

SINGAPORE CUSTOMS' TRANSFORMATION JOURNEY

A leading Customs that advances Singapore's economy
by assuring the integrity of the trading system



SINGAPORE CUSTOMS
WE MAKE TRADE EASY, FAIR & SECURE

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Brief of Singapore

Value of Trade Processed

\$985 Billion

3 times the value of GDP

\$7,739 Million

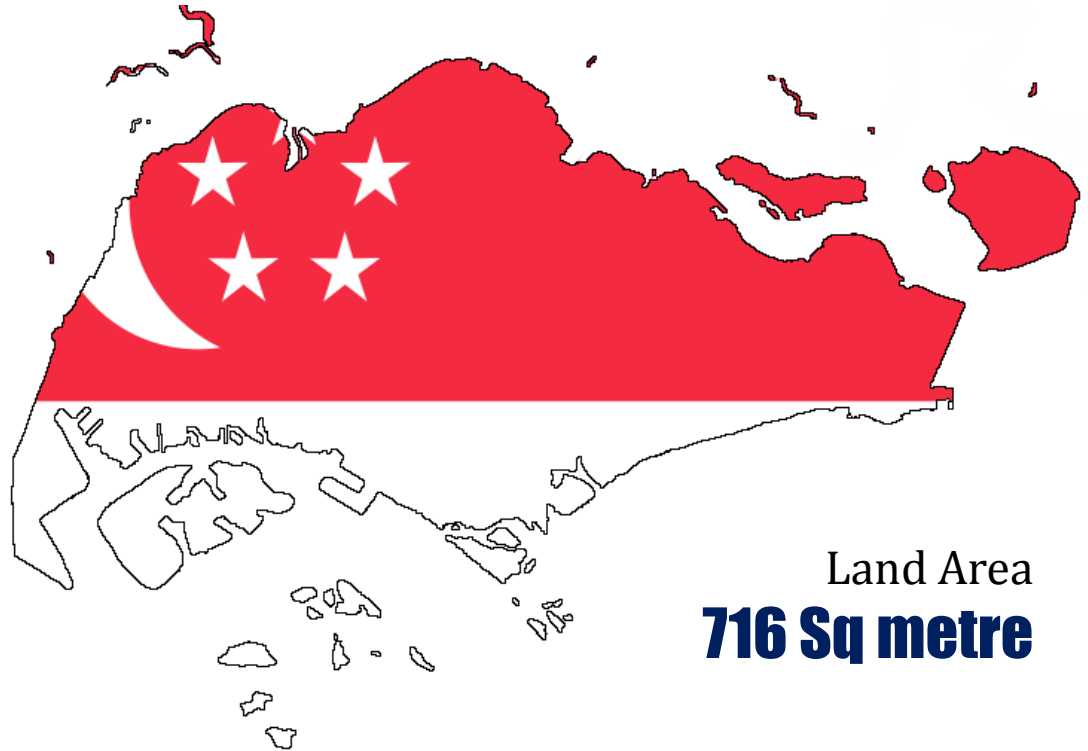
Revenue Collected

31.6 Million TEUs

Total Containers Throughput

2 Million Tonnes of Air Cargo / year

By more than 6,500 flights connecting
250 cities in 60 countries



Land Area

716 Sq metre

Population

5.40 Million in Jun 2013

Based on FY12 data from SingStats

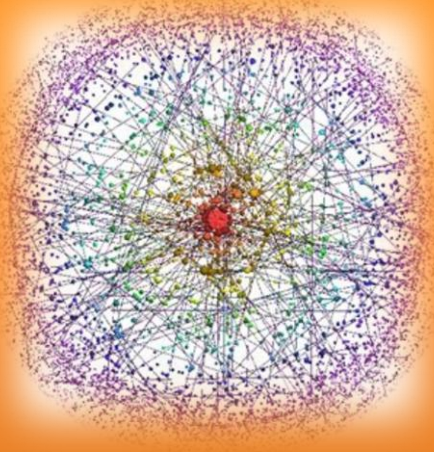


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The Singapore Logistics Industry is Not Immune to Global Challenges

