

APTFF Capacity Building Workshop on Implementing Trade Facilitation Measures: Perishable Goods & Single Window

**26 September 2014, BITEC
Bangkok, Thailand**





Singapore's Single Window - TradeNet

Presented By:
Jonathan Koh

APTFF Capacity Building Workshop on
Implementing Trade Facilitation Measures:
Perishable Goods & Single Window

26 Sept 2014

BITEC Bangna, Bangkok, Thailand

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AGENDA

Introduction and
Overview of
TradeNet®

How it worked

Lessons learnt



ABOUT CRIMSONLOGIC

CrimsonLogic is a trusted partner to governments worldwide.

We help governments design and run innovative and sustainable services to collaborate more seamlessly with their citizens and ecosystem.

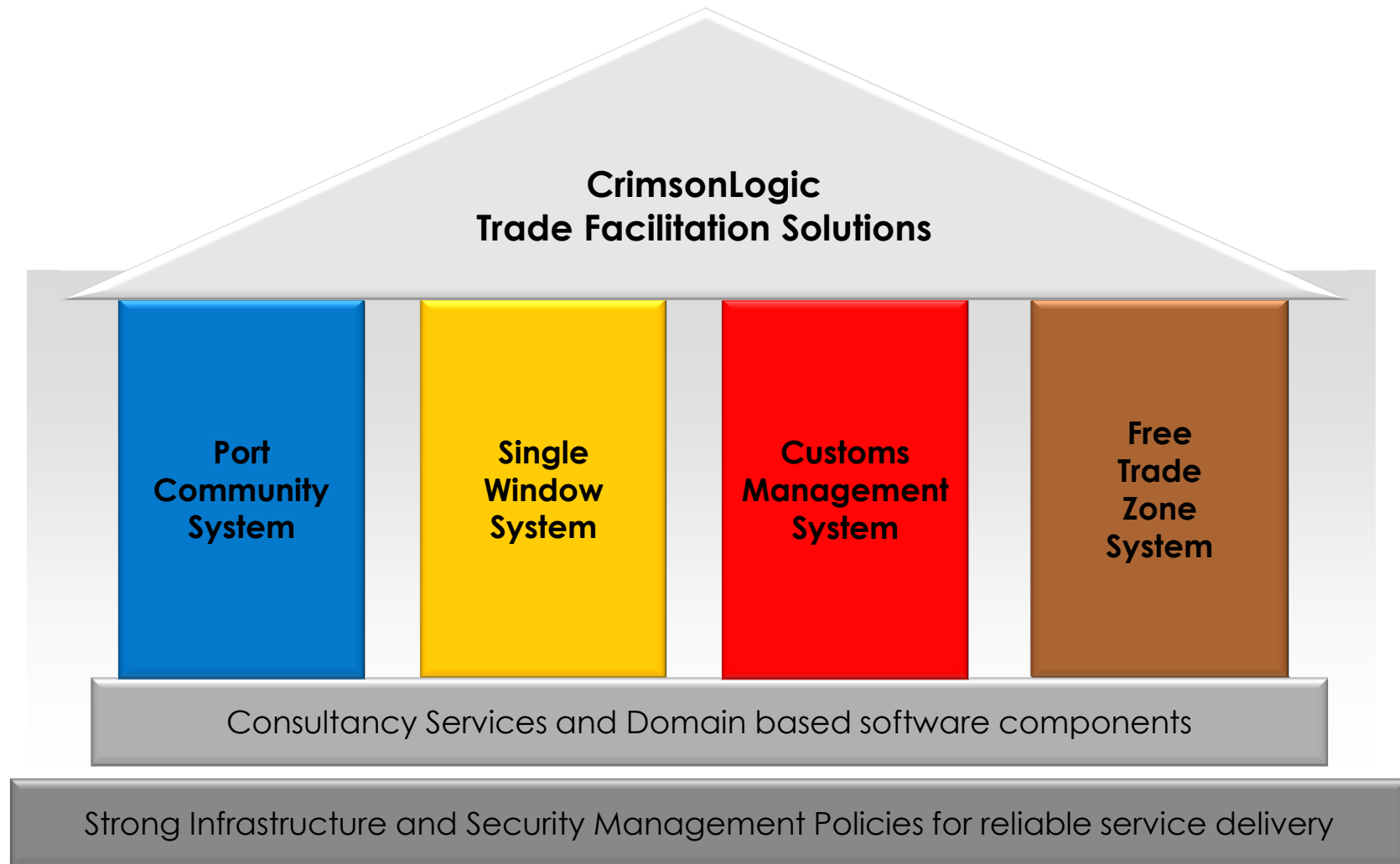
We work closely with our customers to continuously enhance the e-services, to drive adoption and usage of the e-services.



