



Global e- Trading Services Limited
商貿易服務有限公司

A Subsidiary of Computer And Technologies Holdings Limited
科聯系統集團有限公司附屬機構

Let us get back to what we are supposed to do, and shine! –



Experience in the New Age of Government Electronic Trading Services

“We are very pleased with the result of our teamwork with Global e-Trading Services Limited (Ge-TS).” Said Mr. Francis Tse, Manager, Sales Administration Finance & Admin Team of Samsung Electronics Hong Kong. “Ge-TS’ solution has realized our objective to streamline our daily trade declaration preparation so that we can release our staff from the daily menial chores and re-focus our attention on what we should do – think, plan, manage, and innovate.”

To stay atop among the many competitors in the industry, Samsung always strives to improve its operation efficiency and productivity by embracing new technologies. Samsung was one of the pioneer companies to submit government trade declaration through electronic data interchange (EDI) 7 years ago, well before Government announced the termination of submission of trade declarations on paper. However, despite switching to a more sophisticated mode of submission to Government, there was little improvement in terms of Samsung’s operation in that regard in the past. A team of staff was still involved in data entry, photocopying and filing of trade declaration related documents on a full-time basis. The work was monotonous with frequent manual errors. The only difference was, instead of typing the trade declaration information on paper, they were keying it into the computer system. Re-submission of data due to processing error was almost a daily routine. Besides, database corruption was not unusual, and the effort spent in recovering the data was horrendous. Due to the limitation of the system, it was also difficult to track whether trade declarations had been submitted for all their shipments, and it was not infrequent that they were penalized by Government for late trade declarations submission.

“This shouldn’t have happened at all,” Francis was wrecking his brain to come up with a way to resolve these problems. “How can we make use of shipping information like air waybill numbers and bill of lading numbers to ensure that all the shipments are declared? Is there a way that we can enter the data quickly without spending time to open and close each data field in the system? Is there an easy way to make use of the trade declaration reference number to retrieve the records of the related shipment?” Francis had the vision of how the problems could be solved, all he needed was to find the right technical partner to develop the means to do it.

When Ge-TS approached Francis with an all-in-one service proposal in late 2003, he knew he had finally found the right partner. “It was an exciting proposal,” as Francis recalls, “Suddenly the requirements that had been in my head all these years were in the pipeline”. After a few weeks, Francis’ team was already using the system that they had been wanting for a long time.

Firstly, Ge-TS provides an express method for staff to prepare the required trade declaration information efficiently. The new method also allows the users to use the shipment information to check whether the same trade declaration has been submitted repeatedly, or whether the trade declaration for a certain shipment is omitted. There is also a function for the users to tie the submitted trade declaration information with their internal records stored in various in-house systems. On each successful submission, a unique reference will be established automatically by the system and relate to the corresponding files to facilitate file retrieval.

“At first we were skeptical whether Ge-TS would be able to help us, as Ge-TS was a new kid on the block while our service provider who had been serving us for 7 years was not able to meet our critical requirements. We were wondering whether they would have sufficient domain knowledge to understand our needs and to help us. Yet, we soon found that we had the same wavelength and the solution was developed and successfully implemented after a few meetings. The solution is a reality now. The system is stable, the operation is smooth and the workload of our staff has been much reduced. Recently, we received a phone call from the Customs and Excise Department enquiring a certain trade declaration. Instead of spending hours or even days, as we did in the past, it took us only 30 seconds to search for the whole set of related documents and settle the case with the Government. We can now release our staff from menial chores, and let them focus on tasks of higher values like workflow improvement, better management and planning,” Francis said.

It is Samsung’s vision to be a world-leading company as Mr. Kun-Hee Lee, Chairman and Chief Executive Officer of Samsung, highlights the conglomerate’s need to keep growing, changing, innovating and striving to improve as means to achieve its challenging goal. It is Samsung’s mission to continue to embrace new means and new technologies for improving their operation, and Ge-TS is now an important IT partner on Samsung’s way to realize its goal.

