

Table of Contents

Survey of Establishments (E-commerce) FAQ.....	2
1. Why is there a need to conduct this survey?	2
2. What is E-commerce revenue?	2
3. My firm has no e-commerce activities. Do I still need to complete the survey?	2
4. Which transaction type does E-commerce revenue derived from GeBIZ fall under?	2
5. In the definition, what does “other online system” refer to?	2
6. If orders were received via mobile phones, does it contribute to E-commerce revenue?	2
7. If orders were received via residential/office number, does it contribute to E-commerce revenue?	3
8. If orders were received via electronic mail (e-mail), does it contribute to E-commerce revenue?	3
9. If queries were received via electronic mail (e-mail) which led to a sale, does it contribute to E-commerce revenue?	3

Survey of Establishments (E-commerce) FAQ

1. Why is there a need to conduct this survey?

This survey collects information of your firm's online presence and e-commerce activity for statistical purposes. The statistics will be used to study how firms are leveraging the internet for their businesses, as well as to develop indicators to better monitor the evolving e-commerce landscape.

2. What is E-commerce revenue?

E-commerce revenue refers to the revenue earned from the sale of goods and services whereby your company receives orders or agrees on the price and terms of sale via online means. This includes transactions through your company's website, third-party websites (e.g., online marketplaces, food delivery platforms), mobile applications, extranet or Electronic Data Interchange (e.g., GeBIZ, which is the Singapore Government's one-stop e-procurement portal). This excludes agreement through telephone calls, facsimile and emails. Payment and delivery may or may not be made online.

3. My firm has no e-commerce activities. Do I still need to complete the survey?

As this survey collects information relating to firms' online presence in addition to e-commerce activities, firms with no e-commerce activities are still required to complete the survey. If your firm has no online presence and/or e-commerce activities, please respond appropriately to the relevant questions in the survey form.

4. Which transaction type does E-commerce revenue derived from GeBIZ fall under?

Please indicate under Business-to-Business (B2B).

5. In the definition, what does "other online system" refer to?

The "other online system" refers to any Web-enabled application/system (regardless of how the Web is accessed (e.g. through a mobile phone, extranet or Electronic Data Interchange)) that allows your company to receive orders or to negotiate on the price and terms of sale.

6. If orders were received via mobile phones, does it contribute to E-commerce revenue?

Yes, if orders were received via the Internet or via any Web-enabled application.
No, if orders were received via a phone call/ short message service (SMS).

7. If orders were received via residential/office number, does it contribute to E-commerce revenue?

No, orders were not received via the Internet or any other online system.

8. If orders were received via electronic mail (e-mail), does it contribute to E-commerce revenue?

No.

9. If queries were received via electronic mail (e-mail) which led to a sale, does it contribute to E-commerce revenue?

No.