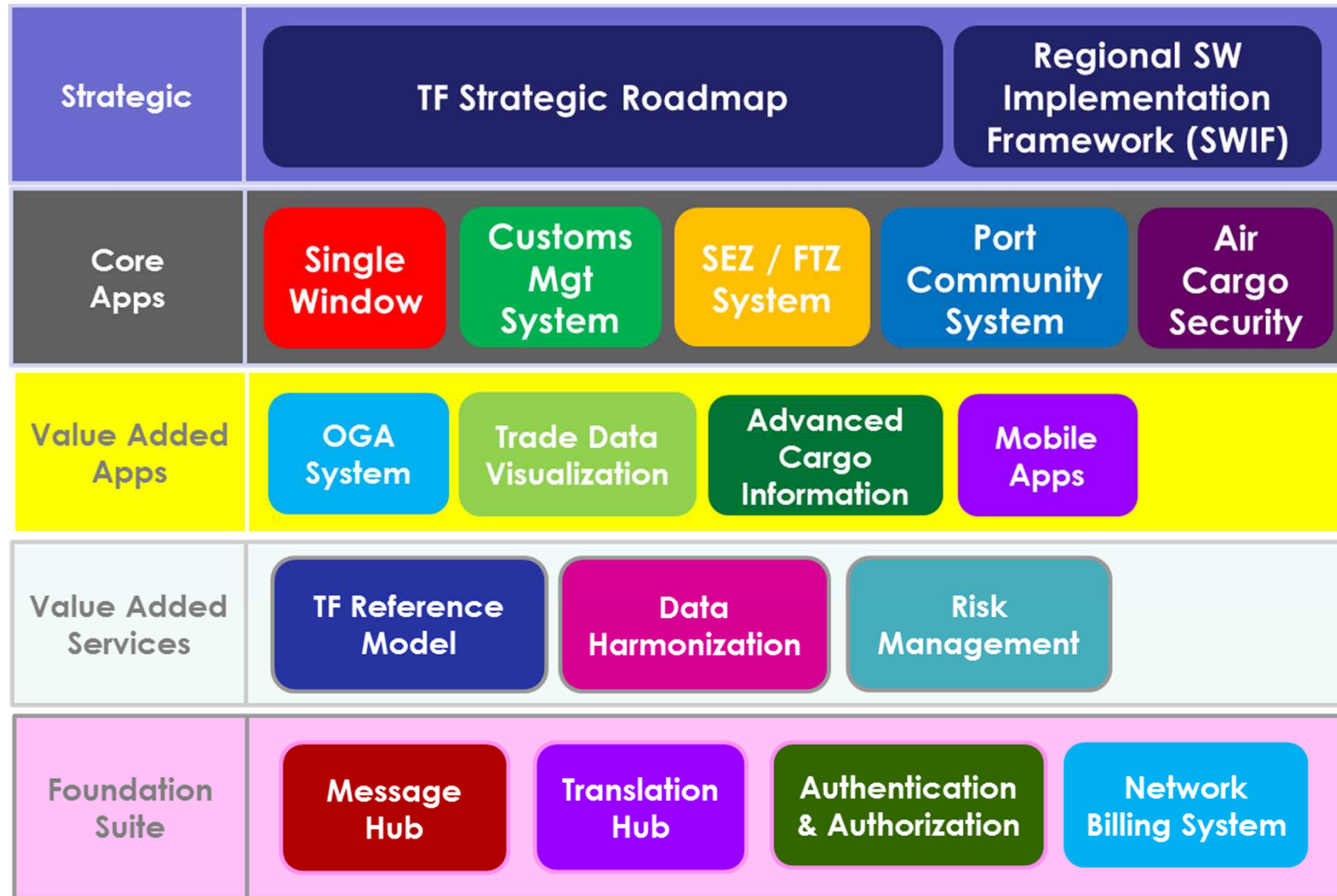
Shareholders


















TRADE FACILITATION SOLUTIONS



TRADE FACILITATION SOLUTIONS FRAMEWORK



INTERNATIONAL TRACK RECORD

	Country		Project	Year	Business Model
1	Singapore		TradeNet® / TradeXchange	1989	PPP
2	Mauritius		Mauritius TradeNet	1994	PPP
3	Ghana		Ghana Community Network	2002	PPP
4	Saudi Arabia		SaudiEDI	2002	PPP
5	Panama		Panama Canal Authority	2004	Self Funded
6			Colon Free Trade Zone	2008	Self Funded
7			Panama Customs	2009	Self Funded
8			Panama Single Window	2013	Self Funded
9	Madagascar		Madagascar (GASYNET)	2007	PPP
10	India		Port Community System	2007	Self Funded
11	Ivory Coast		Ivory Coast TradeNet	2008	PPP
12	Qatar		Qatar Customs Clearance Single Window	2008	Self Funded
13	Trinidad & Tobago		Trinidad & Tobago Single Electronic Window	2010	Self Funded
14	Mozambique		Mozambique TradeNet	2010	PPP
15	Chile		Chile Single Window	2012	Funded
16	Brunei		Brunei National Single Window	2012	Self Funded
17	Kenya		Kenya Electronic Single Window	2012	Self Funded
18	UAE		UAE Circulars and Permits	2012	Self Funded
19	Oman		Integrated Customs Management System & Single Electronic Window	2013	Self Funded

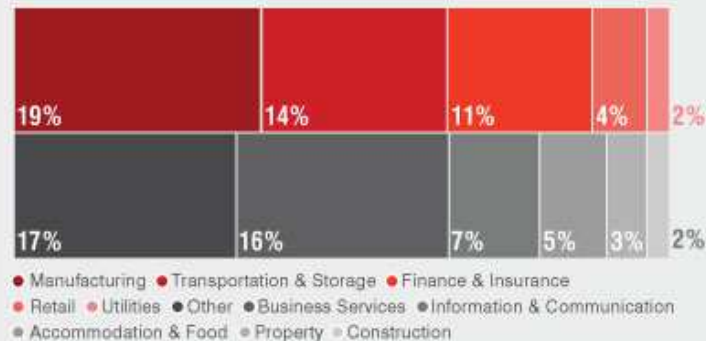
Singapore's Trade Facilitation Journey



SINGAPORE: THE CITY-STATE BUILT ON TRADE

Singapore may be one of the world's tiniest nations, but its small stature hasn't stopped it from becoming one of East Asia's most powerful trading hubs.

Breakdown of economy (%)



World economies GDP per capita (World ranking)



Port of Singapore

The port of Singapore is the world's second busiest container port behind Shanghai.

29.94 million

TEU containers passed through its waters in 2011.



×1,100

Enough to fill the Empire State Building 1,100 times over.

Size matters

Occupying an area of just 715.18 square kilometers, Singapore is so small it could fit inside California **575 times**.



Changi Airport

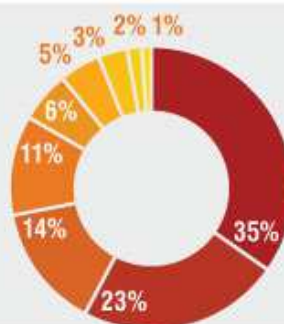
Singapore Changi Airport was recently crowned the world's best at the World Airport Awards. The giant facility catered for **51.1 million** passengers in 2012, that's **10 times** Singapore's population.



Cultural makeup

Singapore's historical status as a trading hub is reflected in the ethnic diversity of the population and the number of official languages recognized within the city state.

While Mandarin is the dominant language, English, Malay, Hokkien and Cantonese are also common.



• Mandarin • English • Malay • Hokkien • Cantonese • Teeochew
• Tamil • Other Chinese Dialects • Other

56

square kilometres, the equivalent of **6,746** football pitches, of extra land that Singapore plans to reclaim from the sea by 2030 due to an ever expanding population and cityscape.



SOURCES: Airport Council International; Journal of Commerce; CIA World Factbook; Department of Statistics Singapore; Changi Airport; Singapore Ministry of National Development; Mastercard Global Destinations Index; MPA Singapore; Statistics Singapore.



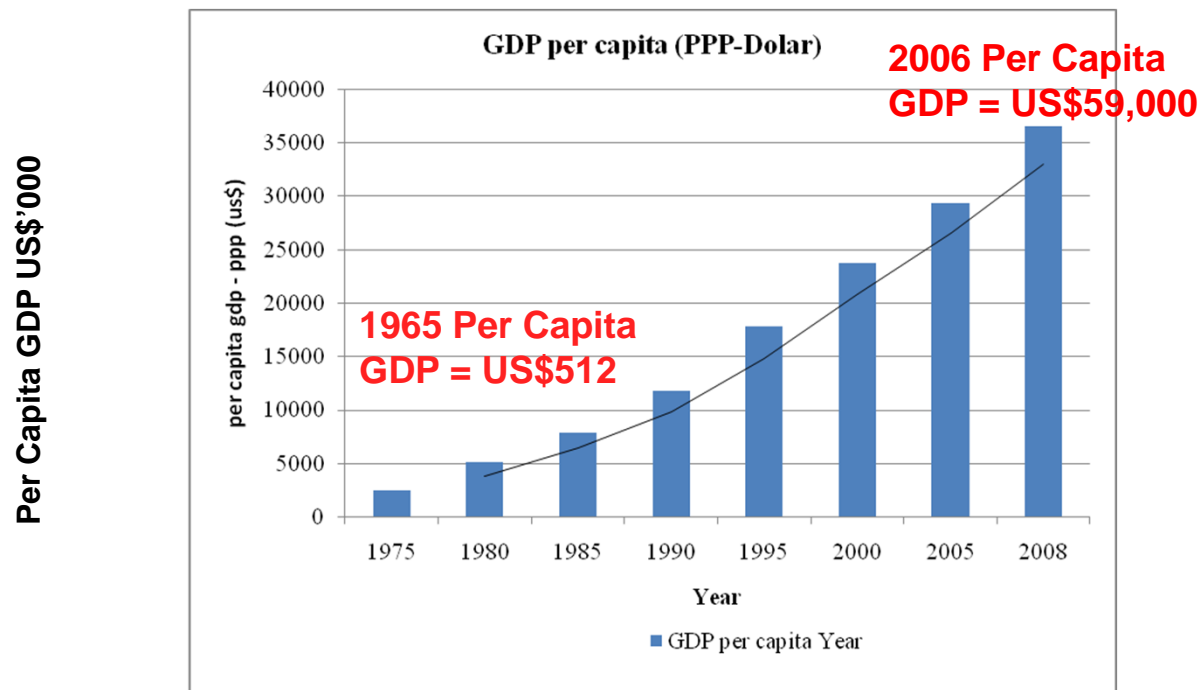
SINGAPORE HAS COME A LONG WAY SINCE INDEPENDENCE

- Singapore became independent in 1965 but faced many challenges
 - Limited resources (no natural resources, small population, small capital)
 - Limited market (small domestic market)
- Singapore's political leadership and public sector were instrumental in overcoming these challenges
- Singapore, as a developing nation, has learnt much from >40 years of experience



