

DTTN 帶來三贏局面

助香港印度商會加快辦證工作

DTTN Brings all-round Benefits and Helps ICC Accelerate CO Applications



「DTTN (數碼貿易運輸網絡) 為我們帶來三贏局面，無論對客戶、商會，甚至是DTTN本身均有好處。」香港印度商會總裁尹歡慶先生直言使用DTTN後各方面均可受惠。

在還沒有使用DTTN前，紮根於香港55年的香港印度商會所提供的轉口產地來源證申請服務均以人手處理。尹先生指出，客戶往往要前來兩趟，首先要遞交文件，再回來取證才能成功辦妥；一旦有錯漏，便要花上一倍的處理時間。

他說：「從前全面以人手操作，客戶先要輸入資料及準備文件。我們收到客戶文件後，便要在自己的電腦系統中輸入相同資料。無形中，重複了輸入資料工序，令審批程序變得繁複。在貨運高峰期時，申請轉口產地來源證數目大大增加，由於全部以人手操作，往往會出現應接不暇的情況。我們須要投放大量人力資源，不單要重複輸入資料，而且為確保準確無誤，部份人手要負責覆查。另外，我們也要不停地提高服務水平以滿足客戶需要，因此加快轉口產地來源證申請的工序也為我們增添壓力。」

「在使用DTTN後，便能避免重複輸入資料的麻煩。客戶在申請轉口產地來源證時資料會直接透過DTTN，傳送到我們的電腦系統，服務質素得以提升。申請獲得確認後，確認文件連同轉口產地來源證編號便會自動透過系統傳送給客戶。因為過程不涉及人手操作，這樣一方面可將出錯機會減至最低，另一方面亦能縮短回覆客戶的時間。」

「現在，根據香港海關現行規定，所有出口商及轉口商在出口後的14天內均要報關。基本上，大部分申請轉口產地來源證的資料與申請報關的大致相同。以往，客戶須要就兩項申請重新輸入相同的資料，但有了DTTN的出現，客戶便能將申請轉口產地來源證的資料，自動傳送到ValueNet申請報關，提高營運效益。」

目前，透過DTTN向香港印度商會申請轉口產地來源證的客戶不斷遞增，他們對此方法均感到滿意，客戶反應也屬於正面。尹先生估計，透過DTTN處理辦證，客戶可減省一半的工序，而商會亦可節省三成工作時間，未來也可配合將推行的道路貨物資料系統計劃(Road Cargo System；ROCARS)，一舉幾得。

“DTTN brings all-round benefits to clients, us and DTTN itself”, says F. H. Wan, Director of the Indian Chamber of Commerce, Hong Kong (HKICC). Mr. Wan indicates that all parties can benefit from employing DTTN (Digital Trade and Transportation Network).

Before using the DTTN, the Origin Certification – Re-export service offered by HKICC (founded in 1952) was mostly handled manually. Mr. Wan states that clients needed to come twice, as at first they had to submit the application document and then return to get the certificates. If there was an error, handling times would then be doubled.

Mr. Wan says: “In the past, for wholly-manual processing, clients needed to input data and prepare the application document. When we received their documents, we would input the same data in our own computer system. Thus, it duplicated the process of inputting data and complicated the approval process. During the peak season for cargo shipment, the number of Re-export CO applications increases significantly. As the whole process was done manually, it was difficult for our staff to handle all of those applications at the same time. In fact, we had to devote a lot of human resources not only to re-enter data, but also review the documents in order to maintain accuracy. On the other hand, we strive to improve services so as to meet clients’ needs, which accelerate our pressure on processing the Re-export CO applications.”



他說：「現在，所有辦公室均設有電腦，電子化已是大勢所趨。相信，ROCARS 全面實施後，對於中小企來說，使用 DTTN 亦有一定的幫助。基本上，申請轉口產地來源証、報關及 ROCARS 所需的資料文件大致相同，三者息息相關。透過使用 DTTN 這個電子平台，便不用重複輸入資料，三項申請一併處理。除了可提高效率外，也可省卻繁複的工序，而且亦可避免因重複輸入而出現的人為錯誤。屆時，只要有電腦的地方，甚至是咖啡室，出口商可以不受地域及時間限制，由早上 7 時至 11 時，利用 DTTN 等網上電子平台辦理各類型簽證及報關，大大增加其工作的靈活度及效率，令電子平台的效用發揮得最大。」■

“After using DTTN, information in clients’ application documents will be transferred to our computer system directly via the DTTN. This eliminates the process of re-entering the same data into our system and also improves service quality to our clients. Once the application is confirmed, confirmation documents together with the Re-export CO Certificate Number will automatically be sent to our clients. The whole process does not require any manual effort, reducing the chance of making mistakes and minimising our response time to clients’ applications.”

“According to current Hong Kong customs regulations, all exporters and re-exporters are required to submit trade declarations within 14 days after export. Basically, most of the information required for Re-export CO applications is the same as that for trade declarations.

In the past, clients needed to input the same data separately for these two documents. With the implementation of DTTN, clients can easily transfer the information in their Re-export CO application to ValueNet for trade declarations, which indeed enhances operational efficiency.”

At present, the number of clients applying for Re-export COs via DTTN is increasing gradually. In general, clients are all satisfied with the new approach and their responses are positive. Mr. Wan expects that by employing DTTN, clients workload can be reduced by 50% and the Chamber can also save 30% of the processing time. In the future, this can also be in line with the implementation of the Road Cargo System (ROCARS).

Mr Wan adds: “Now, all offices are equipped with computers and e-commerce development is definitely the new trend. We believe that after the implementation of ROCARS, it will be most helpful for small and medium-sized enterprises. Indeed, the information required for Re-export CO applications, trade declarations and ROCARS is closely connected and nearly the same. Through DTTN, these three applications can be handled simultaneously to enhance efficiency, avoiding duplicate work processes and potential human errors induced by re-entering the same information. Then, wherever there’s a computer, even in coffee shops, exporters can apply for similar certificates and trade declarations via DTTN and other on-line electronic platform from 7am to 11pm without any time and location constraints. This is obviously helping with maximizing operational flexibility and efficiency and enhancing the applicability of electronic platforms.” ■

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