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**SINGAPORE
CUSTOMS**

Circular No: 02/2023

4 Jan 2023
(updated 26 June 2026)

Traders and Declaring Agents

Dear Sir/Madam

INTRODUCTION OF A NEW PERMIT CLEARANCE ENQUIRY SERVICE (PCES)

Since 1 Aug 2022, Immigration & Checkpoints Authority (ICA) officers at the cargo checkpoints have ceased to manually endorse Cargo Clearance Permits (CCPs) presented for clearance at the checkpoints. This applies to all conventional and containerised cargo permits, except for certain permit types. Please refer to Circular No: 11/2021 Cessation of Physical Endorsement for CCPs for more details.

2 To help traders who may still require such endorsements for their Business to-Business processes, Customs is pleased to introduce a new Permit Clearance Enquiry Service (PCES) on Customs eServices – a free-to-use service which allows traders to enquire the clearance status of their CCPs.

3 With the PCES, traders will only require the permit number and a Unique Entity Number (UEN) of the trader, or any party involved in the shipment to perform the query.

4 The Permit Clearance Enquiry Service can be accessed via www.customs.gov.sg > eServices > Search for “Permit Clearance Enquiry” or via the URL go.gov.sg/permitclearanceenquiry, with effect from **6 Jan 2023**.

5 Please refer to the Frequently Asked Questions in **Annex A** for more details.

Yours faithfully

Aaron Cheong
Head, Land Checkpoints and Operations Branch
for Director-General of Customs
Singapore Customs

(This is a computer-generated circular. No signature is required.)

We hope that this circular has been written in a way that is clear to you. If not, please let us have suggestions on how to improve this circular at customs_documentation@customs.gov.sg.



FREQUENTLY ASKED QUESTIONS

Q1: Do I need to log in to Customs eServices to use the Permit Clearance Enquiry Service?

A1: No, you do not need to log in to Customs eServices to use this enquiry service.

Q2: Can I access this service via a mobile device?

A2: Yes, this service is accessible from the browser on your mobile device (Android, IOS or Windows Phone).

Q3: What Unique Entity Number (UEN) can I use for enquiry purposes?

A3: You may use the UEN of the importer, exporter, declaring agent, handling agent or carrier that are associated with the permit.

Q4: How fast will the permit clearance status be updated in Customs eServices after the permit has been cleared?

A4: The permit clearance status will be updated immediately after the permit has been cleared.

Q5: Are endorsed export permits meant for the Hand Carried Exports Scheme (HCES) searchable via this service?

A5: No, traders will continue to receive an electronic copy of the clearance status of the goods inspected (digital clearance) via the HCES digital service on Customs eServices. Please refer to Notice No: 06/2019 Digital Service for Hand Carried Exports Scheme for more details.

Q6: Why does the search result indicate that my permit is not searchable via this service?

A6: This service is only meant for permits that are required to be produced for clearance at the respective checkpoints. As such, permits that do not require to be produced for clearance will not be searchable via this service.

Q7: Other than the information available via this service, where can I find other cargo related information?

A7: You may consult your freight forwarder or consider self-service via JP Online or PortNet. Please approach the parties directly for assistance.

Q8: What should I do if I have cancelled my permit but search result still shows 'Not Utilised'?

A8: It could be that your permit cancellation is still being processed. Please try again later.



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Q9: What should I do when I encounter error or technical issue while using the Permit Clearance Enquiry Service?

A9: For system or technical issues encountered in Customs eServices, you may contact the Contact Centre at 6355 2000 or submit an online enquiry form at go.gov.sg/customs-doc.



Circular No. 02/2023: INTRODUCTION OF A NEW PERMIT CLEARANCE ENQUIRY SERVICE (PCES) (dated 4 Jan 2023)			
Paragraph	Current Details	Updated Details	Date of Update
2	Networked Trade Platform	Customs eServices	26 June 2026
4	Permit Clearance Enquiry Service can be found on our Networked Trade Platform (www.ntp.gov.sg > Government Services > Import/Export/Transshipment > Permit Clearance Enquiry),	The Permit Clearance Enquiry Service can be accessed via www.customs.gov.sg > eServices > Search for “Permit Clearance Enquiry” or via the URL go.gov.sg/permitclearanceenquiry ,	26 June 2026
FAQ Q1	Do I need to have an NTP Account	Do I need to log in to Customs eServices	26 June 2026
FAQ A1	NTP	Customs eServices	26 June 2026
FAQ Q4	NTP	Customs eServices	26 June 2026
FAQ A5	NTP	Customs eServices	26 June 2026
FAQ A9	For system or technical issues encountered in NTP, you may contact the NTP helpdesk at 6570 3053 or via email at NTP_Helpdesk@ncs.com.sg	For system or technical issues encountered in Customs eServices, you may contact the Contact Centre at 6355 2000 or submit an online enquiry form at go.gov.sg/customs-doc .	26 June 2026