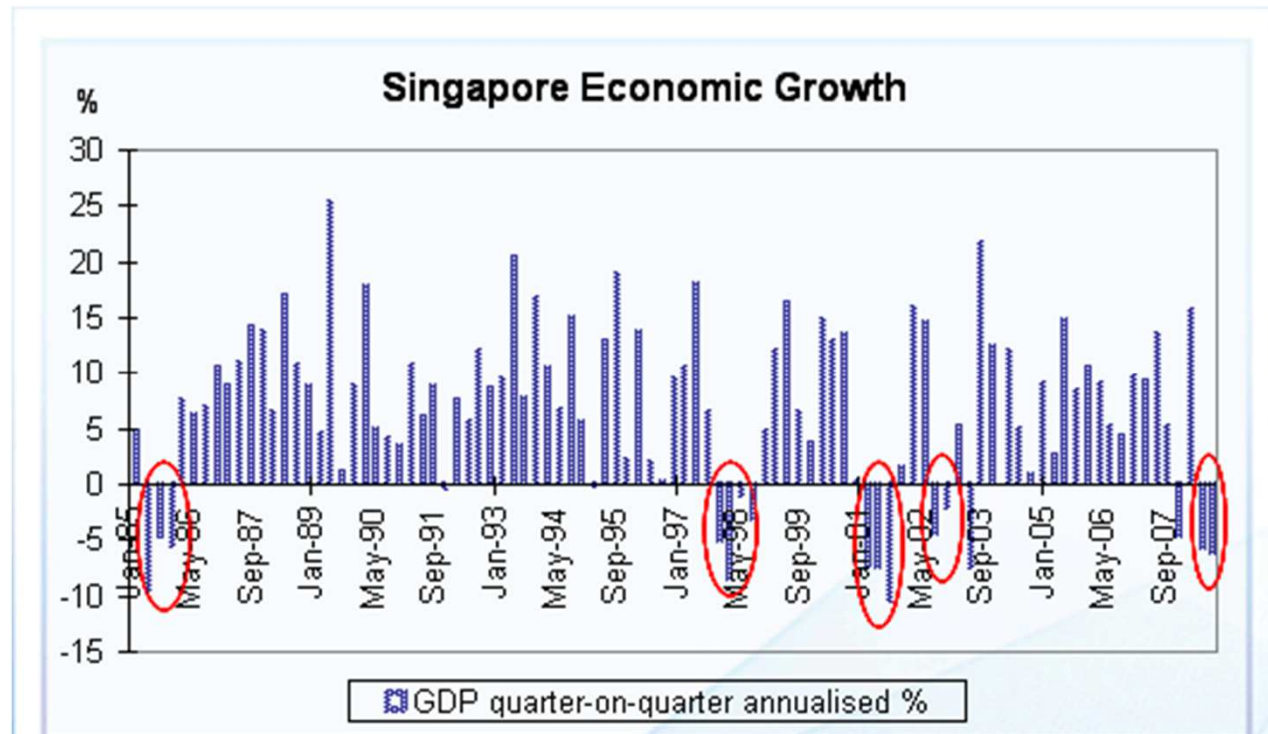
SINGAPORE HAS COME A LONG WAY SINCE INDEPENDENCE

- Economy has grown substantially since independence
- **GDP per capita jumped by almost 100 times from US\$512 in 1965 to US\$59,000 in 2011**
- Singapore was ranked by the World Economic Forum among the top competitive economies in the world.



SINGAPORE'S ECONOMY IN RECESSION

Along the way, Singapore's Economy Suffered Severe Recessions, e.g. 1985. An Economic Committee established to set new directions for the Singapore economy reviewed the reasons for the recession and recommended measures to cut costs, build up Singapore's international competitiveness, alongside longer-term issues like wage flexibility. The economic recovery came in 1986.



SINGAPORE'S SINGLE WINDOW - TRADENET®

“Opportunities arise in times of crisis.

Singapore's experience in establishing our single window initiative is a testimony to this statement. In **1985, Singapore was hit by a recession**. A high-level Economic Committee convened at that time identified **improvement in external trade as a major goal** and highlighted that use of IT could make a significant contribution to Singapore's long term competitive position. This report was an important mobilizing factor to the realisation of Singapore's single window, which was implemented in 1989 under the name of TradeNet. This was the world's first nationwide electronic single window.

After twenty years and many rounds of relentless upgrades, TradeNet remains the key enabler of Singapore's external trade, which totals nearly 4 times our gross domestic product.”

- from Speech by Mrs Lim Hwee Hua, former Minister, Prime Minister's Office, Second Minister For Finance And Transport
APEC Customs – Business Dialogue, 2009

SINGAPORE TRADE FACILITATION JOURNEY

- In 1985 – Severe recession hits Singapore
- Establishment of a high-powered **Economic Committee** - chart new strategies to improve its economic competitiveness.
- Recommends - expedite the use of IT to improve trade competitiveness.
- In 1986, Hong Kong revealed that it was creating a trade oriented EDI system called HotLine (now TradeLink), which further strengthened Singapore's resolve to implement our own TradeNet.
- The **Trade Development Board** (TDB), now International Enterprise Singapore, was given the task of mobilizing the trade community and became the coordinating point among various agencies such as Customs and Excise, Port of Singapore Authority, and Civil Aviation Authority of Singapore.

The big plunges

Singapore's recession record

YEAR	GDP CHANGE (%)	
	BEFORE REBASING	AFTER REBASING
1964	-3.8	-3.7
1985	-1.4	-0.7
1998	-1.4	-2.1
2001	-2.4	-1.2
2009	-2.0	-1.3

Source: Department of Statistics, Singapore

TRADENET – BEGINNINGS

Justification :

- Savings of S\$1 billion (IBM survey)

Organisation Structure :

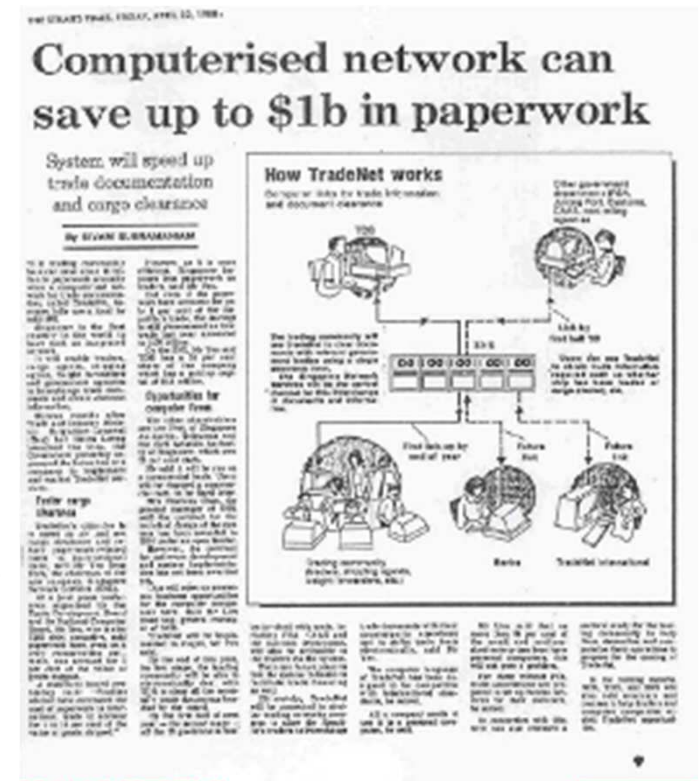
- A **TradeNet Steering Committee** was created to oversee the process in 1986

Political Will / Sponsor :

- Dec 1986, then Minister of Trade & Industry – Mr Lee Hsien Loong (now PM) publicly announced the TradeNet project, to be completed in two years.

