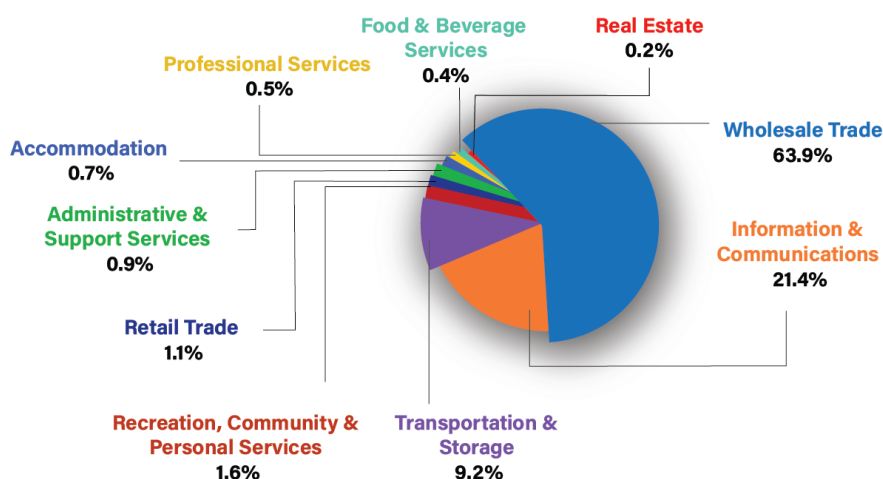


E-commerce Revenue of the Services Sector

The total e-commerce revenue¹ of the Services Sector² in Singapore was \$260.9 billion in 2019, accounting for 7.1% of total Services Sector's operating receipts.

The Wholesale Trade, Information & Communications and Transportation & Storage industries accounted for more than 90% of the overall sector's e-commerce revenue in 2019.

Share of E-commerce Revenue by Industry, 2019

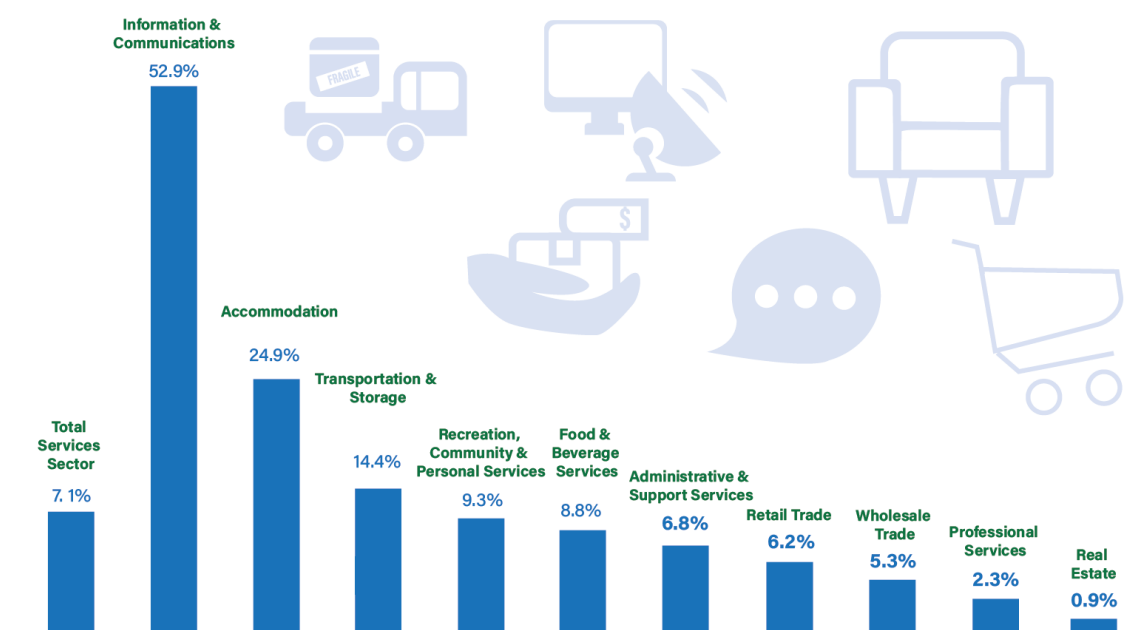


¹ Refers to the revenue earned from the sale of goods and services whereby the company receives orders or agrees on the price and terms of sale via online means, e.g. through company's website, third-party websites, mobile applications, extranet or electronic data interchange (e.g. GeBIZ in Singapore's context). It excludes agreement through telephone calls, facsimile and emails. Payment and delivery may or may not be made online.

² Exclude Financial & Insurance Services and Public Administration Activities

Among the services industries, the Information & Communications industry recorded the largest e-commerce share to its industry's operating receipts at 52.9% in 2019. This was due mainly to web portal services such as online marketplaces and search engines.

Percentage Share of E-commerce Revenue to Industry's Operating Receipts, 2019



E-commerce revenue of the Services Sector was mainly contributed by Business to Business transactions. In 2019, Business to Business transactions accounted for 88.1% of all e-commerce revenue.

Industries in which majority of e-commerce revenue came from Business to Business transactions were Professional Services, Wholesale Trade, Real Estate, Transportation & Storage, Administrative & Support Services and Information & Communications as their clients tend to be from businesses. On the other hand, consumer-facing industries such as Recreation, Community & Personal Services, Accommodation, Food & Beverage Services and Retail Trade generated majority of their e-commerce revenue from Business to Consumer transactions.

E-commerce Revenue by Type of Transaction, 2019

