



**Asia-Pacific  
Economic Cooperation**

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**2009/SCCP/SWWG/WKSP4/005**

## **Evolution of Singapore's Single Window**

Submitted by: Singapore



**Single Window Working Group Capacity  
Building Workshop 4  
Singapore  
6-8 April 2009**

## APEC Single Window Workshop

# Evolution of Singapore's Single Window



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## Presentation Outline

- **Definition of Single Window**
- **1<sup>st</sup> Generation Single Window**
- **Growth and Evolve**
- **Current TradeNet® 4.0**
- **Continuous Upgrades**



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## 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



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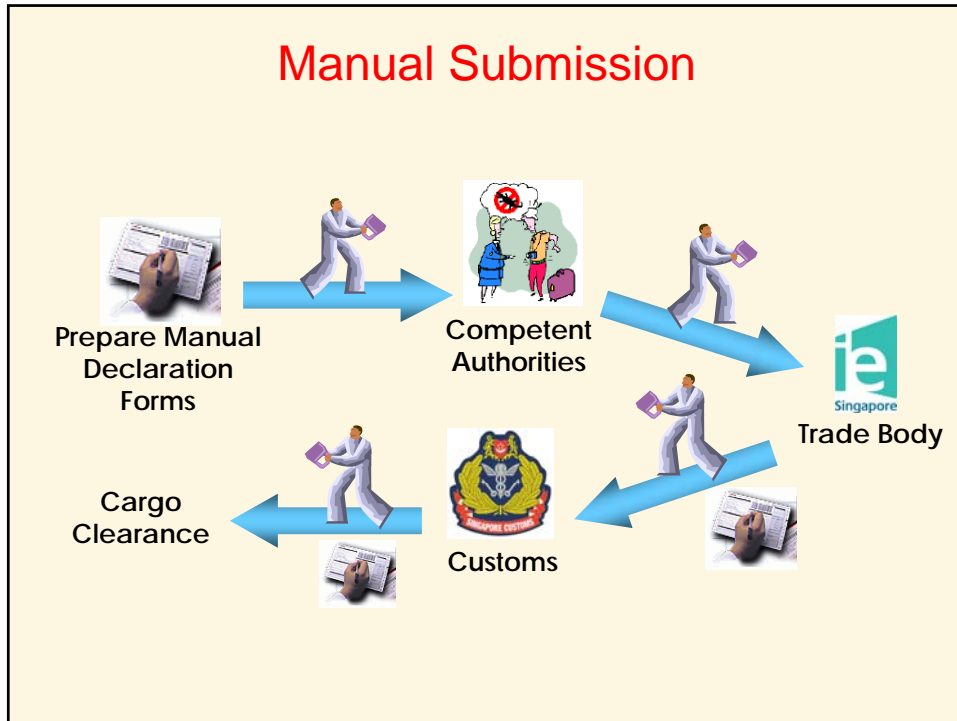


## Is this a familiar sight?

*Permits being issued and revenue collected at the Revenue Branch counter (courtesy of Ministry of Home Affairs)*



## 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??



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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

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

### TradeNet®

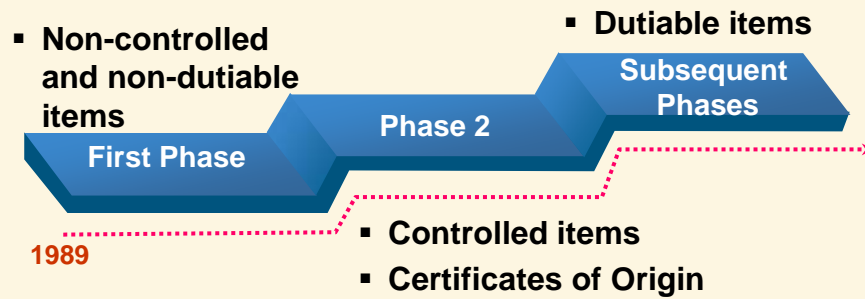
Nation - wide Electronic trade documentation system to facilitate trading community in exchanging of structured trade documents and information electronically

- ✓ Single Form
- ✓ Single Submission
- ✓ Single Interface
- ✓ Single Process

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## Implementation of TradeNet®



## 2<sup>nd</sup> 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

	1992	1993	1994	1995
Customs Revenue*	\$1,561m	\$1,708m	\$1,591m	\$1,622m
GST	-	-	\$998m	\$1,416m
Total Revenue	\$1,561m	\$1,708m	\$2,589m	\$3,038m
No of permits processed by TradeNet	295,050	297,839	3,660,033	4,477,481

\* Includes Licence Fees, Warehouse Rents, Composition Fines Data Source: Customs Annual Report

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# 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



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## Competent Authorities (CA)



## 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

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## 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.

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## The Single Window for today

### Before UEN

ID#1 : Business Registration Number



Update entity information with ACRA

ID#2 : Central Registration Number



Apply for import and export permits with SC

ID#3 : Employer Reference Number



Make CPF payments to CPFB

ID#4 : Tax Reference Number



File tax returns with IRAS

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# The Single Window for today

**After UEN**

UEN

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

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# Evolution of Single Window

e-DIY Features

Movement Controls

Revenue Collection

Compile Statistics

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## 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

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## Challenges

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

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## 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

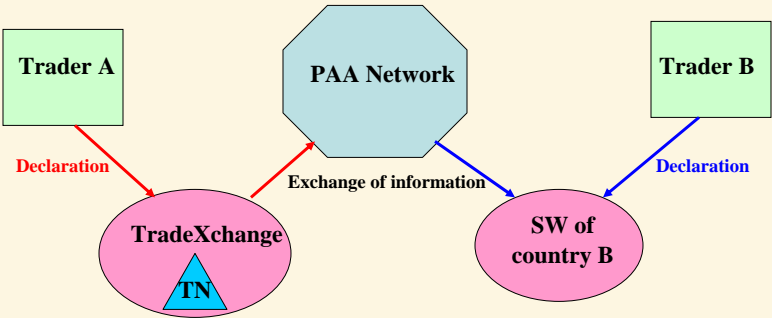
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## 3rd Generation?

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



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# Thank you



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