Evolution of Singapore’s Single Window

Submitted by: Singapore
Evolution of Singapore’s Single Window

Presentation Outline

- Definition of Single Window
- 1st Generation Single Window
- Growth and Evolve
- Current TradeNet® 4.0
- Continuous Upgrades
Our Concept of a Single Window

A facility that requires only a single submission of trade information to multiple agencies serving the below functions:

1. Collect trade statistics
2. Collect taxes / duties
3. Enforce controls laid down by domestic policies and international agreements

Is this a familiar sight?
Manual Submission

Manual Process

- Manual preparation of multiple sets of the same trade declaration
- Manual approval by multiple agencies
- Payment of duties by cash / cheque
- Compile trade statistics manually
- Voluminous paperwork
- Labour and Time intensive
- Accuracy??

Our Vision: An Active and Valuable Partner for the Trading Community

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1<sup>st</sup> Generation “Single Window”
- Small electronic window system
- Selected traders only
- Standard form for data entry
- Dialed up to submit form to authority
- One-way submission
- Approval issued separately
- Statistics compiled based on submitted forms

2<sup>nd</sup> Generation Single Window

**TradeNet®**
Nation-wide Electronic trade documentation system to facilitate trading community in exchanging of structured trade documents and information electronically
- Single Form
- Single Submission
- Single Interface
- Single Process
Implementation of TradeNet®

- Non-controlled and non-dutiable items
- Dutiable items
- Controlled items
- Certificates of Origin

1989

2nd Generation Single Window

- Transactional
- Receive submitted information, process and provide approval/rejection
- Auto statistics compilation
- Collection of Customs & Excise duties on dutiable goods
- Collection of GST on all imported goods from 1 Apr 1994
Revenue Collection

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customs Revenue*</td>
<td>$1,561m</td>
<td>$1,708m</td>
<td>$1,591m</td>
<td>$1,622m</td>
</tr>
<tr>
<td>GST</td>
<td>-</td>
<td>-</td>
<td>$998m</td>
<td>$1,416m</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$1,561m</td>
<td>$1,708m</td>
<td>$2,589m</td>
<td>$3,038m</td>
</tr>
<tr>
<td>No of permits processed by TradeNet</td>
<td>295,050</td>
<td>297,839</td>
<td>3,660,033</td>
<td>4,477,481</td>
</tr>
</tbody>
</table>

* Includes Licence Fees, Warehouse Rents, Composition Fines

Data Source: Customs Annual Report

Enforcing Domestic Controls

- Facilitating and monitoring the movement of controlled goods in, out and on transit
- Regulatory requirements of Competent Authorities
- International obligations e.g. Strategic Goods Control
The Single Window for today

Current TradeNet adopted the Public-Private Partnership (PPP) framework

Public-Private Partnership (PPP) is:
- A new approach to increase private sector involvement in the delivery of public services
- Outcome based
- Bring together expertise and resources of both sectors and risk sharing.
- More effective, efficient and best value for money services with lower costs
The Single Window for today

- Web-based with centralised system for permits and permit related transactions including updates such as amendments, cancellations and refunds
- A new and more user friendly permit structure based on movement of cargoes
- Promote self-help modules, e.g. e-learning, self printing of reports
- Introduction of Unique Entity Number (UEN) to an entity that is registered in Singapore for transacting businesses with all government agencies.

Before UEN

<table>
<thead>
<tr>
<th>ID#1: Business Registration Number</th>
<th>Update entity information with ACRA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID#2: Central Registration Number</td>
<td>Apply for import and export permits with SC</td>
</tr>
<tr>
<td>ID#3: Employer Reference Number</td>
<td>Make CPF payments to CPFB</td>
</tr>
<tr>
<td>ID#4: Tax Reference Number</td>
<td>File tax returns with IRAS</td>
</tr>
</tbody>
</table>
The Single Window for today

After UEN

- Update entity information with ACRA
- Apply for import and export permits with SC
- Make CPF payments to CPF
- File tax returns with IRAS

Evolution of Single Window

- e-DIY Features
- Movement Controls
- Revenue Collection
- Compile Statistics
Success Factors

- Clear mandate from Government
- Driven by appointed lead agency
- Dedicated Committees and working groups with various agencies
- Participation of private sector
- Pilots and tests
- Education

Challenges

- Different degree of computerization
- Changes in business operations for private and public sectors
- Educating users
Current Performance

- More than **8,000** users from **2,600** subscribers
- About **30,000** declarations per day
- **100%** of the collections are made electronically through Inter-Bank deductions
- **90%** of permits processed within 10 minutes

3rd Generation?

- Delivery of mobile services, e.g. text messages on approval of application
- Moving beyond B-to-G to facilitate business exchange

![Diagram showing TradeXchange, PAA Network, and exchange of information between Trader A and Trader B]
Thank you