Actions

- Jun 1987 – RFP Issued.
- Mar 1988 - **Singapore Network Services (now CrimsonLogic)** was created to own and operate the TradeNet system
- Jan 1989 – TradeNet was launched
- TradeNet Initial Investments / Development was funded by the Government – in excess of US\$10M





Singapore's Model of the Single Window

WORLD BANK – TRADING ACROSS BORDERS

Singapore's Rank: 1st Worldwide

4 Documents to export / import:

1. Bill of Lading
2. Commercial Invoice
3. Customs Export / Import Declaration
4. Packing List



Export / Import Procedures	Export Duration (days)	Export US\$ Cost	Import Duration (days)	Import US\$ Cost
Documents preparation	1	116	1	99
Customs clearance and technical control	1	50	1	50
Ports and terminal handling	1	150	1	150
Inland transportation and handling	2	140	1	140
Totals	5	456	4	439

(source: WorldBank Doing Business 2013)

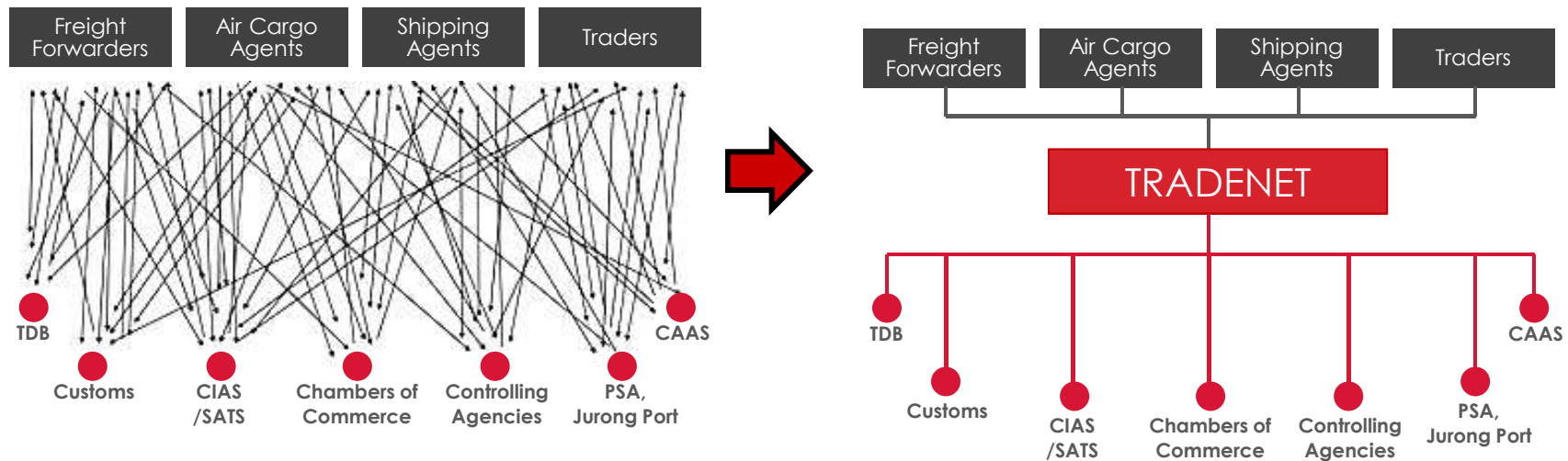
SINGAPORE TRADENET



- World's first nationwide trade documentation system
- Single point for trade-related transactions with the Government
- Integrates all 34 controlling units' requirements
- 100% of the total Trade transaction are processed by the TradeNet® system.
- Handles ~ 9 million transactions per year.
- Used by approximately 2,500 companies with 8,000 users.
- The latest TradeNet® Version 4.0 went live in October 2007.

SINGAPORE TRADENET - OVERVIEW

Since 1989 - World's first nationwide trade clearance system



- ❖ Integrates 35 controlling units' requirements
- ❖ > 8000+ business rules
- ❖ >12,000 users
- ❖ 9,000,000 trade declarations
- ❖ over 90% processed in < 10 minutes

IMPACT OF TRADENET

	Before TradeNet	After TradeNet
Processing time/permit	2 – 7 days	within 10 mins
Fees charged	US\$6 – US\$13	approx. US\$2.10
Number of documents	4 – 35 docs	1 eForm/eDoc
Time of Submission	Office hours	Available 24 hours

