

**FORUM ON TRADE FACILITATION & CUSTOMS MODERNIZATION**  
**26-28 JANUARY 2005, SINGAPORE**

	DAY 1 (26 JAN)	DAY 2 (27 JAN)	DAY 3 (28 JAN)
0900	Registration	Departure from Hotel to CrimsonLogic	Working Group Session @ IE Singapore
1000	Opening Ceremony @ Furama Hotel Ballroom 1 Photo Session Coffee Break	Unified Automated Customs Information System: Case of TradeNet @ CrimsonLogic  Speaker: CrimsonLogic	
1100	Overview of Holistic Trade Facilitation and Customs Modernization in Singapore @ Furama Hotel Ballroom 1  Speaker: International Trade Institute of Singapore (ITIS)		
1200	Lunch hosted by IE Singapore and NCS Pte Ltd @ Furama Hotel Ballroom 2	Lunch hosted by CrimsonLogic	Free & Easy
1430	Unified Tax Information System: Case of Singapore’s Information System (Inland Revenue Integrated System) @ Revenue House, 24th storey Conference Room  Speaker: Inland Revenue Authority of Singapore (IRAS)	Trade Facilitation: Role of Risk Management and Logistics Centers @ Singapore Customs  Speaker: Singapore Customs	Sentosa Tour sponsored by IE Singapore Pick-up @ Furama Hotel Chinatown Tour is scheduled to end at 1800 hrs (snacks to be provided)
1530	Modernization of Customs & Tax Services: Role of the Private Sector @ Revenue House, 24th storey Conference Room  Speaker: NCS Pte Ltd		
1900	Dinner hosted by IE Singapore and Asian Development Bank @ Raffles Hotel, East India Room	Free & Easy	

TOPIC: OVERVIEW OF HOLISTIC TRADE  
FACILITATION AND CUSTOMS MODERNIZATION  
IN SINGAPORE

SPEAKER: INTERNATIONAL TRADE INSTITUTE OF  
SINGAPORE (ITIS)

A key motivation of Singapore's customs modernization is to deliver customs services that are measurable and accountable to traders and their representatives. Performance targets (measured by processing time required) are set for all categories of services ranging from processing of customs declaration to issuance of warehouse licenses and trade certificates. The performance targets are published at the home page of the Singapore Customs' website. The constant improvement in customs services provides justification and public support for investment in custom modernization.

ITIS is the leading consultancy and think tank on trade facilitation and logistics development and is the repository of knowledge on Singapore's customs reforms and modernization. The presentation will give an overview of the reforms and modernization of Singapore's customs services, and discuss measures taken to meet the challenge of making customs services measurable and accountable to traders and their representatives, and keep the momentum of customs modernization.

TOPIC: UNIFIED TAX INFORMATION SYSTEM: THE  
CASE OF THE SINGAPORE'S INFORMATION SYSTEM,  
KNOWN AS THE INLAND REVENUE INTEGRATED  
SYSTEM.

SPEAKER: INLAND REVENUE AUTHORITY OF  
SINGAPORE (IRAS)

There are many similarities between customs modernization and tax modernization through information and communications technology. This session provides an opportunity for country delegates to exchange views with officials from the IRAS and gain insight into the measures taken by the IRAS to modernize tax services, including

- Reorganizing the tax administration along the functional lines (rather than on the types of taxes collected);
- Re-engineering and streamlining internal procedures to reduce administrative cost and increase staff accountability;
- Strengthening audit functions, changing attitude toward taxpayers, conducting consultations, and reducing costs for compliance; and
- Introducing an integrated information system to provide one-stop tax services.

TOPIC: MODERNIZATION OF CUSTOMS AND TAX  
SERVICES: ROLE OF THE PRIVATE SECTOR

SPEAKER: NCS PTE LTD

This session includes presentations and visit to a Singapore's leading company, NCS Pte. Ltd., that plays a key role in modernizing Singapore's customs and tax services, and providing back-office support for maintenance and upgrading.

TOPIC: UNIFIED AUTOMATED CUSTOMS  
INFORMATION SYSTEM: THE CASE OF TRADENET

SPEAKER: CRIMSONLOGIC

The TradeNet is considered the world's first nationwide electronic trade documentation system that approves permit applications almost instantaneously. Contributing to Singapore's pro-business environment, this revolutionary system increases efficiency and lowers business costs for the trading community. This session includes presentations and demonstration of the TradeNet.

TOPIC: TRADE FACILITATION: ROLE OF RISK  
MANAGEMENT AND LOGISTICS CENTERS

SPEAKER: SINGAPORE CUSTOMS

This session includes a brief presentation, followed by visit to the Singapore Port for risk management practices, and the role of logistics centers in trade facilitation.

The Singapore Customs has effectively used risk management and customs intelligence to facilitate trade and reduce incidences of illicit trade. The risk management system has significant enhanced effectiveness of the large scanner machines deployed at the Singapore Port.

Effective trade facilitation requires efficient handling and cost reduction not only at border-crossings, but also at “behind-the-border” inland-clearance points and logistics centers. Integrated logistics services have become a powerful tool for trade facilitation. Singapore has emerged as the logistics leader in Asia. Over 5,000 major transnational companies have chosen Singapore as their Southeast Asian logistics and distribution hub. There are more than 6,000 logistics companies in Singapore that provide integrated logistics services to transnational companies.

The presentation and site visit will explain how Singapore provides integrated logistics services at ports and Free Trade Economic Zones and leverage its logistics strength to attract foreign direct investment and services.