

## FACT SHEET

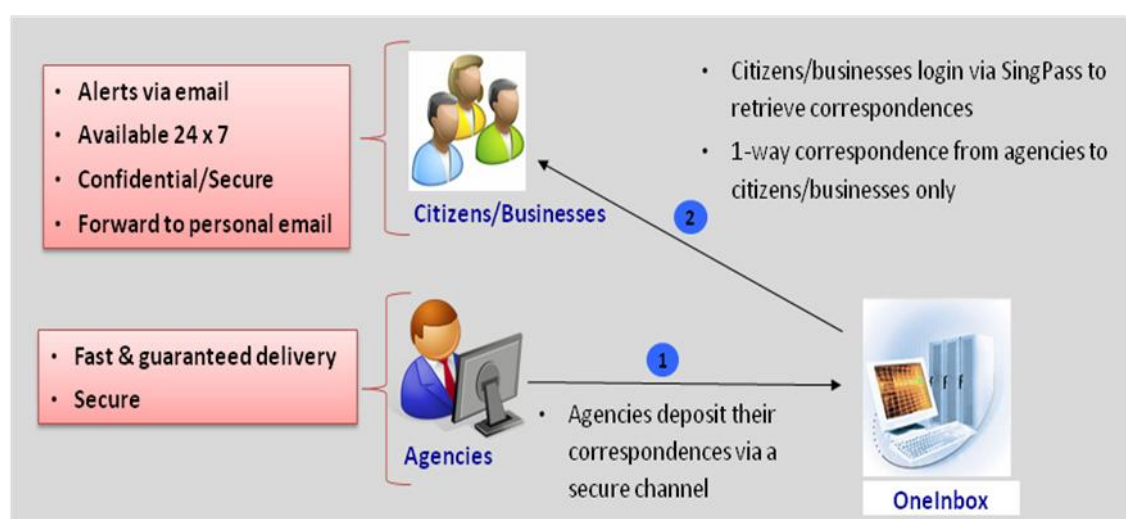
### ONEINBOX

OneInbox is an electronic service that allows individuals and businesses to receive correspondences from government agencies. When it is launched in the second half of 2012, individuals will be able to access OneInbox through the eCitizen portal ([www.ecitizen.gov.sg](http://www.ecitizen.gov.sg)) using their SingPass. OneInbox will subsequently be extended to the business community, such that businesses can also choose to receive government correspondences electronically via a single and secured platform.

Besides providing one-stop convenience to individuals and businesses, OneInbox will also offer potential cost savings to agencies by reducing the need for hardcopy correspondences. The proposed features for OneInbox are as follows:

- Login via SingPass;
- Email alerts to notify the arrival of correspondences in OneInbox;
- Forwarding to preferred email account(s);
- Save a local copy/print friendly version of correspondences;
- Online archival/retention of correspondences;
- Hyperlink to agencies' e-payment systems if payment is required;
- Hyperlink to agencies' other e-services in response to the correspondence; and
- Allow agencies to confirm receipt of correspondences sent.

### Illustration of OneInbox Concept



## Benefits

A study conducted by Ministry of Finance (MOF) and the Infocomm Development Authority of Singapore (IDA) has revealed that close to 65% of survey respondents would like to receive correspondences from the government via electronic means. As for businesses, 66% of respondents to a survey on SPRING's eNewsletter said that they would definitely use OneInbox.

OneInbox is expected to bring greater convenience to individuals and businesses, by providing a one-stop access to all correspondences from government agencies in place of hardcopy letters. To the individuals who travel frequently, and to the approximately 180,000 Singaporeans living abroad, OneInbox allows them to access government correspondences instantly, even when they are not in Singapore.

OneInbox also allows individuals and businesses to access the history of letters they received from the government, and eliminate the need for them to call up the agencies should they misplace their hardcopy letters.

Through the integration of the OneInbox with e-services of government agencies, it will also allow individuals and businesses to perform transactions with the government immediately upon receiving the electronic correspondence. The integration with government e-services provides convenience by connecting the receipt of a notification directly to the action to be taken. The following are possible examples of usage:

- Upon receiving an electronic correspondence to renew the business registration, a business user is able to click on a link within OneInbox to directly access the Accounting & Corporate Regulatory Authority of Singapore's (ACRA) Renew Business Registration e-Services.
- Upon receiving an "Advice to Self Employed Persons" letter from the Central Provident Fund Board (CPF Board), an individual is able to click on a link within OneInbox to directly access CPF Board's electronic enquiry/feedback service if he/she likes to find out more.

An open tender to develop and maintain OneInbox was called in January 2011 and CrimsonLogic Pte Ltd was appointed in August 2011. Details are currently being developed and will be made available when ready.

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