**Logistics Industry Employs 205,000 workers
Contributes 8% of Singapore's GDP**



**Greater Complexity in
Supply Chains**



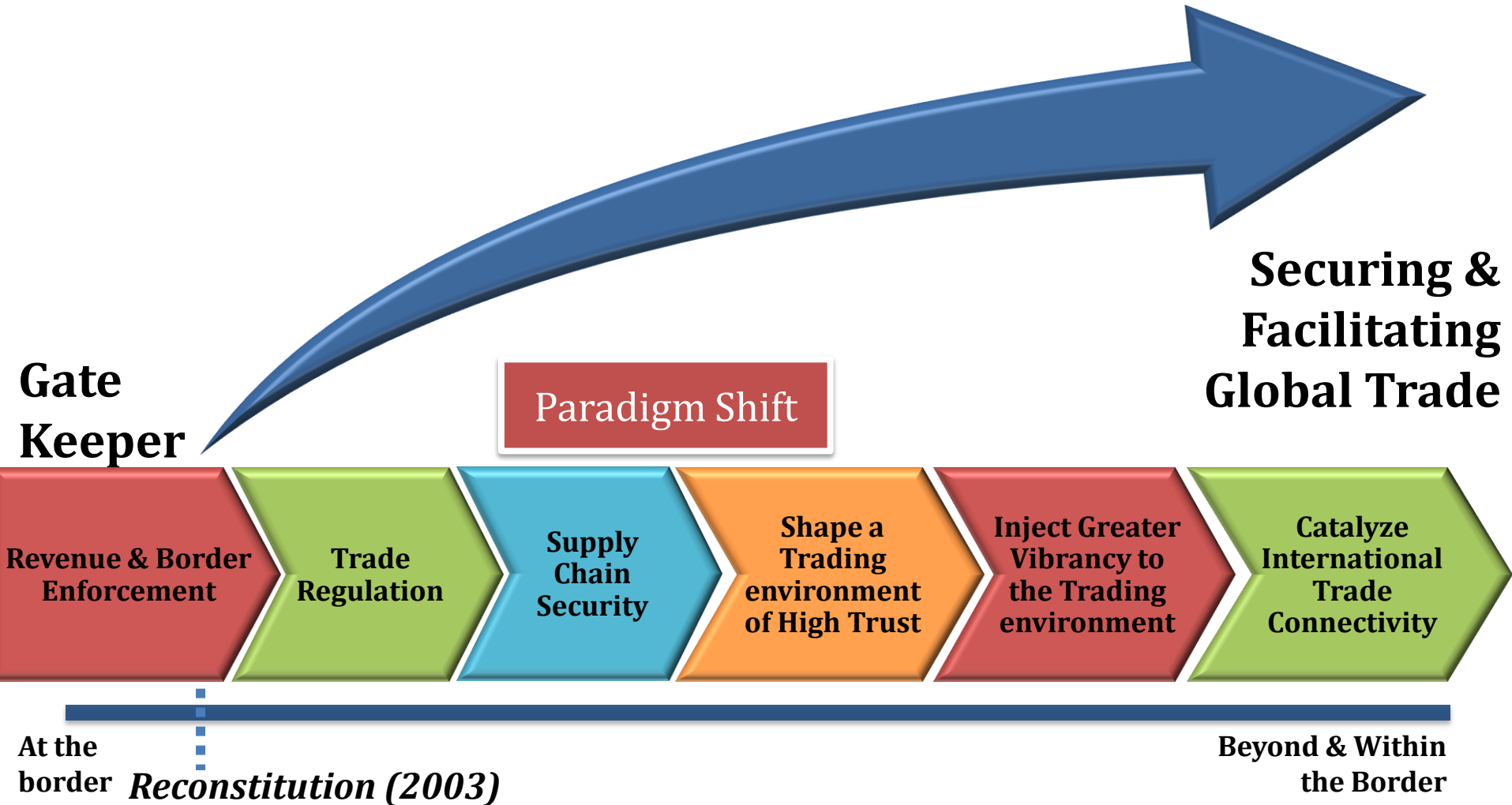
Volatile Economy



Heightening Security



Against that backdrop, Singapore Customs' Role Evolved to Assure Integrity of the Trading System



The Role of IT Has Also Evolved From Back Room Engineering to Business Innovation

