



**SINGAPORE  
CUSTOMS**



Circular No: 07/2023

12 May 2023  
(updated 26 June 2026)

Traders and Declaring Agents

Dear Sir/Madam

### **INTRODUCTION OF ELECTRONIC SANITARY AND PHYTOSANITARY CERTIFICATE (E-SPS) ENQUIRY SERVICE ON CUSTOMS ESERVICES**

With effect from 12 May 2023, traders and their authorised declaring agents (DAs) can use the **new electronic Sanitary<sup>1</sup> and Phytosanitary certificate (e-SPS)** enquiry service on Customs eServices to retrieve the e-SPS issued by overseas competent authorities electronically.

2 With the new system, traders and their authorised DAs who import relevant goods from overseas will be able to retrieve the Sanitary and Phytosanitary Certificates online. They no longer need to wait for the hardcopy of e-SPS to be couriered to them from overseas. This minimises the risk of delayed or missing mail, and even fraudulent certificates.

3 Implemented by Singapore Customs together with the National Parks Board (NParks) and the Singapore Food Agency (SFA), the e-SPS Enquiry Service will be rolled out progressively and will commence with the following country and products<sup>2</sup>:

**a) For imports from New Zealand:**

- i. meat and meat products for human consumption - under SFA;
- ii. animal products not for human consumption, plant and plant products - under NParks.

4 To allow their Declaring Agent(s) to retrieve their e-SPS details, traders must inform Singapore Customs of their Declaring Agent(s) via [www.customs.gov.sg](http://www.customs.gov.sg) > eServices > Search for "Choose your International Connectivity Services & Authorise your Declaring Agent" or via the URL [go.gov.sg/aut-da](http://go.gov.sg/aut-da).

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<sup>1</sup> Includes veterinary health certificate.

<sup>2</sup> Traders will be updated via circulars should more countries and products be included.

5 To retrieve their e-SPS details, traders and their authorised DAs can access the e-Service via [www.customs.gov.sg](http://www.customs.gov.sg) > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via [go.gov.sg/espsenquiry](http://go.gov.sg/espsenquiry). To perform the query, traders and their authorised DAs will require the Certificate Reference Number and indicate the exporting country (i.e. New Zealand).

6 For further assistance, please contact the following, or refer to the Frequently Asked Questions in **Annex A**.

SFA (for matters related to e-SPS exchange i.e products for human consumption)	<a href="https://csp.sfa.gov.sg/feedback">https://csp.sfa.gov.sg/feedback</a>
NParks (for matters pertaining to e-SPS exchange i.e plant and animal products)	<a href="https://www.nparks.gov.sg/feedback">https://www.nparks.gov.sg/feedback</a> <a href="https://go.gov.sg/importingplantproducts">https://go.gov.sg/importingplantproducts</a> <a href="https://go.gov.sg/importinganimalproducts">https://go.gov.sg/importinganimalproducts</a>
Singapore Customs Contact Centre (for system or technical issues encountered in Customs eServices)	<a href="http://go.gov.sg/customs-doc">go.gov.sg/customs-doc</a> +65 6355 2000

Issued by:  
National Parks Board  
Singapore Customs  
Singapore Food Agency

## FREQUENTLY ASKED QUESTIONS

### **Q1: Do I need to log in to Customs eServices to use the e-SPS Enquiry Service?**

**A1:** Yes, you will need to log in to Customs eServices at via [www.customs.gov.sg](http://www.customs.gov.sg) > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via [go.gov.sg/espsenquiry](http://go.gov.sg/espsenquiry) to use the service.

### **Q2: What happens if other traders happen to perform the query using my Certificate Reference Number? Will they be able to view my consignment details?**

**A2:** Only e-SPSs relevant to the trader/DA will be displayed. DAs need to be authorised by traders before they are able to view the e-SPS details.

### **Q3: Are we able to retrieve e-SPS relating to imports of other products from New Zealand?**

**A3:** No. The current scope of the e-SPS Enquiry Service only covers imports of the stated products with New Zealand. There are plans to expand the Service to include other products in future.

### **Q4: Will New Zealand authorities continue to issue hardcopy SPS certificates when electronic certification is implemented?**

**A4:** To allow traders to have a smooth transition to the e-SPS certification, the New Zealand authorities will concurrently issue the hardcopy SPS certificates with the electronic ones at the initial stage for a certain period of time (e.g. up to 6 months from roll out date). Thereafter, issuance of e-SPS by New Zealand authorities will be fully digital.

### **Q5: How do I remove declaring agent that I no longer want to authorise?**

**A5:** Trader can log in to [www.customs.gov.sg](http://www.customs.gov.sg) > eServices > Search for “Choose your International Connectivity Services & Authorise your Declaring Agent” or via the URL [go.gov.sg/aut-da](http://go.gov.sg/aut-da) to remove the authorisation.