Looking ahead, Francis has a few words to share with the local business leaders. “In today’s dynamic environment, Hong Kong companies are required to adapt to changes and increase their competitiveness. Automation is an effective way to achieve this. Capable staff is our asset to drive the company forward and we cannot afford to allow them to do menial repetitive tasks, which should be done by computers or machines. Let us get back to what we are supposed to do and shine!” concludes Francis. ■

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盡本份才能顯光芒 -



分享政府電貿服務新紀元之經驗

「我們非常滿意和商貿易服務有限公司(“商貿易”)合作的成果，」香港三星電子營運管理課，財務及管理部經理謝思遠先生說著。「商貿易的解決方案實現了我們要簡化日常處理報關工作的目標，我們的職員可以從日常沉悶重複的機械性工作中抽身出來，將我們的注意力重新放在我們應該做的事，也就是思考、計劃、管理和創新。」

為了在激烈的競爭中保持領先的優勢，三星電子經常採用最新的技術去改良運作效率及生產力。遠在七年前，在香港政府取締紙張報關之前，三星電子已經是少數採用電子方式去遞交進出口報關的先驅者之一。但先進的傳送模式，未能為三星電子在報關的運作方面帶來太大的改進。一整隊同事每天仍然需要將全部時間花在數據輸入、影印有關文件及存檔等工作。這些工作不但沉悶，亦容易發生手民之誤。當時的報關模式唯一的分別，就是將報關資料輸入電腦系統而不是打在報關表上。因為系統處理錯誤而需要將數據再三傳送的問題，差不多每天都發生。此外，資料庫損壞亦時常發生，不少時間都花在重組數據方面。因為系統的限制，要弄清楚所有進出口貨物都有報關是非常困難的，而因為過期報關而被政府罰款的情況並不罕見。

「這些問題是不應該發生的，」謝思遠為了要解決這些問題傷透腦筋。「如何利用提單號碼等資料去確保所有貨物都有報關？可否用一個更簡單直接的方法去輸入數據，而不用花時間在開關關在軟件裏的各式各樣的資料欄？是否有一個更好的方法去利用報關編號去提取有關的檔案紀錄？」謝思遠的腦海中已經有了解決方案的構思，但苦無一個技術上的伙伴去開發及落實這個方案。

當商貿易在二零零三年底接觸三星電子時，謝思遠一看商貿易所提出的全方位建議時，他知道他已經找到合適的伙伴了。「那是一個令人興奮的建議書，」謝思遠回想。「在我腦海中多年抽象的構思，一下子都變成事實。」幾個星期後，謝思遠的同事已經在使用商貿易為他們特別設計，他們期待已久的報關系統。

商貿易的系統為三星的同事們提供一個特快的方法，讓同事們直接及更有效率地處理報關資料。這個方法亦可以讓同事們利用貨物運送的資料去檢查貨物是否重覆報關或遺漏了報關。這個系統亦有一個功能，讓同事們很容易地將已遞交政府的報關和各種用不同格式儲存在三星電子內部電腦系統內的有關文件連結起來。每一份報關在成功傳送至政府後，系統會自動分配一個獨特的參考號碼，將有關的檔案連結起來，方便提取。

「起初我們對商貿易能否幫我們解決問題，確實有點懷疑。商貿易是一個新的電子報關服務供應商，而我們當時的服務供應商為我們提供了七年的服務，還未能解決我們關鍵性的問題。那時，我們未能完全相信商貿易有足夠的範疇專業知識，去真正了解我們面對的問題及提供解決方案。但很快我們發現大家的想法都是一致的。

幾次會議後，解決方案就已經完成開發及安裝妥當。商貿易的系統非常穩定，運作順暢，同事們的工作量亦減輕了很多。最近，我們收到海關就某一份報關的電話查詢。我們在三十秒內已經可以將全套檔案紀錄提取出來，完成這項查詢。以往我們需要幾個小時甚至幾日的工夫，現在我們幾十秒就可以完成了。我們的同事可以將精神力集中在工作流程的改善，管理的改進和策劃等更有價值的工作上。」

三星電子主席及行政總裁李健禧先生指出，三星電子的目標，是成為一家領導世界的公司，要達到這個目標就必需要不斷的成長，改變，創新及追求完善。三星電子的任務就是不斷採用新方法及新技術去改善運作，而商貿易就是三星電子走在成功路的一個重要的資訊科技伙伴。

展望未來，謝思遠有幾句說話要和本地的同儕們分享：「在今日充滿動力的環境，香港公司必需要迎合環境的變遷去增強競爭力。自動化是一個有效的方法去達成目的。有能力的同事是公司寶貴的資產，他們的能力應該運用在使公司進步的工作上，而不是在重覆沉悶，應該由電腦或機器去做的工作上。讓我們做回我們的本份，發揮我們的光芒！」■



Ge-TS is licensed by the Hong Kong SAR Government as a service provider for Government Electronic Trading Services (GETS).

商貿易為政府指定服務供應商，提供政府電子貿易服務。

computer ■ ■ technologies

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