Keeping the Lights ON

- Capabilities : IT Governance

Delivering IT Services and Solutions

- Capabilities: Process Re-Engineering

Unleashing Digital Business

- Capabilities: Digital Leadership

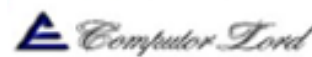


Current View of Singapore Trade Eco-Systems

IT Value Added Service Providers



Microsoft



TRADEXCHANGE®

Business to Business

Data@Source

Marine Cargo Insurance

Permit Return

Trade Finance

eCO Preparation

Trade Permit Preparation

Efreight Management

TradeNet® : WOG Trade Permit Clearing House

12 CAs with 35 Controlling Units



eCustoms

Company Registration

Revenue Management

Inventory Control

Pre-Clearance

Clearance

Post Clearance



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TRADENET®, OUR NATIONAL SINGLE WINDOW, HAS BENEFITTED THE INDUSTRY SINCE JANUARY 1989

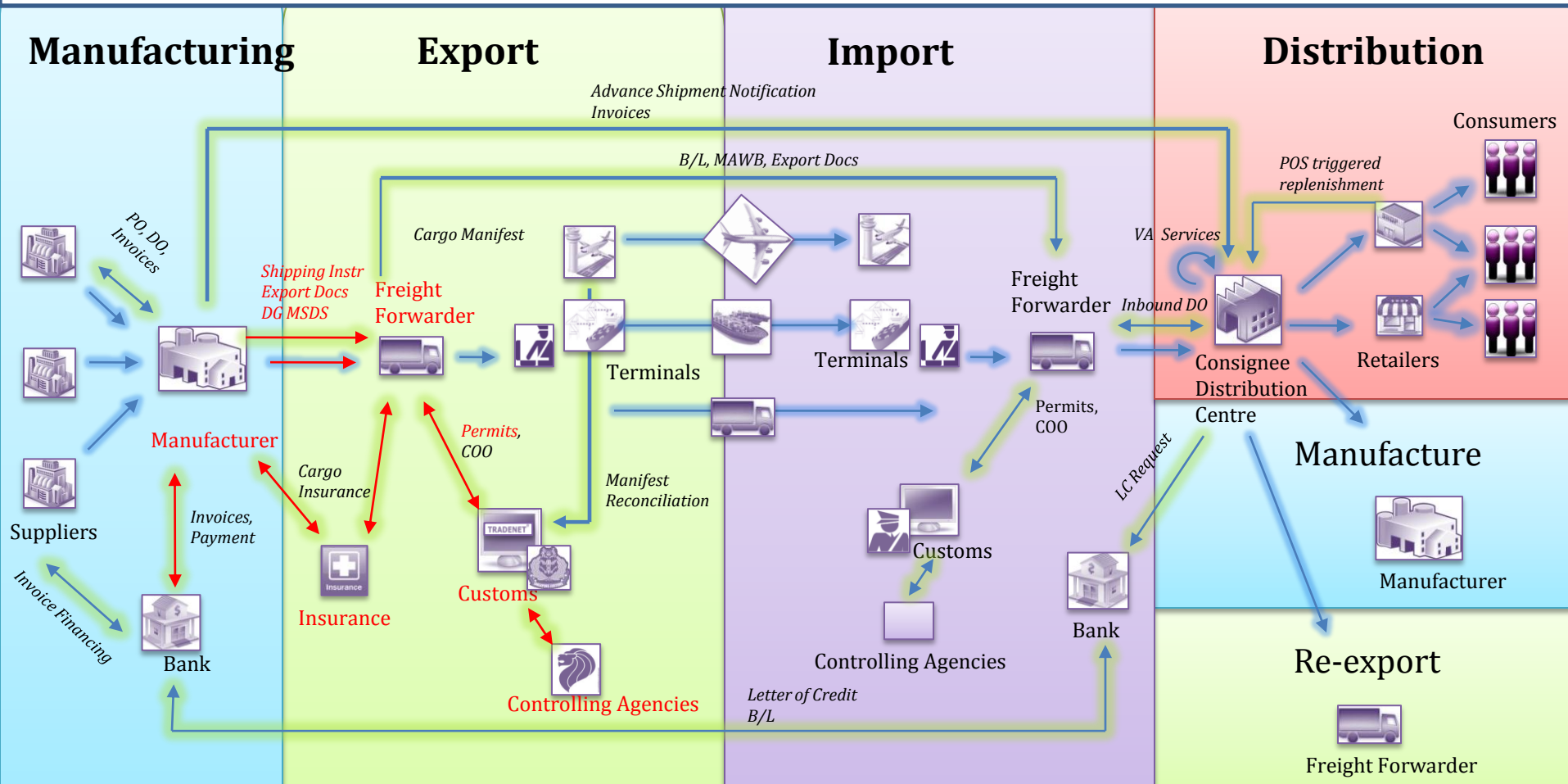


- **100%** of customs declarations processed and approved via TradeNet®
- **99%** of declarations processed within 10 minutes
- **100%** e-collections of duties and taxes
- **9 Million** permits processed annually

TRADENET® 4.1 is AHTN 2012 and WCO Compliant



SUPPLY CHAIN IS STRUCTURALLY INEFFICIENT AND TRADENET® IS JUST ONE NODE OF THE COMPLEX SUPPLY CHAIN



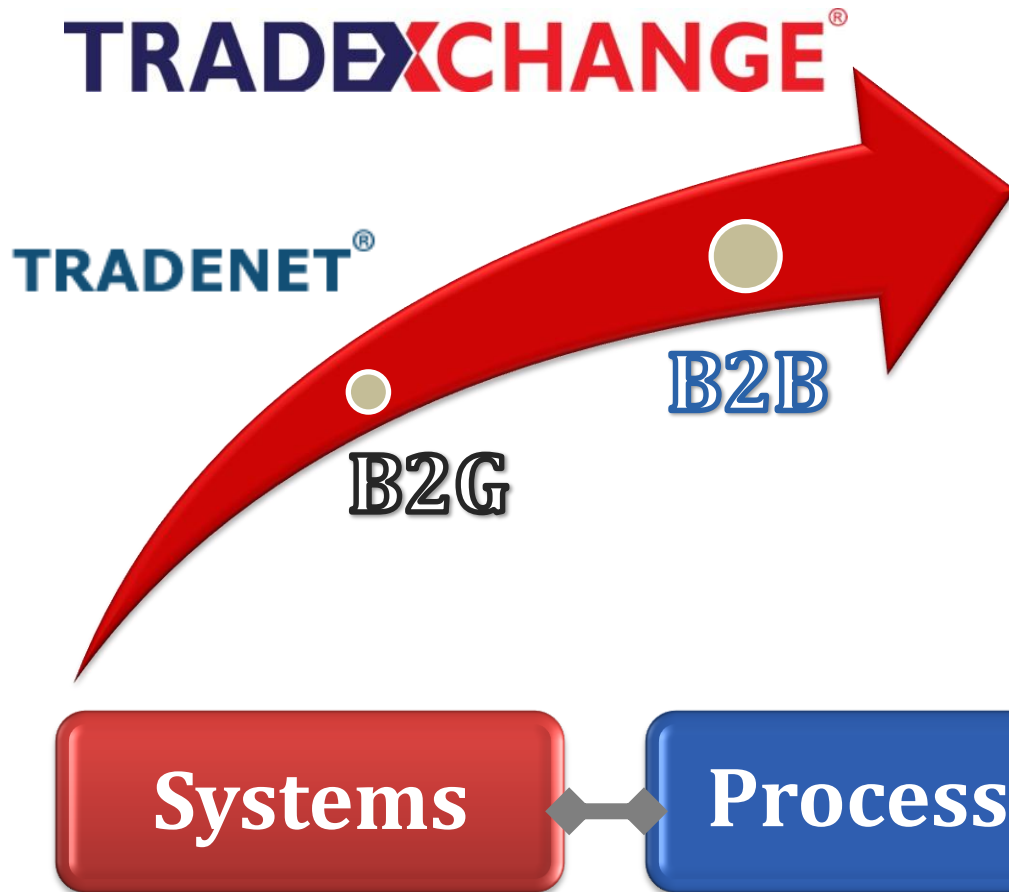
➤ Fragmented Landscape

- One consignment can involve up to 25 different parties

➤ Inefficient Data Flow

- Up to 30-40 documents exchanged.
- Multiple data re-entry: 60-70% of data is re-keyed in at least once.

