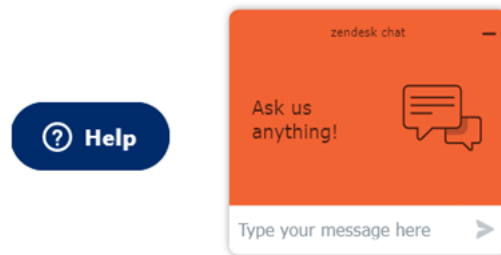**GS1 Singapore: A New Way to Reach us**

Visitors to GS1 Singapore website will notice a box at the bottom right corner to get "Help" or "Ask us anything".

The live chat feature will allow visitors to engage with the GS1 Singapore team easily and quickly. Instead of having to comb through the website to find help, visitors can now chat with our team live, and have their questions answered quicker than before.

Below are a few areas that can be resolved through the live chat:

- General enquiries
    - About GS1 Singapore
    - GS1 standards solutions like the Barcode
    - The use of GS1 standards for Retail, Online Marketplaces, Food Services, Healthcare, Technical Industries, Transport and Logistics sectors

- GS1 Singapore Membership enquiries
    - General queries
    - Membership queries
    - Application matters
    - Fee related queries
    - Billing
    - Errors

- GS1 Singapore weCATALOG (GS1 Singapore Members' Portal) enquiries
    - General queries
    - Trouble with account/login
    - Technical support in using weCATALOG

- GS1 Singapore Value Added Services and Solutions enquiries
  - The DNA Hub for Digital Content Creation
  - REAL QR Solution for Brand Protection
  - Data Validation Services
  - Legal Entity Identifier or LEI
  - Barcode Verification Service
  - Becoming a GS1 Singapore Solution Partner

Visitors will still have the option to contact us through our hotline or email us on these questions, or for further assistance. With the additional chat option, we are pleased to be able to provide the answers to any questions to help visitors make their business decisions faster.

About GS1 Singapore

Established in 1987, GS1 Singapore is part of the not-for-profit GS1 Global Standards organisation based in Belgium, Brussels with offices in over 115 countries. We are also affiliated to the Singapore Manufacturing Federation, a premier trade association in Singapore. GS1 Singapore works with organisations and agencies to promote and drive the adoption of the most widely used open standards for supply chain management in the world. GS1 Singapore serves multiple sectors including retail, online marketplaces, food services, healthcare, technical industries, transport and logistics. Our member companies have benefited as a result through the enhancement of operational efficiencies, supply chain interoperability and visibility. Visit: www.gs1.org.sg.

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