



Reference: SMBP&IA 2.3 0837

13th April 2026

To: SAAA@Singapore, Freight Forwarders, Cargo Agents and Contractors

Dear Airfreight Industry Partners,

Subject: Launch of Online Payment Gateway for Import Collection via Truck Dock Slot Booking

SATS is pleased to announce the launch of an online payment gateway, developed in partnership with Cargo Community Network (CCN), to support non-credit account customers in making applicable charge payments.

This new capability allows freight forwarders to make payments online (refers to Credit card or PayNow) and receive immediate confirmation of slot bookings upon successful payment. It is designed to enhance operational efficiency and convenience to freight forwarders without need to make physical trips to SATS Import Terminal solely for payment purposes, while supporting the SATS's broader digitalisation agenda.

Key Features of the Enhanced TDSB Digital Workflow

As shared during the TDSB Import training sessions, the enhanced Truck Dock Slot Booking (TDSB) workflow now enables users to:

- View advisory payment amounts directly within the TDSB booking process.
- Make secure online payments for non-credit account transactions; and
- Receive confirmation of slot bookings upon successful payment.

The system is fully operational and ready to support end-to-end digital transactions, providing improved planning certainty while reducing administrative effort and operational delays for industry users.

Transition to Fully Digital Payment Mode

As part of SATS' ongoing efforts to digitalise our Import Clearance processes and eliminate manual payment handling, a **transition period** will be implemented to allow freight forwarders sufficient time to onboard and familiarise themselves with the new online payment gateway.

With effect **from now until 31 May 2026**, both **manual over-the-counter payment collection at SATS Import** and the **online payment gateway** will be available in parallel.

We strongly encourage all freight forwarders and their contractors to complete onboarding early and attend the CCN briefing session to ensure a smooth transition.



Important Notice on Discontinuation of Manual Payment Collection

Please note that **manual over-the-counter payment collection at SATS Import Terminal will cease from 1 June 2026.**

All payments for Import applicable charges will henceforth be required to be made **electronically via the CCN online payment gateway.**

Briefing Session by Cargo Community Network (CCN)

To support industry adoption, CCN will be conducting a briefing session for all freight forwarders, including their contractors, with details as follows:

Date: 22 April 2026 (Wednesday)

Time: 2.30pm

Venue: SATS Airfreight Terminal 5, Core K, 5th Floor
SATS Cargo Function Room

We strongly encourage both management and operations staff to attend this session to gain a comprehensive understanding of the solution and its benefits. The briefing will be relevant not only for non-SATS credit freight forwarders, but also for existing SATS credit agents, who may benefit from improved visibility and streamlined workflows.


Please register your attendance using the registration link or QR code provided to learn more about the full solution and its benefits.

https://forms.office.com/pages/responsepage.aspx?id=gadBIPu7k0a_n1QmRq2z912Z599ZILBCsjc2I1p32CNUNVU5V1hFU1pFWURYVTg2VFJXWE9ESFZWVS4u&route=shorturl




Enquiries and Support

For more information on payment arrangements and onboarding, please contact Cargo Community Network (CCN) at:

 CUBEforall@ccn.com.sg

For assistance or clarification, please contact the CCN Hotline:

 6776 1200

Operating Hours:

- Monday to Friday: 8:30am – 5:30pm



- Saturday: 9:30am – 3:30pm
(Closed on Public Holidays)

Your participation and feedback will help ensure a smooth, coordinated, and industry-aligned transition. We would also like to thank all partners for your ongoing cooperation and look forward to your continued support as we embark on this Digital Payment initiative to benefit industry partners with a more robust streamlined cargo clearance process.

Should you need further clarification, you can reach us at sats_cargo@sats.com.sg

Yours sincerely,

A handwritten signature in black ink, appearing to read "Linda Ng", with a horizontal line extending to the right.

Linda Ng
SATS Ltd.
Senior Manager, Business Partnerships & Industry Affairs
Cargo Business Unit

cc Changi Airport Group (CAG) – Attn: Jaisey Yip