TRADENET® WAS EXTENDED TO TRADEXCHANGE® TO ENHANCE SUPPLY CHAIN COMPETITIVENESS



TRADEXCHANGE®

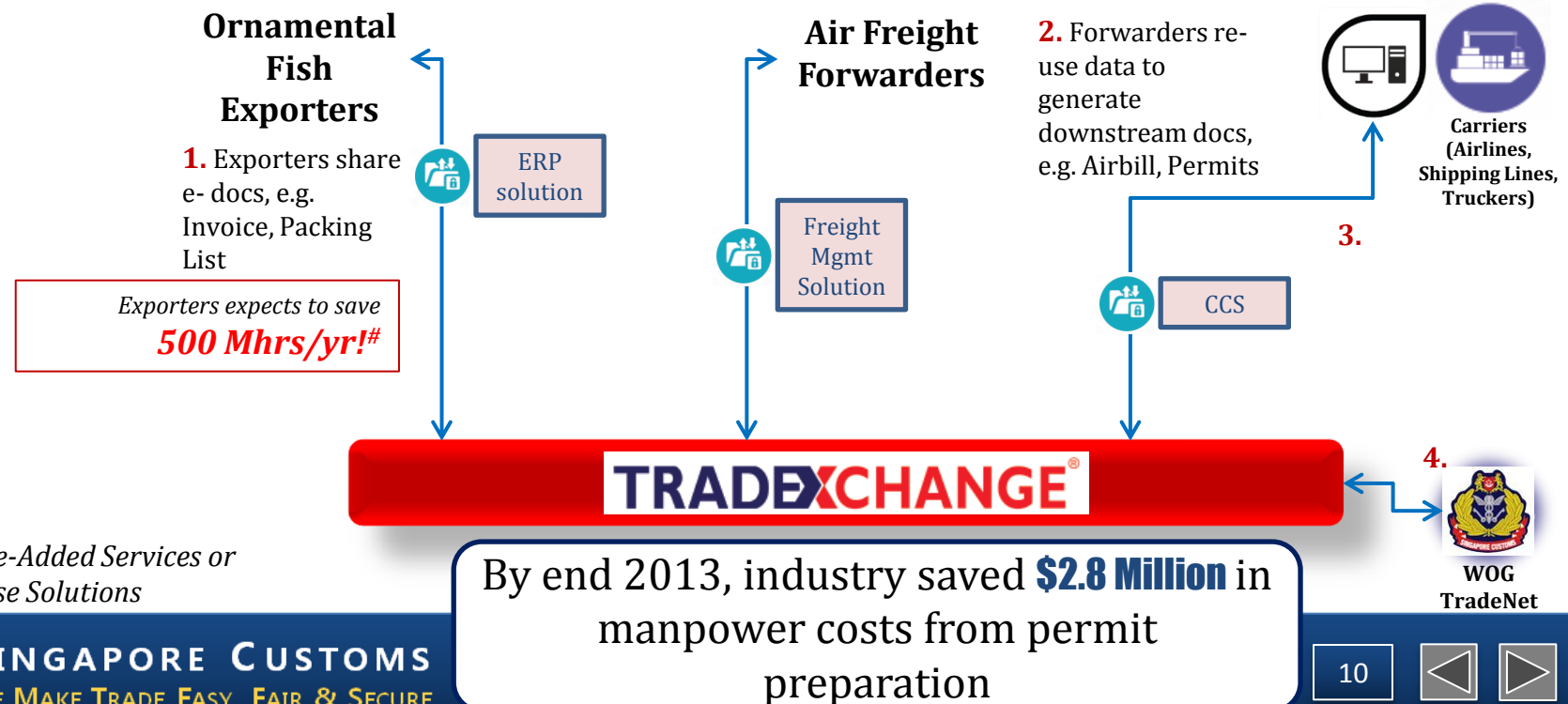
Secure and Neutral multi-party collaborative platform to integrate logistics IT systems, processes and data for air, land, sea and Government.