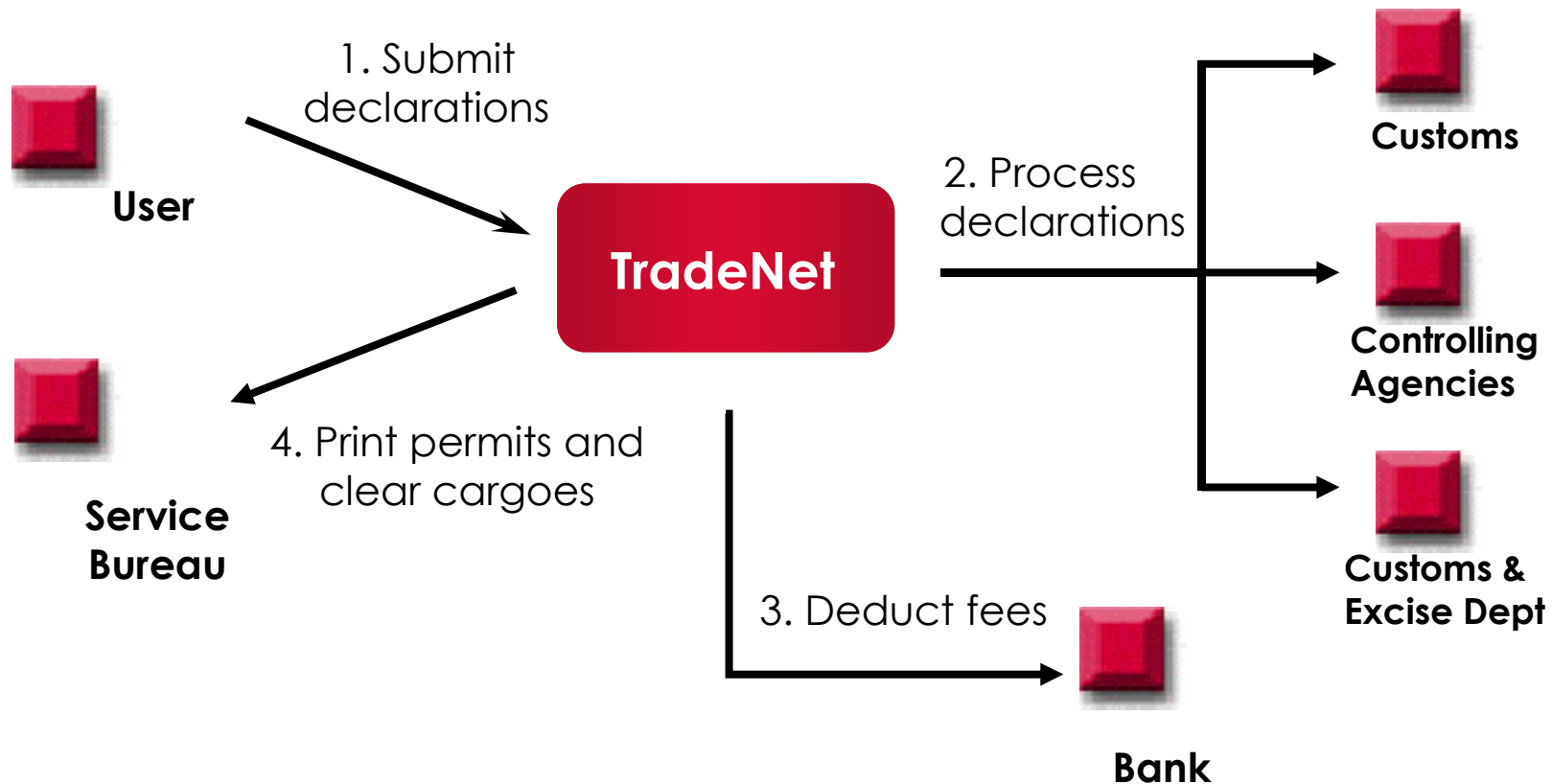
OTHER BENEFITS OF TRADENET

Characteristics	Previous Manual process	TradeNet® Benefit
1. Submission of document	Via expensive dispatch clerks/ couriers	Electronically from comforts of office (or home)
2. Time of submission	Within office hours	Available 24 hrs
3. Trips per controlling agency per document	At least 2 trips or more	NO trips required
4. Copies of document	Multiple copies	Single copy
5. Turnaround time for approval	From 4 hours to 2-7 days	Within 10 mins
6. Dutiable goods handling	Separate documents for customs processing	Same electronic document routed to customs for processing
7. Controlled goods handling	Separate documents sent to different controlling agencies for processing	Same electronic document routed to controlling agencies for processing
8. Customs duties collection	By cheque and cash	Automatic bank account deduction
9. Trade Documentation Fee	\$S\$10 per document	\$S\$2.88 per application

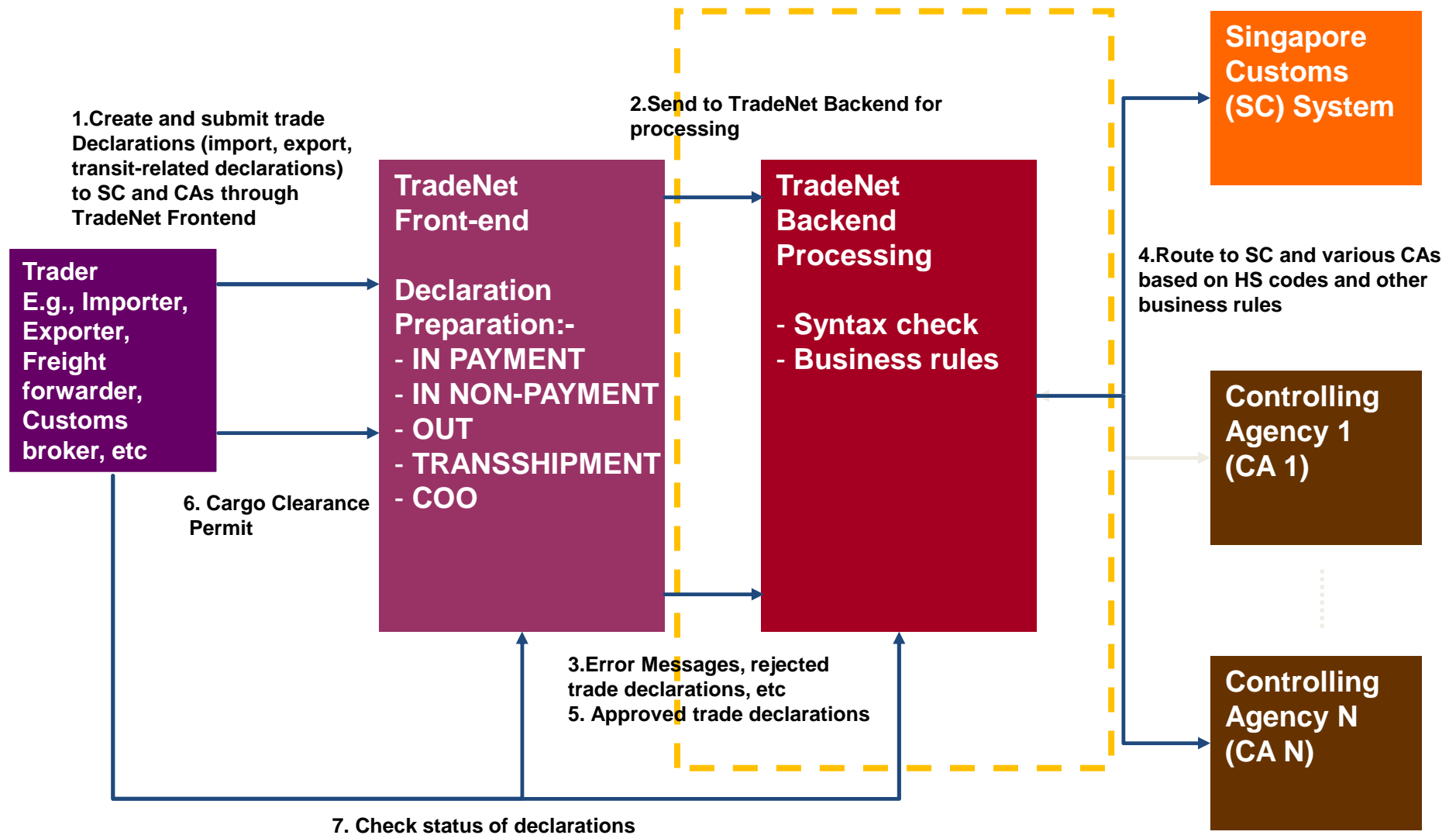


**How TradeNet
works?**

TRADING WITH TRADENET



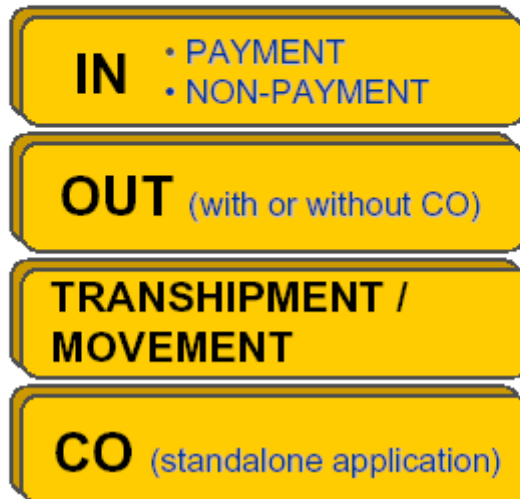
TRADE DECLARATIONS



HOW TRADENET WORKS

How to apply for Permits?

