



Notice No: 19/2023  
27 Oct 2023

Traders and Declaring Agents

Dear Sir/Madam

### **DISRUPTION OF SERVICES DUE TO TECHNOLOGY REFRESH**

We wish to inform you that Singapore Customs will be performing a technology refresh of our systems and the following services will be affected during the dates and times specified below:

<b>Date and Time</b>	<b>Time</b>	<b>Duration</b>	<b>Availability of Services</b>	
			<b>TradeNet</b>	<b>PCES</b>
18 Nov 2023 (Sat)	9pm to 11.59pm	3 hours	No	No
19 Nov 2023 (Sun)	12am to 5.59am	6 hours	No	No
19 Nov 2023 (Sun)	6am to 11.59pm	18 hours	Yes	No

2 You are advised not to submit any applications to TradeNet between 18 Nov 2023 at 9pm and 19 Nov 2023 at 6am.

3 With the resumption of TradeNet services from 19 Nov 2023 at 6am, you may submit your applications to TradeNet. However, applications involving amendment, cancellation, refund, Certificate of Origin and stock-related permit applications, will not be processed until all services resume on 20 Nov 2023. In addition, the Permit Clearance Enquiry Service (PCES) on the Networked Trade Platform website will be unavailable. You may perform your enquiry when the service resumes on 20 Nov 2023.

4 Please bring the contents of this Notice to the attention of your staff. To minimise disruptions to your business operations, kindly plan in advance and submit your applications before the downtime. We apologise for any inconvenience caused.

Yours faithfully

Teh Thiam Siong  
Director, TradeNet Office  
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](mailto:customs_documentation@customs.gov.sg).

## Frequently Asked Questions

<b>Q1</b>	:	<b>What will happen to my TradeNet application if I submit the application between 18 Nov 2023 at 9pm and 19 Nov 2023 at 6am?</b>
<b>A1</b>	:	Your application will not be processed by TradeNet as the system is unavailable. Please do not submit any TradeNet applications between 18 Nov 2023 at 9pm and 19 Nov 2023 at 6am.
<b>Q2</b>	:	<b>I note that TradeNet services will be available from 19 Nov 2023 at 6am and submitted my permit amendment application at 10am. However, I was prompted with the message ‘URN is not found’ when I searched for the Unique Reference Number of my application in the “List of Declaration when I logged in to TradeNet”. Do I resubmit the application?</b>
<b>A2</b>	:	There is no need for you to resubmit the permit amendment application again. Your application will be processed by TradeNet when all services resume on 20 Nov 2023. Please refer to para 3 for more information on the other TradeNet applications that will not be processed until the resumption of all services on 20 Nov 2023.
<b>Q3</b>	:	<b>I have done a search under the Permit Clearance Enquiry Service (PCES) to retrieve the clearance status of my permit on 19 Nov 2023 at 10am. However, I was prompted with the message “This service is currently unavailable. Please try again later.”.</b>
<b>A3</b>	:	Please note that the PCES will not be available from 18 Nov 2023 (Sat) at 9pm until 19 Nov 2023. You may perform your enquiry when the service resumes on 20 Nov 2023.
<b>Q4</b>	:	<b>What do I do if I have a shipment to be cleared during the period when the services are not available?</b>
<b>A4</b>	:	Please plan your operations early and work with your business partners to submit your permit applications in advance before the period of service disruption.