



**Asia-Pacific
Economic Cooperation**

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



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

Copyright © Singapore Customs
All Rights Reserved

Presentation Outline

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



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

Copyright © Singapore Customs
All Rights Reserved





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



Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved

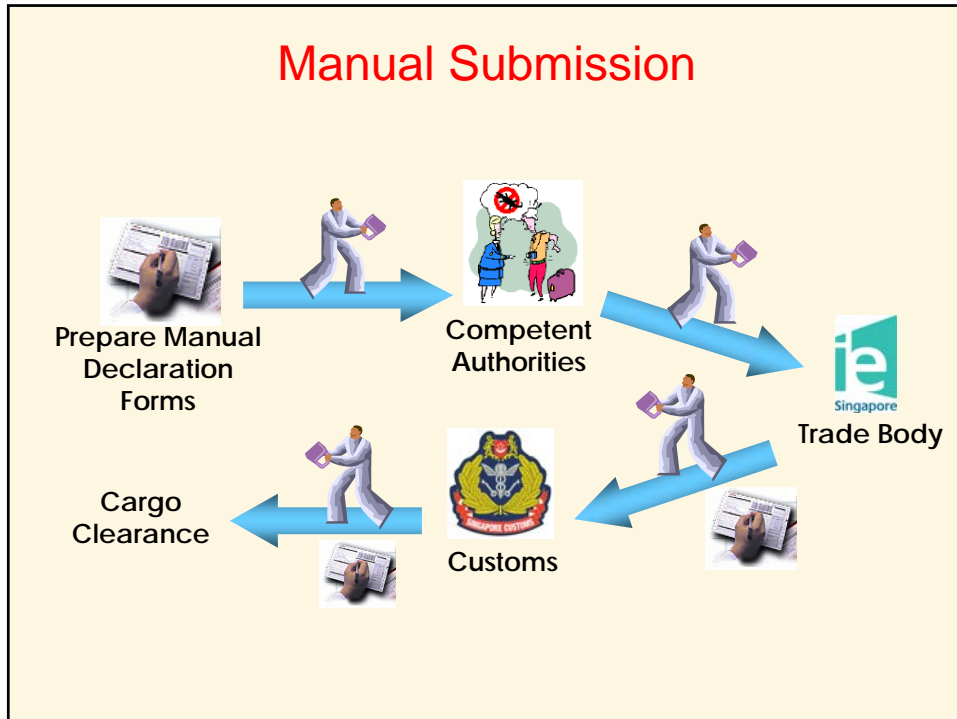


Is this a familiar sight?

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??





1st 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

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved



2nd Generation Single Window

TradeNet®

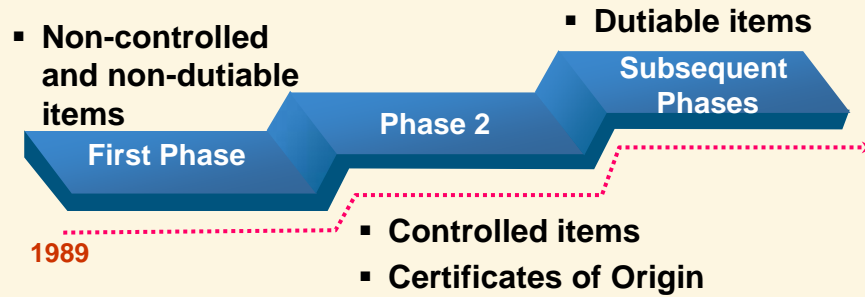
Nation - wide Electronic trade documentation system to facilitate trading community in exchanging of structured trade documents and information electronically

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

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved



Implementation of TradeNet[®]



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

| | 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

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved



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

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved



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



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

Copyright © Singapore Customs
All Rights Reserved





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.