- ★ Select by **Message** and **Declaration** Type
- ★ Generally defined by **movement of goods**
- ★ Whether or not **payment** is involved



- **Copy** of approved permit declared on your behalf
- **Self-printing** of electronic true copy of permit
- **Self-printing** of Permit Listing

HOW TRADENET WORKS

IN - PAYMENT

DUTY

GST (including duty exemption)

DUTY & GST

BLANKET (including blanket GST payment & duty exemption)

IN – NON-PAYMENT

STORAGE IN FTZ

APPROVED PREMISES/SCHEMES

BLANKET (incl Blanket GST Relief and Duty Exemption)

GST RELIEF (& DUTY EXEMPTION)

SHUTOUT / DESTRUCTION

FOR RE-EXPORT

TEMPORARY CONSIGNMENTS

HOW TRADENET WORKS

TRANSHIPMENT / MOVEMENT

THRU TRANSHIPMENT WITHIN
SAME FTZ

THRU TRANSHIPMENT WITH
INTER-GATEWAY MOVEMENT

INTER-GATEWAY MOVEMENT

REMOVAL

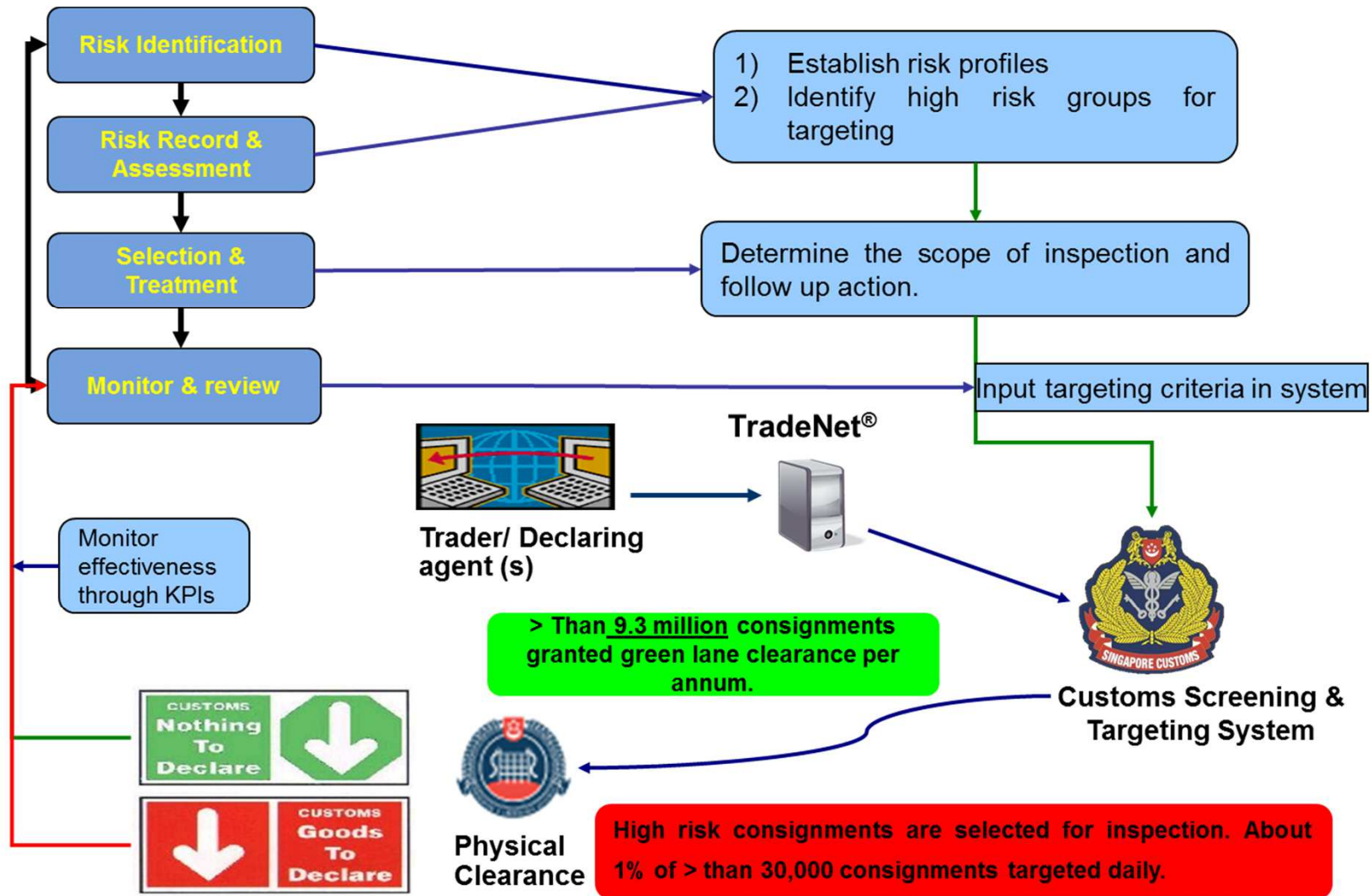
BLANKET REMOVAL

CO

CERTIFICATE OF ORIGIN

- May be submitted **jointly** with outward application or separately as a CO application
- If only CO is applied, you are still required to apply for separate outward application if not done so earlier
- CO applications may be submitted for **controlled items** to be processed jointly by SC and CAs

RISK MANAGEMENT IN TRADENET



DECLARATION

TRADEXCHANGETM

- [Change Password](#)
- [User Guides](#)
- DOCUMENT**
- New
- Update
- Delete
- Copy
- List
- SEND**
- Activate
- List/Resend
- RECEIVE**
- Activate
- List
- PERMIT**
- Cargo Clearance Permit
- REPORTS**
- Audit Trail
- Processing Status
- Exchange Rate
- CODE TABLES**
- Party
- CA/SC Product
- Certificate Type
- UTILITY**
- Mv Profile

Update Document - TRIAL (V4.1)

Home / Update Document / OUTWARD (with or without CO) - Declaration

UEN: 198800784N

Job No.: 201203015000

DecType: DRT

TptMode: Out - 4 - AIR

* indicates mandatory field.

- ✓ Header
- ✓ Detail
- ✓ Item
- ✓ Summary

Header

Please enter the following information correctly.

Declaration Type:	* OUT-DRT - Direct (including storage in FTZ) ▼
In Transport Mode:	▼
Out Transport Mode:	4 - AIR ▼
Cargo Packing Type:	* OTHER NON-CONTAINERIZED ▼
BG Indicator:	▼
Previous Permit No.:	II2A006743X
Certificate Additional Information:	
Additional Recipient 1:	
Additional Recipient 2:	
Additional Recipient 3:	
Remarks:	FOR OUT_DRT_44 TESTING

CARGO CLEARANCE PERMIT



PERMIT NO : CA2B000899U

CARGO CLEARANCE PERMIT PG : 1 OF 2

MESSAGE TYPE : OUT (WITH OR WITHOUT CERTIFICATE OF ORIGIN) PERMIT
DECLARATION TYPE : DIRECT (INCLUDING STORAGE IN FTZ)

IMPORTER:
ANGLISS SINGAPORE PTE LTD

VALIDITY PERIOD : 09/02/2012 -
22/02/2012

194800011H
EXPORTER:
HENG PENG TRADING

TOTAL GROSS WT/UNIT : 5000.000/KGM
TOTAL OUTER PACK/UNIT: 1/CRT
TOT EXCISE DUT PAYABLE : S\$ 0.00
TOT CUSTOMS DUT PAYABLE : S\$ 0.00
TOT OTHER TAX PAYABLE : S\$ 0.00
TOTAL GST AMOUNT : S\$ 0.00
TOTAL AMOUNT PAYABLE : S\$ 0.00
CARGO PACKING TYPE: CONTAINERIZED
IN TRANSPORT IDENTIFIER:

PORT OF LOADING/NEXT PORT OF CALL:
JURONG
PORT OF DISCHARGE/FINAL PORT OF CALL:
BENUT, JOHOR
COUNTRY OF FINAL DESTINATION:
MALAYSIA
INWARD CARRIER AGENT:
L.A.M. MARKETING PRIVATE LIMITED

