



CUSTOMS AND EXCISE DEPARTMENT

Ref No: Customs 0116/86/Vol 11

Circular No: Circular No 15/96

Date:

10 May 96

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All Customs TradeNet Users

TRADENET DISRUPTION ON 4 MAY 96

We apologise for the downtime to your TradeNet system on 4 May 96. It was due to a hardware failure at our Data Centre. The CED database system failed at around 2 am. There was an irrecoverable hardware failure on one of the disk packs which contained the TradeNet database. As a result, all TradeNet jobs were held back. New fault tolerant disks were formatted for use to recover and move the TradeNet database out from the affected disk packs into the new fault tolerant disks. Our TradeNet service was back to normal on the same day at 6 pm after the needful database recovery and application recovery.

2 During this 16-hour downtime, we are very pleased to note that there were only 19 manual permits that had to be issued at our end to cover for urgent consignments which were mainly ad hoc supplies of sea-stores to vessels calling at our ports. The rest of the imports, exports and transhipments were covered by permits which were obtained a day or two earlier. We are thankful to the trading community for having cultivated this good practice of obtaining the required permits in advance which helped us to pull through our system failure without any adverse slow down in the clearance of goods at the entry/exit points.

3 Once again, we apologise for the service disruption on 4 May 96. Thank you for your good house-keeping practice of obtaining your required permits in advance at the earliest opportunity when your shipment information is known.

TAY CHNG YEOW
CHIEF INFORMATION OFFICER
for DIRECTOR-GENERAL OF CUSTOMS & EXCISE

