FACTSHEET: National Trade Infrastructure

1.   Trade is the lifeblood of Singapore. A typical supply chain for international trade is complex and can involve up to 25 parties and generate 30-40 shipping documents. At each stage of the supply chain, goods, money and information change hands. An efficient supply chain helps Singapore-based companies cut operational costs and increase competitiveness.

2.   In 1989, Singapore implemented TradeNet®, to serve as the single trade permit clearing house. It is the world's first National Single Window, incorporating Whole-Of-Government [1] trade regulatory requirements. With TradeNet®, companies could submit a single electronic trade declaration that fulfils all relevant government agencies' cross border regulatory requirements.

3.   TradeNet® has greatly enhanced Singapore's competitiveness as businesses could take up a trade permits electronically and 99% of the permits will be approved in less than 10 minutes. Today, TradeNet® remains one of the most efficient nation-wide trade documentation system in the world, and processes an average of 9 million permits annually, with annual trade value of S$900 billion worth.

4.   In Oct 2007, Singapore Customs together with Infocomm Development Authority of Singapore has implemented TradeXchange®, to expand the efficiency of Business-to-Government to Business-to-Business in the supply chain. TradeXchange® aims to integrate the businesses across the supply chain, to enjoy more efficient exchange of data and document. By automating data extraction and eliminating the need for multiple data entries, TradeXchange® has helped to improve businesses' efficiency, lower costs and increase their competitiveness. For example, the TradeXchange® Permit Preparation Service has allowed the freight forwarders to cut down their permit preparation time by up to 50%, and marine cargo insurance application by up to 90% of the time.

5.   With the current contract for TradeNet® and TradeXchange® expiring in Oct 2017, Customs and IDA are taking this opportunity to revamp the existing TradeNet®, TradeXchange® and Customs' backend systems, eCustoms, to one that provides greater resiliency and alignment to further strengthen thrust in Singapore's trading system and creating values to businesses. The new system, tentative known as, new National trade Infrastructure, is a keystone project to Government.

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[1] Today, there are 12 government agencies with 35 Controlling Units.

Singapore Customs Call Centre Service

1. Singapore Customs Call Centre is one of the main and critical touch points for all customs matters. It plays an integral role in providing a holistic customs experience to our customers. In order to attain better customer service and at the same time achieve call reduction, there is a need to step up the current Call Centre capability through the introduction of additional scope such as enhanced SLAs, ability to capture detailed call data to conduct data analytics, tracking of callers' past history of interaction with Customs, provide self-help options to retrieve information and etc.

2. The scope of the Customs Call Centre Service will cover the setup, operate and manage a cost effective call centre service support that meets the required service levels. It shall have the ability to capture detailed call data to conduct data analytics, tracking of callers' past history of interaction, provide self-help options to retrieve information

3. The Customs Call Centre service shall be supported by the following capabilities :

   a. Customer Relation Management (CRM) System capable of managing different modes of communication, e.g. by calls and emails;

   b. Interactive Voice Response System (IVRS) with a customer-centric design that best meets the needs of the customers and ability to provide self-help services;

   c. Telephony System capable with the ability to manage incoming and outgoing calls to/from Customs Call Centre hotline;

   d. Voice Logger for tracking of calls made to and from the Government and Customer Service Officer (CSO);

   e. Call Monitoring System with the ability to monitor call volume threshold, display real-time service performance trigger alerts, generate standardise reports and ad-hoc customised reports; and

   f. Knowledge Management Services that can be used for reference, learning and building up of knowledge.

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