Singapore Customs’ Transformation Journey

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

Based on FY12 data from SingStats

Land Area
716 Sq metre

Population
5.40 Million in Jun 2013
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

Reconstitution (2003)

Gate Keeper

- Revenue & Border Enforcement
- Trade Regulation
- Supply Chain Security
- Shape a Trading environment of High Trust
- Inject Greater Vibrancy to the Trading environment
- Catalyze International Trade Connectivity

Paradigm Shift

Securing & Facilitating Global Trade

At the border

Reconstitution (2003)

Beyond & Within the Border

Singapore Customs
WE MAKE TRADE EASY, FAIR & SECURE
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

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

IT Value Added Service Providers

Microsoft
Sesami
Sage
Netiquette
Computer Land
Crimson Logic
En Trade Services

TradeNet®

12 CAs with 35 Controlling Units

National Environment Agency
AVA
MDA
HSA
iDA

eCustoms

Singapore Customs
We Make Trade Easy, Fair & Secure

ACRA
AGD
Land Transport Authority
PSA
Jurong Port
Sats
dnata
DBS
TRADENET®, our National Single Window, has benefited 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.
TRADEXCHANGE®

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

TRADEXCHANGE® was extended to TRADENET® to enhance supply chain competitiveness.
**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.

**ICT Value-Added Services or Enterprise Solutions**

By end 2013, industry saved $2.8 Million in manpower costs from permit preparation.
In another example: Industry can benefit from an open end-to-end B2B systems’ and data integration, enabling greater data reuse 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 reuse 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
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