proprietor or a partner of the company / firm**. His / her name should appear in the **ACRA Business Profile**.

2. CrimsonLogic Application for Interbank GIRO

As all CrimsonLogic charges will be paid through GIRO, please complete the Interbank GIRO Forms and send them back to us. Please note that the Interbank GIRO forms must bear the signature(s) and/or company stamp as per the bank record.

3. General Terms and Conditions (ASP Services ) for TradeNet®
4. Terms and Conditions for Declaring Agents
5. Terms and Conditions for Declarants
6. Singapore Customs Interbank GIRO Form (SC-A-20)
7. Supporting Documents

Please enclose the following supporting documents for the application:

#### 7.1 Declarant based in Singapore

- ✓ Singaporean/Singapore PR - Photocopy of both sides of the Declarant's Identity Card **with his/her signature on the photocopy**.
- ✓ Malaysian or Foreigners - Photocopy of both sides of the Declarant's Passport **with his/her signature on the photocopy** and Work Permit/Employee Pass.
- ✓ Letter from subscriber company/firm (endorsed by HR manager and above) that the Declarant(s) is/are under the employment of the company/firm.
- ✓ Photocopy of ACRA - Company Business Profile slip.



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- ✓ Certificate of Competency (for new Declarant)

## 7.2 Declarant based in Malaysia

Please note that the Subscriber Company who would like to register a declarant based in Malaysia must have at least an active declarant based in Singapore and fully in operations, i.e. having permit transactions.

- ✓ Photocopy of both sides of the Declarant's Passport and Identity Card **with his/her signature on the photocopies.**
- ✓ Signed Terms and Conditions for Declarants by the Declarant **with his/her signature on all the pages.**
- ✓ Photocopy of ACRA - Company Business Profile slip for Singaporean company/firm.
- ✓ Photocopy of the Form 49 or Suruhanjaya Syarikat Malaysia (SSM) Companies Commission of Malaysia, which is the certificate of registration from the Malaysian Registrar of Business, where one of the directors, partners or owner must appear in Singapore ACRA Business Profile.
- ✓ Photocopy of NRIC and/or passport of common director, partner or owner (only if the identity number appearing in ACRA records and Form 49 or Suruhanjaya Syarikat Malaysia (SSM) Companies Commission of Malaysia is different).
- ✓ Certificate of Competency (for new Declarant).
- ✓ Letter from Singaporean company/firm stating the following details:
  - Names of both Singapore and Malaysia companies/firms.
  - Business operations/activities (nature of business) of both Singapore and Malaysia companies/firms.
  - The Relationship between the Singapore and Malaysia companies.
  - Estimated monthly trade volume of both Singapore and Malaysia companies/firms.
  - Estimated monthly number of permits to be declared by both Singapore and Malaysia companies/firms.
  - Number of existing declarants working under the Singapore and Malaysia companies/firms respectively.
  - Name and NRIC of the Declarant to be registered.



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- The Purpose of applying for a TradeNet® User ID for a declarant who is based in Malaysia.
- The Employment status of the Declarant based in Malaysia.
- Singapore company's acceptance of liabilities for the Declarant based in Malaysia.

## **B. Existing TradeNet® Subscriber – Request for Additional TradeNet® ID**

### 1. Additional ID / Additional Access Request Form

Please complete the necessary information on the form.

Kindly note that this form is **to be signed by the Chairman / Managing Director / Director / Proprietor or a partner of the company / firm**. His / her name should appear in the **ACRA Business Profile**.

### 2. Supporting Documents Refer to point A.6.

Upon completion, please send ALL the forms to CrimsonLogic either by hand or by mail to the following address:

CrimsonLogic Pte Ltd  
31 Science Park Road  
The Crimson  
Singapore 117611  
**Attention: Customer Admin**

For enquiries or assistance on TradeNet® services, please contact:

Pre-sales enquiry	Customer Admin Dept	6887 7888, press 2
Training matters	Training Dept	6887 7888, press 3
Technical assistance	CrimsonLogic Call Centre	6887 7888, press 1



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## **ANNEX III LIST OF TRADENET® SOLUTION PROVIDERS (in alphabetical order)**

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The following is a list of vendors who have developed their own TradeNet® Frontend software which has been approved by the Singapore Customs. They have been licensed to provide sales and training of the software. Please contact the vendors directly for quotations.

1. **Cargo Community Network Pte Ltd**  
Tel: 6776 4889  
Fax: 6778 1875  
Email: [marketing@ccn.com.sg](mailto:marketing@ccn.com.sg)
  
2. **Computer Lord Industrial Training Centre**  
Tel: 6222 3308  
Fax: 6299 5506  
Email: [sales@clord.com](mailto:sales@clord.com)
  
3. **GeTS Asia Pte Ltd**  
Tel: 6887 7333  
Fax: 6887 7429  
Email: [sales@crimsonlogic-etrad.com](mailto:sales@crimsonlogic-etrad.com)
  
4. **Innosys Pte Ltd**  
Tel: 6744 3002  
Fax: 6742 0004  
Email: [sales@innosys.com.sg](mailto:sales@innosys.com.sg)
  
5. **BluJay Solutions Pte Ltd**  
Tel: 6491 3999  
Fax: 6491 3998  
Email: [support.apac@blujaysolutions.com](mailto:support.apac@blujaysolutions.com)
  
6. **Portnet.Com Pte Ltd** (A fully owned subsidiary of PSA Corporation Limited)  
Tel: 6279 4711  
Fax: 6279 4111  
Email: [csc@portnet.com](mailto:csc@portnet.com)
  
7. **Tradenet Services Pte Ltd**  
Tel: 6576 9100  
Fax: 6842 2677  
Email: [info@tnets.com.sg](mailto:info@tnets.com.sg)
  
8. **VCargo Cloud Pte Ltd**  
Tel: 6779 6218  
Fax: 6779 6216  
Email: [sales@vcargocloud.com](mailto:sales@vcargocloud.com)



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9. **WiseTech Global (SG) Pte Ltd**

Tel: 3106 2780  
Fax: 6247 9419  
Email: [info@wisetechglobal.com](mailto:info@wisetechglobal.com)

10. **Government Frontend Application**

This service is free of charge. For new declarants, please register as a declarant prior to request for accessing to this service. For existing declarants, please register the service with CrimsonLogic.

Please refer to the Registration Procedures in page 1 of this document.



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