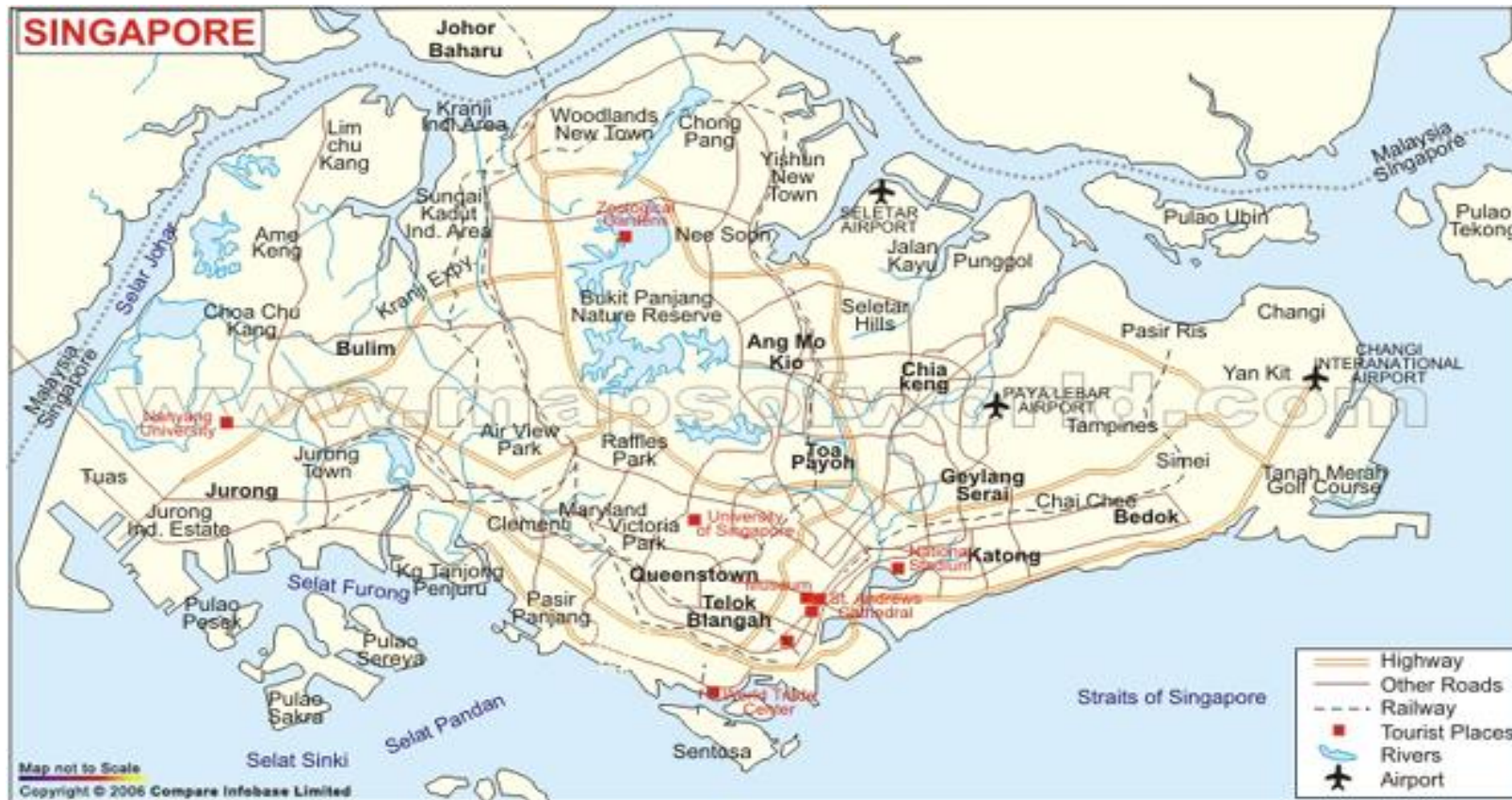

CAREC Workshop on Single Electronic Window Development

The Singapore Experience

**CHAN FOOK SENG
TESVIN CHOON
16 JULY 2009**

The Singapore Experience

ADB



Singapore's TradeNet System

The logo for the Asian Development Bank (ADB), consisting of the letters 'ADB' in white serif font on a dark blue square background.

Background

- operational since 1989
 - idea originated back in 1979
 - Committee on National Computerization (CNC) was established in 1979
 - National Computer Board (NCB) was established in 1980
-

Singapore's TradeNet System

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The Need for TradeNet

- Maintain status as reliable trading nation of integrity
- Shortage of labour in the 1980s
- Need for quicker turnaround of goods for JIT inventory management
- First recession for Singapore in 1985
- Competition from Hong Kong in 1986 - created Trade oriented EDI system

Singapore's TradeNet System

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The Development of TradeNet

- Spearhead by STDB
 - TradeNet Steering Committee created
 - Committee divide into sub group:
 - sea shipping
 - air shipping
 - various government agencies
 - Reduce 20 forms into single online form
-

Singapore's TradeNet System

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- Minister for Trade and Industry announced Tradenet project in 1986 to speed up work
 - Singapore Network Services (now CrimsonLogic Pte Ltd) was created to own and operate the TradeNet System
 - First transaction was a shipping application submitted on 1 Jan 1989
-

Singapore's TradeNet System

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Cost involved (in 1989)

- Direct capital cost of TradeNet development was in excess of S\$20 million.
- User pays a one-time set up fee of about S\$1500 and yearly maintenance fee of about S\$1200.
- User pays S\$6.50 for each transaction or declaration made through the system.

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Assistance to Small Firms

- Tap on facilities of service centres
- Go direct to STDB where data would be captured by available officers
- STDB open public terminals where access and assistance could be obtained for modest fee

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Redeployment of staff

- Staffs affected sent for further training and upgrading and deployed to other sections

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Benefits from TradeNet

- Turnaround time reduced from 3-4 days to 15 minutes
- 20 forms reduced to 1 form
- Faster compilation of more accurate and complete external trade statistics
- Custom duties pre-paid through electronic means and Customs receive payments faster.

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Enhancements to TradeNet

- In 1999, TradeNet made to be Y2K compliant
 - Processing time reduced to one to two minutes
 - Migrated into web-based platform where TradeNet can be access via Internet instead of lease lines
-

Singapore's TradeNet System

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Issues for System Development and Implementation

- Lead Agency
 - Primary Users of the System
 - Support from Private Sector
 - Partial Government Grants and Financial Assistance
-

Singapore's TradeNet System

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- Training and Technical Support
 - Secrecy of Processing Criteria and Data
 - Legislative Powers for New System
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Critical Success Factors

- Commitment at the Highest Level
- Multi-Agency Steering Committee
- Sub-Committees
- Establishment of a Corporate Vehicle
- Technical Service Providers
- Phased Implementation
- Establishment of Document Service Centers

THANK YOU