CONVEYANCE REFERENCE NO: 19385
OBL/MAWB NO: 97463
ARRIVAL DATE : 07/02/2012
OU TRANSPORT IDENTIFIER:
HONDA CARGO CAR
CONVEYANCE REFERENCE NO:
OBL/MAWB/UCR NO:

OUTWARD CARRIER AGENT:
CARRIER SINGAPORE (PTE) LIMITED

DEPARTURE DATE : 29/02/2012
CERTIFICATE NO: 900011

PLACE OF RELEASE:
JURONG ISLAND ABC BUILDING
#01-01 POSTAL 456123
O
LICENCE NO:
IMPF00001

PLACE OF RECEIPT:
JURONG FTZ ADDRESS 2 POSTAL CODE
456123
JZ
CUSTOMS PROCEDURE CODE (CPC) :
AEO

UNIQUE REF : 198800784N 20120209 5001

CARGO CLEARANCE PERMIT PG : 2 OF 2
(CONTINUATION PAGE)

PERMIT NO : CA2B000899U

CONSIGNMENT DETAILS

S/NO	HS CODE	CURRENT LOT NO	PREVIOUS LOT NO
MARKING	CTY OF ORIGIN	BRAND NAME	MODEL
PACKING/GOODS DESCRIPTION	HS QUANTITY & UNIT		
CIF/FOB VALUE (S\$)			

01	03062130		
09	BRANDLESS BRAND 123456 123456 123456	20100922DRT03	123467890A 123467890B
ROCK LOBSTER & OTHER SEA CRAWFISH FRESH OR CHILLED			1.0000 TNE
(TNE)			10000.00

S/NO	CA/SC PRODUCT CODE	CA/SC PRODUCT QTY & UNIT
01	PCC08X	5.0000 TNE

TRADER'S REMARKS

TN OUTDEC DRT 03 IS FILED TOGETHER WITH CO TYPE 2

CONTAINER IDENTIFIERS

01	ABCI2345	FCL 20 005 1234
02	AZUI2345	FCL 40 010 5678
03	CCUI2345	FCL 45 015 9012

NO UNAUTHORISED ADDITION/AMENDMENT TO THIS PERMIT MAY BE MADE AFTER APPROVAL

NAME OF COMPANY: CRIMSONLOGIC PTE LTD - (CUSTOMER SERVICE CENTER)

DECLARANT NAME : TESTING 33

DECLARANT CODE : XXX11142

TEL NO : 69877888

CONTROLLING AGENCY/CUSTOMS CONDITIONS

Y96 - APPLICATION IS APPROVED ON CONDITION THAT DECLARANT/ EXPORTER HAS EXERCISED DUE DILIGENCE TO DETERMINE THAT THE GOODS ARE NOT CONTROLLED UNDER STRATEGIC GOODS (CONTROL) ACT & A STRATEGIC GOODS PERMIT IS NOT REQUIRED.

FOR ALL ITEMS.

A51 - APPROVED BY SINGAPORE CUSTOMS.

FOR ALL ITEMS.

A10 - APPROVED BY AVA (SEAFOOD). THIS CCP ALSO SERVES AS AN AVA PERMIT FOR ITEMS UNDER AVA CONTROL UNDER SECTION 6 OF WHOLESOME MEAT AND FISH ACT.

FOR ALL ITEMS.

Y99 - SPECIMEN PERMIT ONLY

Z10 - APPROVED BY SINGAPORE CUSTOMS SUBJECT TO THE CONDITION THAT YOU COMPLY WITH THE REQUIREMENTS OF THE COMPETENT AUTHORITY.

EEE - END OF CARGO CLEARANCE PERMIT.

UNIQUE REF : 198800784N 20120209 5001



PERMIT NO : CA2B000899U

CARGO CLEARANCE PERMIT PG : 1 OF 2

MESSAGE TYPE : OUT (WITH OR WITHOUT CERTIFICATE OF ORIGIN) PERMIT
DECLARATION TYPE : DIRECT (INCLUDING STORAGE IN FTZ)

IMPORTER:
ANGLISS SINGAPORE PTE LTD

VALIDITY PERIOD : 09/02/2012 -
22/02/2012

194800011H
EXPORTER:
HENG FENG TRADING

TOTAL GROSS WT/UNIT : 5000.000/KGM
TOTAL OUTER PACK/UNIT: 1/CRT
TOT EXCISE DUT PAYABLE : S\$ 0.00
TOT CUSTOMS DUT PAYABLE: S\$ 0.00
TOT OTHER TAX PAYABLE : S\$ 0.00
TOTAL GST AMOUNT : S\$ 0.00
TOTAL AMOUNT PAYABLE : S\$ 0.00
CARGO PACKING TYPE: CONTAINERIZED
IN TRANSPORT IDENTIFIER:

PORT OF LOADING/NEXT PORT OF CALL:
JURONG
PORT OF DISCHARGE/FINAL PORT OF CALL:
BENUT, JOHOR
COUNTRY OF FINAL DESTINATION:
MALAYSIA
INWARD CARRIER AGENT:
L.A.M. MARKETING PRIVATE LIMITED

CONVEYANCE REFERENCE NO: 19385
OBL/MAWB NO: 97463
ARRIVAL DATE : 07/02/2012
OU TRANSPORT IDENTIFIER:
HONDA CARGO CAR
CONVEYANCE REFERENCE NO:
OBL/MAWB/UCR NO:

OUTWARD CARRIER AGENT:
CARRIER SINGAPORE (PTE) LIMITED

DEPARTURE DATE : 29/02/2012

CERTIFICATE NO: 900011

PLACE OF RELEASE:
JURONG ISLAND ABC BUILDING
#01-01 POSTAL 456123
O
LICENCE NO:
IM0F00001

PLACE OF RECEIPT:
JURONG FTZ ADDRESS 2 POSTAL CODE
456123
JZ
CUSTOMS PROCEDURE CODE (CPC) :
AEO

UNIQUE REF : 198800784N 20120209 5001

CARGO CLEARANCE PERMIT PG : 2 OF 2
(CONTINUATION PAGE)

PERMIT NO : CA2B000899U

CONSIGNMENT DETAILS

S/NO	HS CODE	CURRENT LOT NO	PREVIOUS LOT NO
MARKING	CTY OF ORIGIN	BRAND NAME	MODEL
PACKING/GOODS DESCRIPTION	HS QUANTITY & UNIT CIF/FOB VALUE (S\$)		
01	03062130		
SG	BRANDLESS BRAND	123456 123456 12345	20100922DRT03 123467890A 123467890B
ROCK LOBSTER & OTHER SEA CRAWFISH FRESH OR CHILLED			1.0000 TNE
(TNE)			10000.00
S/NO	CA/SC PRODUCT CODE	CA/SC PRODUCT QTY & UNIT	
01	FCC08X	5.0000 TNE	

TRADER'S REMARKS

TN OUTDRC DRT_03 IS FILED TOGETHER WITH CO TYPE 2

CONTAINER IDENTIFIERS

01	ABC12345	FCL 20 005 1234
02	AZU12345	FCL 40 010 5678
03	CCU12345	FCL 45 015 9012

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NAME OF COMPANY: CRIMSONLOGIC PTE LTD - (CUSTOMER SERVICE CENTER)

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UNIQUE REF : 198800784N 20120209 5001



WORLD TRADE
ORGANIZATION

WTO Trade Facilitation Agreement

WTO TRADE FACILITATION MANDATE

Objectives:

- Expedite movement, release & clearance of goods
- Improve cooperation between customs/other authorities
- Enhance technical assistance and build capacity