AN EXAMPLE OF INNOVATION: TRADEXCHANGE® REDUCING EFFORT BY TRADERS TO COMPLY WITH ADVANCE EXPORT DECLARATION

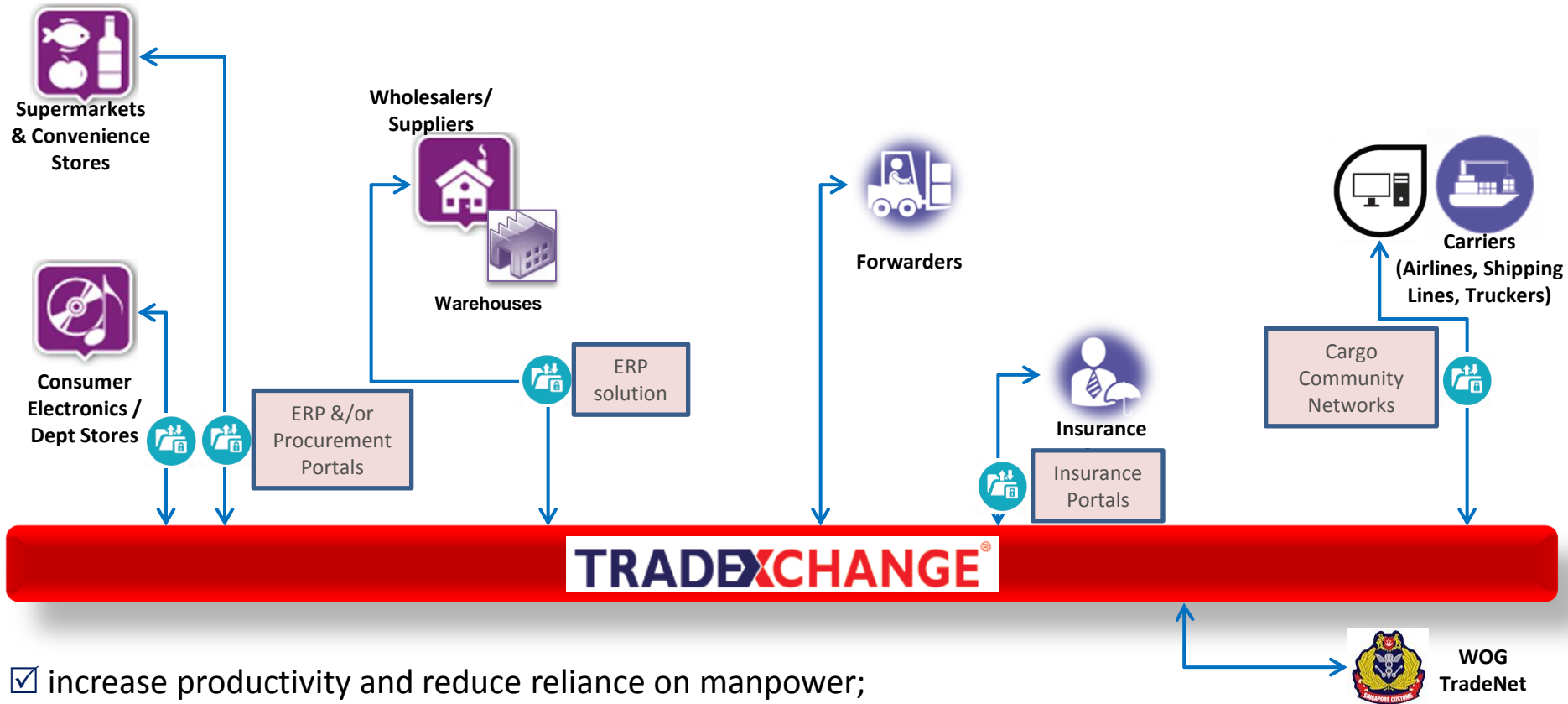
- Track 1: The Government **raised awareness** and conducted Industry Dialogues on Advance Export Declarations **more than 2 years** before implementation
- Track 2: The Government helped companies to **capture data from source** and **re-use for downstream activities**, including permit applications

For airbills preparation, forwarders save time
up to 40%!#

For permit preparation, forwarders save time
up to 50%!*



IN ANOTHER EXAMPLE: INDUSTRY CAN BENEFIT FROM AN OPEN END-TO-END B2B SYSTEMS' AND DATA INTEGRATION, ENABLING GREATER DATA RE-USE AND WIDER MARKET ACCESSIBILITY

