



SINGAPORE CUSTOMS MEDIA RELEASE

THUMBS-UP FOR SINGAPORE CUSTOMS' SMOOTH IMPLEMENTATION OF THE UNIQUE ENTITY NUMBER (UEN) IN TRADENET®

Singapore Customs has successfully implemented the use of the Unique Entity Number (UEN) as the identification number for trading entities in the TradeNet® system since 1 January 2009.

2 The UEN replaces the Central Registration Number (CRN) used previously by members of the trading community in their import, export, transshipment and payment declarations submitted through TradeNet®.

3 As part of a government-wide initiative, entities in Singapore were issued with a UEN from 1 January 2009. The aim of the UEN is to standardise the identification number of an entity across different government agencies. Prior to the implementation of the UEN, entities in Singapore needed multiple identification numbers to interact with different government agencies. With the UEN, entities can conveniently interact with different government agencies using just one UEN. Hence traders no longer need to register separately with Singapore Customs for a CRN in order to make import and export declarations through TradeNet®.

Seamless Implementation

4 TradeNet® users gave the thumbs-up for Singapore Customs' smooth management of the transition from CRN to UEN, including the extensive outreach and support provided to the trade to prepare and facilitate their adoption of the UEN.

5 The switch involved the conversion of some 100,000 records of registered traders and manufacturers within Singapore Customs' internal systems from CRN to

UEN. Conversion data from CRN to UEN was also made available to the trade to facilitate their preparations for the transition to UEN.

6 Feedback from the trading community on the implementation of the UEN has been positive.

7 DHL Express Singapore – Hub’s General Manager, Brad Harris said, “We are very pleased that the Singapore Government has implemented the UEN initiative; and that the conversion has been managed seamlessly. As DHL Express Singapore deals with numerous, literally thousands of clients, the UEN provides us with a one-off identification number for each company we interact with. Moving forward this will assist us in streamlining processes as part of our drive to continuously sharpen our focus on the needs of customers. In addition, the background preparation and extensive UEN outreach programme managed by Singapore Customs thoroughly prepared and supported us during implementation.”

8 Ivy Liew, Section Manager for Customer Care, Kewill-IPACS e-Solutions (S) Pte Ltd added, “From creating awareness of UEN to acting as a facilitator between IDA, Kewill-IPACS and traders in the process, Singapore Customs has played an instrumental role. They even went the extra mile of helping traders to get their UEN converted in the nick of time just before the cutover. In the long-term, the UEN will lower maintenance and administrative cost, and enhance business turnaround time.”

9 For more information on the UEN, please visit www.uen.gov.sg

10 Members of the public who may have queries on the use of their UEN for TradeNet® declarations may email Singapore Customs at customs_documentation@customs.gov.sg

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