



**SINGAPORE
CUSTOMS**



Circular No: 11/2023

28 June 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

Singapore Customs has worked with the National Parks Board (NParks) and the Singapore Food Agency (SFA) to implement an electronic Sanitary¹ and Phytosanitary certificate (e-SPS) enquiry service on Customs eServices. With effect from 28 Jun 2023, traders and their authorised declaring agents (DAs) can retrieve the e-SPS issued by overseas competent authorities electronically via the e-SPS enquiry service. The e-SPS Enquiry Service will be rolled out progressively and will commence with the following country and products²:

a) **For imports from Australia:** meat and meat products for human consumption

2 The e-SPS Enquiry Service allows traders and their authorised DAs who import the relevant goods from overseas to retrieve the Sanitary and Phytosanitary Certificates issued by the competent authorities via Customs eServices. Traders 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 certificates, and fraudulent certificates.

3 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 via 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.

4 To retrieve their e-SPS details, traders and their authorised DAs can access the e-Service via www.customs.gov.sg > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via the URL 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. Australia).

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

¹ Includes veterinary health certificate.

² Traders will be updated via circulars should more countries and products be included.

6 Thank you.

Issued by:

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 via www.customs.gov.sg > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via the URL 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 Australia?

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

Q4: What is the benefit of e-SPS certificates to traders?

A4: Traders no longer need to wait for the hardcopy of e-SPS to be couriered to them prior to declaring the import permit. With the new system, traders can retrieve these data online. This can minimise the risk of delayed or missing mail, and even fraudulent certificates.

Q5: Will Australia authorities continue to issue hardcopy SPS certificates when electronic certification is implemented?

A5: Australian authorities intend to issue only e-SPS in the near future. To allow for a smooth transition to the s-SPS certification, the Australia 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 Australia authorities will be fully digital.

Q6: How do I remove declaring agent that I no longer want to authorise?

A6: Trader can do so via 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 to remove the authorisation.

Q7: Who do we contact should we have further enquiries?

A7: 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. For matters related to e-SPS exchange (food), please contact SFA at <https://csp.sfa.gov.sg/feedback>.

Circular No. 11/2023: Title of Circular: INTRODUCTION OF ELECTRONIC SANITARY AND PHYTOSANITARY CERTIFICATE (E-SPS) ENQUIRY SERVICE ON NETWORKED TRADE PLATFORM (NTP) (dated 28 June 2023)			
Paragraph	Current Details	Updated Details	Date of Update
A7 (Annex)	For matters related to onboarding to NTP, please contact NTP Helpdesk at ntp_helpdesk@ncs.com.sg . For matters related to e-SPS exchange (food), please contact SFA at https://csp.sfa.gov.sg/feedback	For matters related to onboarding to NTP, please contact Customs Contact Centre at +65 6355 2000 or via the live chat at www.ntp.gov.sg > Contact Us > Chat with us now! For matters related to e-SPS exchange (food), please contact SFA at https://csp.sfa.gov.sg/feedback	23 Nov 2023
3	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 logging in to www.ntp.gov.sg > 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 www.ntp.gov.sg > Government Services > Choose your International Connectivity Services & Authorise your Declaring Agent.	29 Jan 2024
4	To retrieve their e-SPS details, traders and their authorised DAs will have to log in to www.ntp.gov.sg > 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. Australia).	To retrieve their e-SPS details, traders and their authorised DAs will have to log in to www.ntp.gov.sg > 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. Australia).	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 www.ntp.gov.sg (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 www.ntp.gov.sg (Get Started > Setup NTP Account).	29 Jan 2024
A6 (Annex A)	Trader can log in to www.ntp.gov.sg > 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 www.ntp.gov.sg > 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
2	NTP	Customs eServices	26 June 2026
3	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 www.ntp.gov.sg > 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). Traders can do so via 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 .	26 June 2026
4	To retrieve their e-SPS details, traders and their authorised DAs will have to log in to www.ntp.gov.sg > 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. Australia).	To retrieve their e-SPS details, traders and their authorised DAs can access the e-Service via www.customs.gov.sg > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via the URL go.gov.sg/espsenquiry . To perform the query, traders and their authorised DAs will require the Certificate Reference Number and	26 June 2026

		indicate the exporting country (i.e. Australia).	
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 www.ntp.gov.sg (Get Started > Setup NTP Account).	Yes, you will need to log in to Customs eServices via www.customs.gov.sg > eServices > Search for “Electronic Sanitary and Phytosanitary (e-SPS) Enquiry Service” or via the URL go.gov.sg/epsenquiry to use the service.	26 June 2026
A6 (Annex A)	Trader can access the form via the NTP portal at www.ntp.gov.sg > Government Services > Choose your International Connectivity Services & Authorise your Declaring Agent to remove the authorisation.	Trader can do so via 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 to remove the authorisation.	26 June 2026
A7 (Annex A)	For matters related to onboarding to NTP, please contact NTP Helpdesk at ntp_helpdesk@ncs.com.sg . For matters related to e-SPS exchange (food), please contact SFA at https://csp.sfa.gov.sg/feedback	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 . For matters related to e-SPS exchange (food), please contact SFA at https://csp.sfa.gov.sg/feedback	26 June 2026