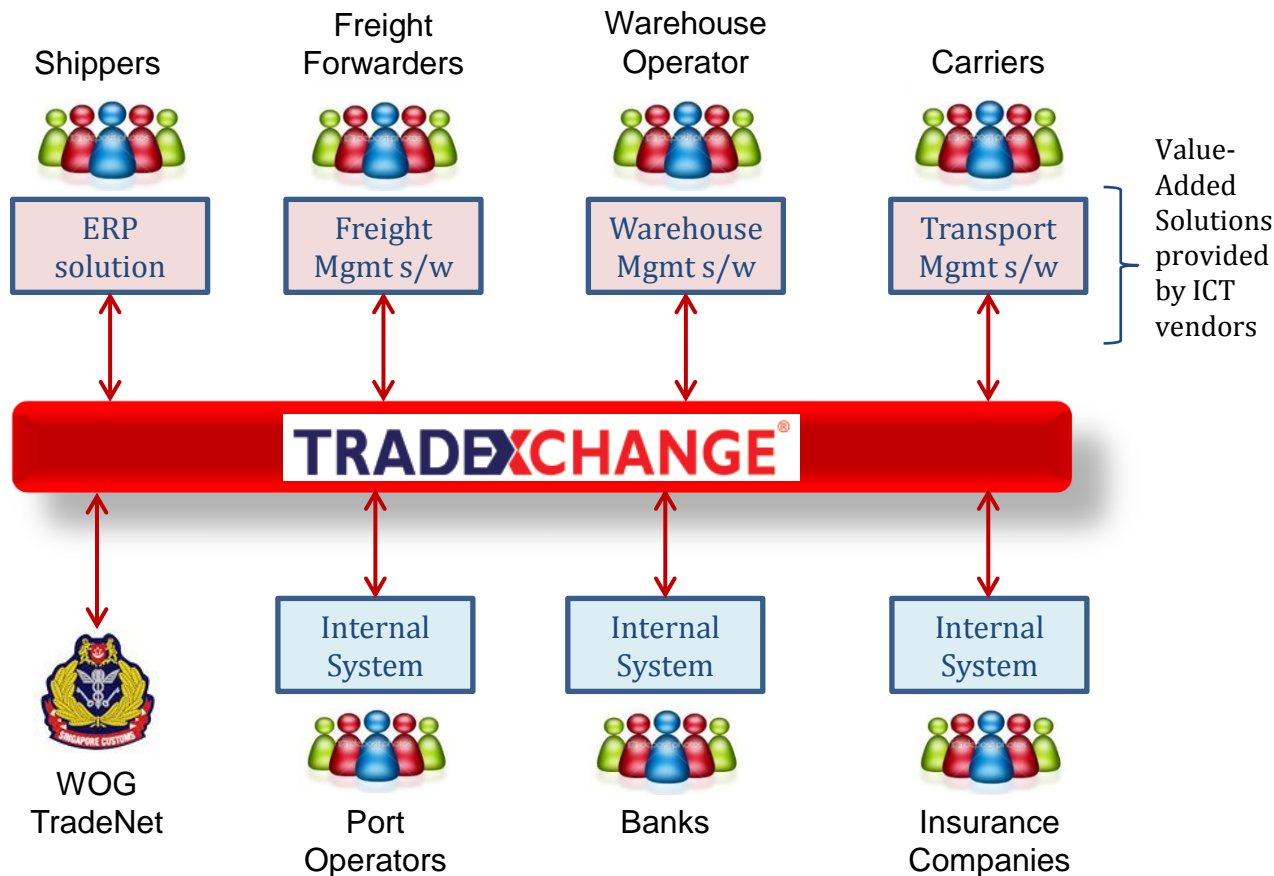


- ✓ increase productivity and reduce reliance on manpower;
- ✓ reduce the barriers of entry especially SMEs; and
- ✓ enable collaborations beyond silo groups of companies.

Presently working with 2 “Queen Bees” – to prototype the order & replenishment process integration



INDUSTRY AND GOVERNMENT CAN BENEFIT FROM AN OPEN END-TO-END B2B SYSTEMS' AND DATA INTEGRATION, ENABLING GREATER DATA RE-USE AND WIDER MARKET ACCESSIBILITY



From 2009 end
2013 ...