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved



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

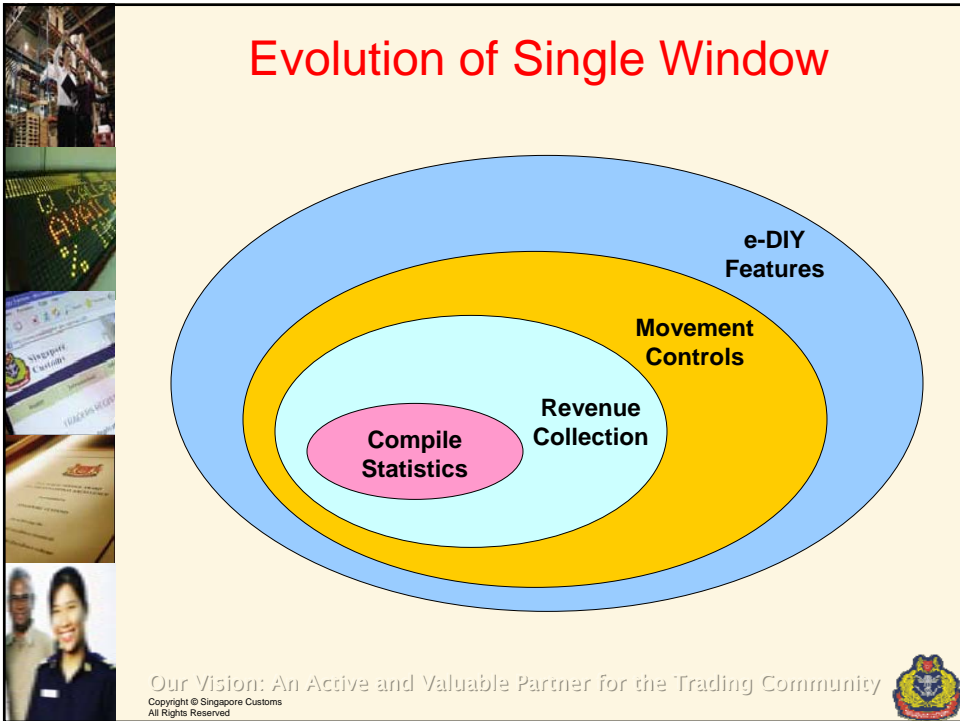
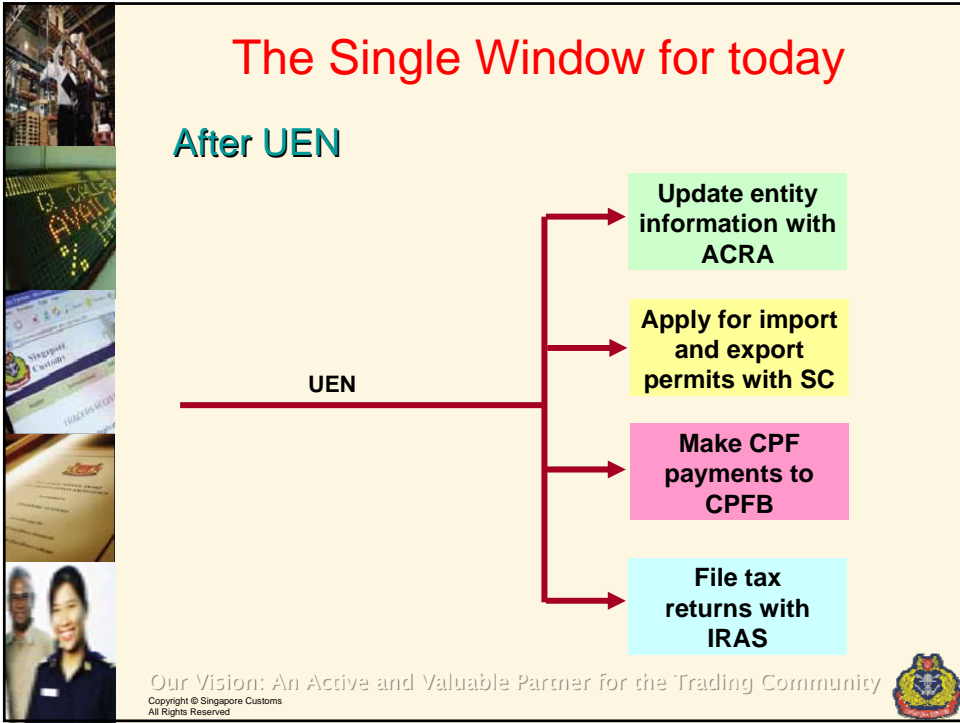
ID#4 : Tax Reference Number



File tax returns with IRAS

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved







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

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

Copyright © Singapore Customs
All Rights Reserved



Challenges

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

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


Copyright © Singapore Customs
All Rights Reserved



Current Performance

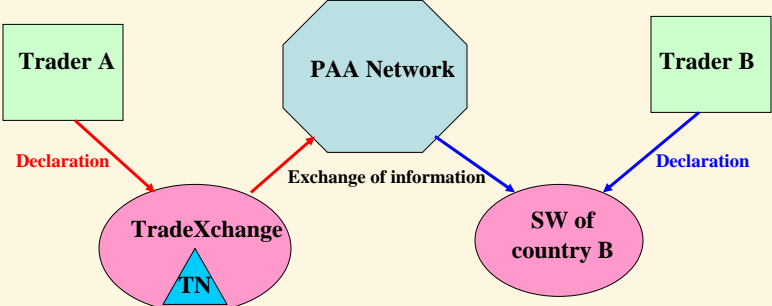
- More than **8,000** users from **2,600** subscribers
- About **30,000** declarations per day
- **100%** of the collections are made electronically through Inter-Bank deductions
- **90%** of permits processed within 10 minutes

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved



3rd Generation?


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



```

graph TD
    TA[Trader A] -- Declaration --> TX((TradeXchange  
TN))
    TX -- Exchange of information --> PAA{{PAA Network}}
    PAA -- Exchange of information --> SW((SW of country B))
    TB[Trader B] -- Declaration --> SW
  
```

Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved



Thank you



Our Vision: An Active and Valuable Partner for the Trading Community
Copyright © Singapore Customs
All Rights Reserved

