**Template for Letter of Undertaking (LOU) for TradeNet® Unavailability**

Instructions for Use

Please read the following instructions before completing the LOU template (listed in Sheets 2 and 3) using your company’s letterhead:

1. Importer, exporter, shipping agent, air cargo agent, freight forwarder, common carrier or declaring agents are eligible users for this LOU template.
2. User will only be allowed to submit this LOU template during unscheduled TradeNet® unavailability or when such use is announced by Customs.
3. User is required to fill in the required information for all the mandatory fields listed under Sections I and V of the LOU template and the Section IV if the cargo is containerised.
4. The “Document Reference Number” field indicated in the LOU template refers to the unique number issued by the user or user’s company. The intent is to facilitate the user and/or its company to track the use of the LOU efficiently.
5. For controlled goods, user may be required to fulfil additional requirements imposed by the Competent Authorities (CAs), e.g. LOU must be endorsed by the CA before presenting for clearance.
6. User can provide information in a separate sheet of paper which must be issued under the company’s letterhead specified with the document reference numbers and page numbers as well as signed and dated for every page and/or additional sheet of paper. These additional sheets of paper must be attached to this LOU and will form part of this LOU.
7. User should submit one LOU for each TradeNet® permit to be applied subsequently during TradeNet® restoration.
8. User must sign the LOU and are responsible for the true and correctness of all the information provided in the LOU. Customs reserves the right to take appropriate compliance action against any user who declares incorrect information to Customs at the time of application.
9. User must produce the completed LOU, invoice, packing list and Bill of Landing/AirWay Bill for clearance at places manned by Immigration and Checkpoint Authority or Singapore Customs or applicable security posts requiring permits upon entry and/or exit.
10. User must indicate the information “LOU [Full Name of importer/exporter] [Document Reference Number]” into the “Trader’s Remarks” field of the TradeNet® permit e.g. “LOU ABC Pte Ltd C.07.2015”.
11. User must apply for a TradeNet® Permit within 3 working days after TradeNet® services are restored.
12. User must submit a copy of the approved TradeNet® permit and the LOU to Singapore Customs: Attn – PSB Officer via fax 6250 9605 or via email to [customs\_documentation@customs.gov.sg](mailto:customs_documentation@customs.gov.sg), within 3 working days after TradeNet® services are restored.

Sheet 1

Page 2

Letterhead of the Company

Document Reference Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Page: \_\_\_\_ of \_\_\_\_

**Section I: Consignment Details (Mandatory to be filled up)**

To: Singapore Customs Date: \_\_\_\_\_\_\_\_\_\_\_   
I undertake to apply for a TradeNet® permit through TradeNet® for the following purpose as per the attached invoice(s) within 3 working days from the date TradeNet® services are restored (please tick one of the following boxes):

|  |  |  |
| --- | --- | --- |
| **Import / Re-import** | **Export / Re-export / Seastores** | **Transhipment / Movement** |
| Payment for Duty and/or GST | Export of controlled goods (excluding Strategic Goods under STS Individual Permit) | Through Transhipment with Inter-gateway Movement |
| Approved Premises/Schemes | Approved Premises/Schemes | Inter-gateway Movement |
| Temporary Import for Repairs, Sales & Exhibitions (excluding Other Purposes) | Re-export of temporarily imported goods |  |
| Return of temporarily exported local goods | Temporary Export of local goods |  |
| Import for Re-Export | Export with Inter-gateway Movement |  |
| Shut-Out / Destruction | Seastores |  |

2 The corresponding details of the invoice and \*Bill of Lading / AirWay Bill are:

|  |  |
| --- | --- |
| \***Bill of Lading / AirWay Bill** | **Invoice Number** |
|  |  |
|  |  |

|  |
| --- |
| 3 I declare that all information provided in this letter of undertaking is true and correct.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of User |

|  |  |
| --- | --- |
| Name of User: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Fax Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Section II: Endorsement by the Competent Authority (if applicable)**

Approval granted for the \*import/export/transhipment of goods listed under invoice no(s). \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name of \*importer/exporter/handling agent).

|  |  |
| --- | --- |
| Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name of Approving Officer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Rubber Stamp: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name of Approving Authority: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| --- |
| **Section III: Clearance by ICA / Security Post** |
| |  |  | | --- | --- | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date & time of Clearance  Name/Staff No. of officer & Signature | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date & time of Clearance  Name/Staff No. of officer & Signature |   \*Delete as appropriate  Sheet 2  Letterhead of the Company  Document Reference Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Page: \_\_\_\_ of \_\_\_\_  **Section IV: Container Details (Mandatory if cargo is containerised)**  The container numbers are:   |  |  | | --- | --- | | 1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |   **Section V: Details of the Declaring Agent and Haulier (Mandatory to be filled up)**   |  |  |  | | --- | --- | --- | | **Description** | **Declaring Agent** | **Haulier** | | Company Name |  |  | | Name of Representative |  |  | | Contact Number |  |  | | Fax Number |  |  | | Email Address |  |  | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of User |

\*Delete as appropriate

Sheet 3