- **8 data standards and integrated processes** enabled for the industry
- Industry saved **3.3 Million ManHours**,
- Equivalent to **\$28.9 Million** in manpower costs

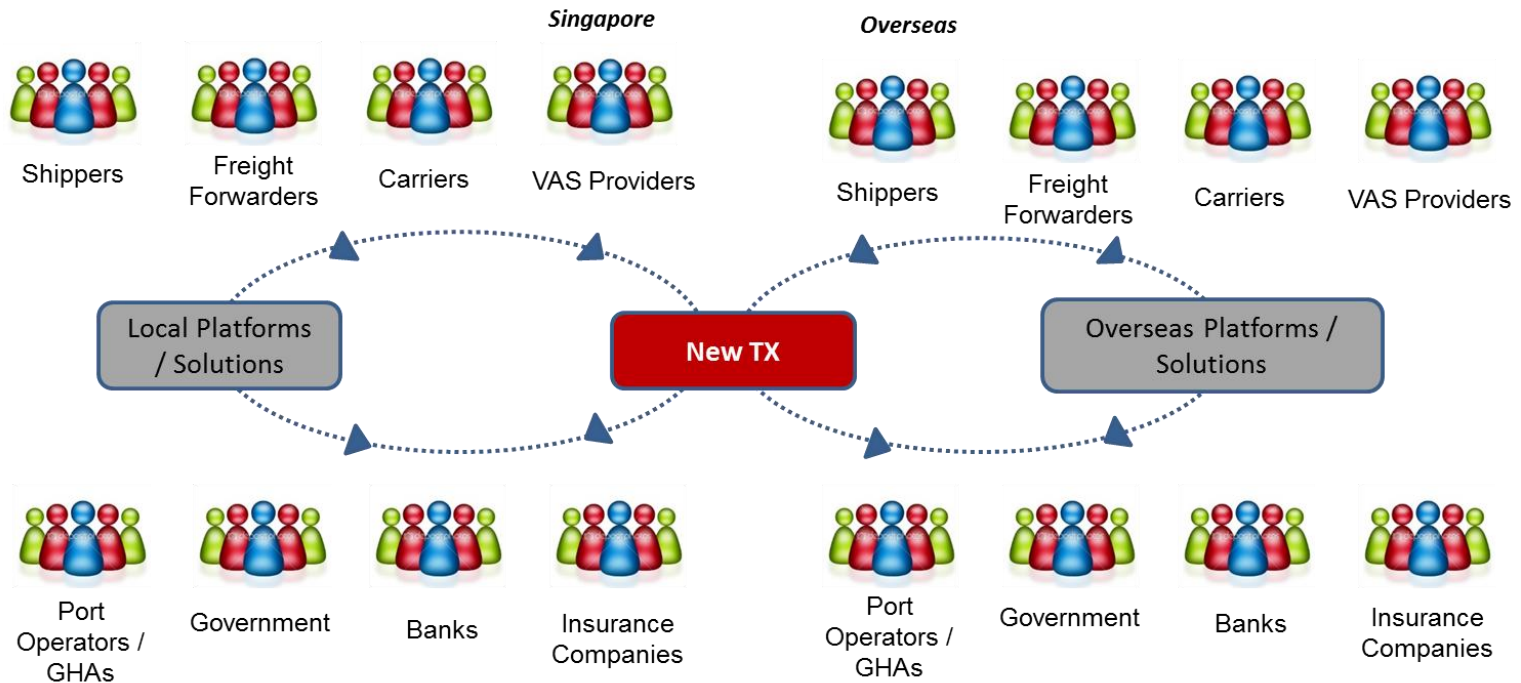


...AND THE GOVERNMENT LEARNT THE KEY SUCCESS FACTORS TO DEEPEN INDUSTRY ADOPTION

- The Government plays the **Lead Catalyst** role to bring the industry together
- Industry desires **Assurance** of information security and commercial neutrality
- The integrations **Deliver Value** through streamlined processes and via one-to-many connectivity to a range of customers



POSITIONING FOR THE FUTURE, A REQUEST FOR INFORMATION FOR THE NEW TRADENET® AND NEW TRADEXCHANGE® WAS ISSUED IN NOV 2013



Objective : To transform Singapore trade infrastructure to one that enables digitalisation of trade; and enhances supply chain visibility and productivity

THANK YOU



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Courtesy from PSA

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