<b>Circular No. 07/2023: Title of Circular: INTRODUCTION OF ELECTRONIC SANITARY AND PHYTOSANITARY CERTIFICATE (E-SPS) ENQUIRY SERVICE ON NETWORKED TRADE PLATFORM (NTP) (dated 12 May 2023)</b>			
<b>Paragraph</b>	<b>Current Details</b>	<b>Updated Details</b>	<b>Date of Update</b>
6	NTP Helpdesk (for technical issues or matters related to onboarding to NTP)	Customs Contact Centre (for technical issues or matters related to onboarding to NTP)	23 Nov 2023
6	<a href="mailto:ntp_helpdesk@ncs.com.sg">ntp_helpdesk@ncs.com.sg</a>	Please call +65 6355 2000 or via the live chat at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Contact Us > Chat with us now!	23 Nov 2023
4	To allow their Declaring Agent(s) to retrieve their eSPS details, traders must inform Singapore Customs of their Declaring Agent(s) by logging in to <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Business Account > Manage Consent & Authorisation for NTP Services > Choose your International Connectivity Services & Authorise your Declaring Agent	To allow their Declaring Agent(s) to retrieve their e-SPS details, traders must inform Singapore Customs of their Declaring Agent(s). Traders can do so by accessing the form via the NTP Portal at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Government Services > Choose your International Connectivity Services & Authorise your Declaring Agent.	29 Jan 2024
5	To retrieve their e-SPS details, traders and their authorised DAs will have to log in to <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Government Services > International Connectivity Management > Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service. To perform the query, traders and their authorised DAs will require the Certificate Reference Number and indicate the exporting country (i.e. New Zealand).	To retrieve their e-SPS details, traders and their authorised DAs will have log in to <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Government Services > Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service. To perform the query, traders and their authorised DAs will require the Certificate Reference Number and indicate the exporting country (i.e. New Zealand).	29 Jan 2024

A1 (Annex A)	Yes, you will need an NTP account to use the service. Information on how to set up your NTP account can be found at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> (Get Started > Accessing NTP > Sign in with Singpass).	Yes, you will need an NTP account to use the service. Information on how to set up your NTP account can be found at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> (Get Started > Setup NTP Account).	29 Jan 2024
A5 (Annex A)	Trader can log in to <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Business Account > Manage Consent & Authorisation for NTP Services > Choose your International Connectivity Services & Authorise your Declaring Agent to remove the authorisation.	Trader can access the form via the NTP portal at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Government Services > Choose your International Connectivity Services & Authorise your Declaring Agent to remove the authorisation.	29 Jan 2024
1	Networked Trade Platform (NTP)	Customs eServices	26 June 2026
4	To allow their Declaring Agent(s) to retrieve their e-SPS details, traders must inform Singapore Customs of their Declaring Agent(s). Traders can do so by accessing the form via the NTP Portal at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Government Services > Choose your International Connectivity Services & Authorise your Declaring Agent.	To allow their Declaring Agent(s) to retrieve their e-SPS details, traders must inform Singapore Customs of their Declaring Agent(s) via <a href="http://www.customs.gov.sg">www.customs.gov.sg</a> > eServices > Search for “Choose your International Connectivity Services & Authorise your Declaring Agent” or via the URL <a href="http://go.gov.sg/aut-da">go.gov.sg/aut-da</a>	26 June 2026
5	To retrieve their e-SPS details, traders and their authorised DAs will have log in to <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Government Services > Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service. To perform the query, traders and their	To retrieve their e-SPS details, traders and their authorised DAs can accessed the e-Service via <a href="http://www.customs.gov.sg">www.customs.gov.sg</a> > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via <a href="http://go.gov.sg/espsenquiry">go.gov.sg/espsenquiry</a> . To perform the query, traders and their authorised DAs will require the Certificate Reference Number and	26 June 2026

	authorised DAs will require the Certificate Reference Number and indicate the exporting country (i.e. New Zealand).	indicate the exporting country (i.e. New Zealand).	
6	For further assistance, please contact the NTP Helpdesk (for technical issues or matters related to onboarding to NTP): <a href="mailto:ntp_helpdesk@ncs.com.sg">ntp_helpdesk@ncs.com.sg</a>	For system or technical issues encountered in Customs eServices, please contact the Singapore Customs Contact Centre at 6355 2000 or submit an online enquiry form at <a href="http://go.gov.sg/customs-doc">go.gov.sg/customs-doc</a>	26 June 2026
Q1 (Annex A)	Do I need an NTP account to use the e-SPS Enquiry Service?	Do I need to log in to Customs eServices to use the e-SPS Enquiry Service?	26 June 2026
A1 (Annex A)	Yes, you will need an NTP account to use the service. Information on how to set up your NTP account can be found at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> (Get Started > Setup NTP Account).	Yes, you will need to log in to Customs eServices at via <a href="http://www.customs.gov.sg">www.customs.gov.sg</a> > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via <a href="http://go.gov.sg/epsenquiry">go.gov.sg/epsenquiry</a> to use the service.	26 June 2026
A5 (Annex A)	Trader can access the form via the NTP portal at <a href="http://www.ntp.gov.sg">www.ntp.gov.sg</a> > Government Services > Choose your International Connectivity Services & Authorise your Declaring Agent to remove the authorisation.	Trader can log in to <a href="http://www.customs.gov.sg">www.customs.gov.sg</a> > eServices > Search for “Choose your International Connectivity Services & Authorise your Declaring Agent” or via the URL <a href="http://go.gov.sg/aut-da">go.gov.sg/aut-da</a> to remove the authorisation.	26 June 2026