Scope:

- Clarify and improve GATT Articles V, VIII & X
- Customs cooperation (mechanism for exchange of information)
- Special & Differential Treatment (SDT)
- Technical Assistance & support for capacity building

Source : Sheri Rosenow - WTO Trade Facilitation Section, Symposium Presentation, Nov 2012)

WTO TRADE FACILITATION AGREEMENT – WHERE DO SINGAPORE MEET

GATT Article X

- Publication/internet publication
- Enquiry Point for trade information
- Interval between publish and enter into force
- Opportunity to comment
- Advance rulings
- Right of appeal

GATT Article V

- Restrictions on fees and charges
- Non-discrimination
- No customs duties
- Use of guarantee

GATT Article VIII

- Disciplines on fees
- Pre-arrival processing
- Risk management
- Customs audit
- Publish average release times
- Authorized traders
- Border agency cooperation
- Review formalities and documents
- **Single window**
- Eliminate use of PSI
- Separate release from clearance



Lessons Learnt

CRITICAL SUCCESS FACTORS

Defined goal and strategies

- Reduce the cost of trade documentation
- Reduce turnaround time for trade documents
- Streamline procedures
- Simplify documentation
- Standardize data and exploit IT

Singular lead agency – TDB

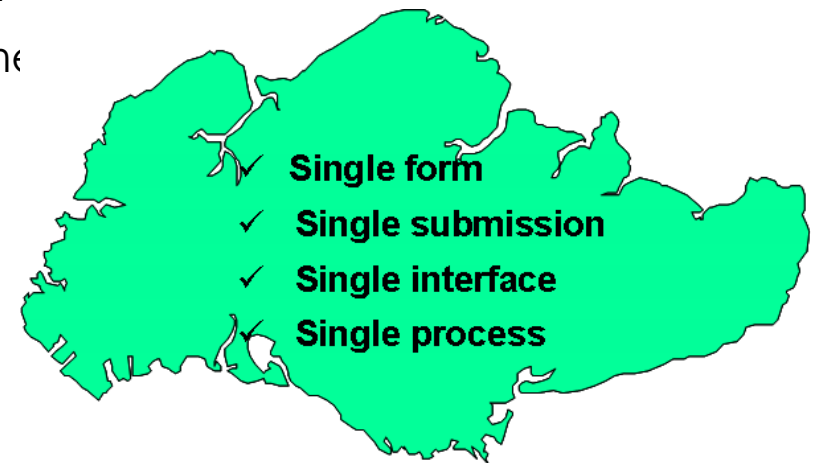
Creation of TradeNet Steering Committee

Detailed understanding of trade process

Negotiated to limit the number of forms from 20 to 1

Singular form was tested

Creation of Special Purpose Vehicle – Singapore Network Services to develop & operate TradeNet



LESSONS FROM TRADENET EXPERIENCE

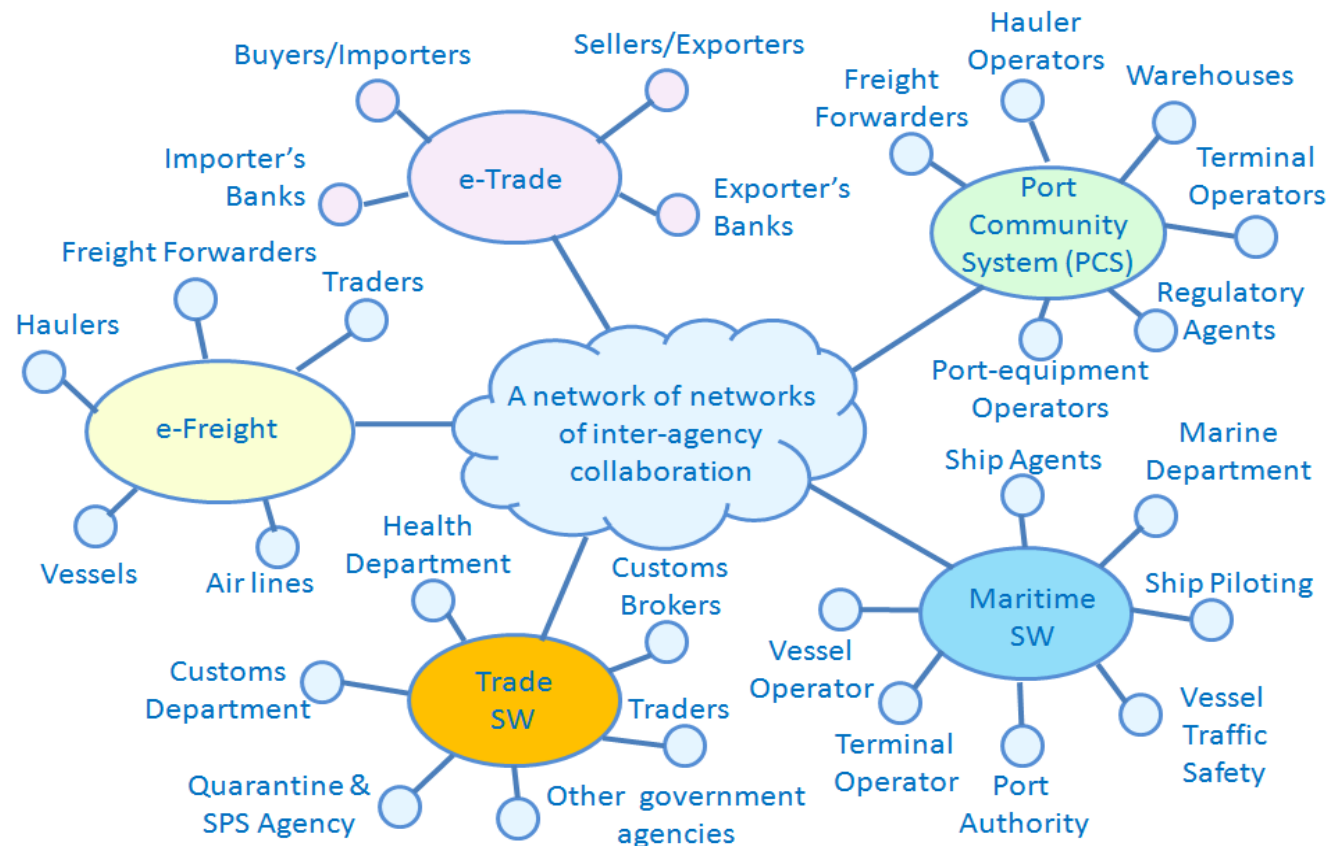
1. TradeNet evolved into an idea to enhance Singapore's global competitiveness.
2. TradeNet requires the cooperation of multiple government agencies
3. Strong sponsor like the government was important.
4. Requires new ideas and ways of doing business.
5. An influential person to champion is a critical factor. TradeNet had two influential champions.
6. Carefully planned and coordinated publicity and educational effort was instrumental to prepare the trading community to accept.
7. The adoption is facilitated when the business community could see its value immediately.
8. The executive committee and the formation of SNS were important delivery mechanisms in TradeNet's success.



Source: Neo, B. S., "Managing New Information Technologies: Lessons from Singapore's Experience with EDI"

THE FUTURE ?

The **Network of Networks of Inter-Organization** collaboration for cross-border supply chain ?





Thank you

for further information, contact:

Koh Tat Tsen, Jonathan

Director

Trade Facilitation - Centre of Excellence



CrimsonLogic

Solutions. Simplified.

CrimsonLogic Pte Ltd

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Mobile: [65] 8233 0321

Fax: [65] 6778 5277

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