Thailand

National Single Window &

ASEAN Single Window

Administration and Development of Information Exchange for Import, Export, and Logistics Division
Thai Customs Department
24 September 2019
Thailand National Single Window

01 NSW Overview
Background and Governance Structure

02 NSW Implementation
Thailand National Single Window updated status

03 The Way Forward
Planning and Direction

04 Challenges and resolutions
Sharing the experience
The evolution of Thailand National Single Window

<=1997
Isolated Organization
Face-to-Face Services

1998
Customs EDI Services
UN/EDIFACT and XML

2006
Multi Single Electronic Windows
ebXML/XML
PKI/Digital Signature & other standards

2008
National Single Window (Integrated Single Window)
ebXML/XML
PKI/Digital Signature & other standards

2011
ASEAN Single Window and other International cross-border data exchange
ebXML/XML
PKI/Digital Signature & other standards

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Single Window Features

Single Entry
The single point of data submission

Electronic Information
It is not just replacing paper

Standardized Information and Document
Harmonization is required

Submitted once
Single transmission to multiple destinations
Driving Mechanism for Thailand National Single Window

Policy Level
National Logistics Development Committee

Management Level
Sub-committee on the National Single Window Administration and Development

Operational Level
Administration and Development of Information Exchange for Import, Export, and Logistics Division
National Single Window Services Operator

Mission
Policy for Development Strategy
System Management and Security
Services Development and Creation
Help Desk/Call Center

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02 NSW Implementation

Thailand National Single Window
The Participating agencies in the National Single Window (NSW)

<table>
<thead>
<tr>
<th>Commercial Banks</th>
<th>Government Agencies</th>
<th>Entrepreneurs</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>37</td>
<td>≈ 9,000</td>
</tr>
</tbody>
</table>

- **Commercial Banks**: 17
- **Government Agencies**: 37
- **Entrepreneurs**: Importers, Exporters, Transit Operators, Shipping companies, Airlines, Marine Insurances, Private ports, Customs Brokers, Freight Forwarders

Trades > 100,000
National Single Window in 2021

Shipping Line
Air Line
GHA/*
TMO**
Importer
Exporter
Freight Forward
Customs Broker
Hauler
Insurance

Business Stakeholders

G2G
B2G

e-Customs
Single Entry Form
e-Payment

NSW Operator
NSW Operator supports the data submission through Single Window Entry and manages the import, export procedures with the regulatory agencies using Business Process Management

Web Register
e-tracking
Developer Analysis
Help Desk / Call Center
National Data Set

G2G
B2G

e-Payment
Global Trade Exchange
Automatic data exchange

NSW
Web Register e-tracking Developer Analysis Help Desk / Call Center National Data Set

Regional Trade
ASEAN Single Window

Government Agencies

37 Government Agencies

e-Permit/License
Social Security System
Certificate of Origin ("CO")

Cargo and Land Transport Regulatory SW
Maritime Regulatory SW
Air Regulatory SW

Purchase Management
Delivery Management

Certificate of Origin ("CO")
Cargo and Land Transport Regulatory SW
Maritime Regulatory SW
Air Regulatory SW

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Single Entry for hazardous substances

8 Agencies

- Food and Drug Administration
- Department of Energy Business
- Department of Fisheries
- Defence Industry Department
- Department of Agriculture
- Department of Industrial Works
- Department of Livestock Development
- Office of Atom for Peace
- Thai Customs Department

importer

Notification info. request

Import declaration info.

Notification info. request

Import declaration info.

Notification info. request

Import declaration info.
Single Entry for Marine Insurance Policy

1. Send application for marine insurance Policy
2. Send application for marine insurance Policy
3. Send marine insurance Policy
4. Send marine insurance Policy

Insurance Companies

Importer

Thai Customs Department

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Single Entry for Rubber export

Application for Rubber Certificate (Before export)

1. Request for rubber certificate
2A. Analysis data for Rubber
2B. Rubber certificate data
3A. Request for rubber certificate
3B. Analysis data for Rubber
4. Analysis data for Rubber
5. Rubber certificate data
6. Rubber certificate data

Exporter

Private Laboratory (Certified by Department of Agriculture)

Rubber Authority of Thailand

Department of Agriculture

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Single Entry for Rubber Export

Application for Customs LPI and CESS LPI (Before export)

1. Exporter
   - Request for Customs LPI
   - Request for CESS LPI

2. Customs LPI data
2A. Request for Customs LPI
2B. Request for CESS LPI

3. CESS LPI data
3A. Customs LPI data
3B. CESS LPI data

4. Thai Customs Department
4A. Customs LPI data
4B. CESS LPI data

5. Export declaration info.

6. Thai Customs Department
   - Export declaration info.

Departments:
- Department of Agriculture
- Rubber Authority of Thailand
- Thai Customs Department

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Single Submission of the Import Manifest

Ship Owner/Ship Agent

1. Import Manifest

2. Import manifest

Port Authority of Thailand
(Bangkok Port and Laem Chabang Port)

Marine Department

Thai Customs Department
Single Submission of the Cargo Control Report

1. Cargo control report (Verified Gross Mass)

2. Cargo control report (Verified Gross Mass)

Port Authority of Thailand
(Bangkok Port and Laem Chabang Port)

Thai Customs Department

Exporter/Customs Broker
Reprocessing...

SUGAR

RICE

RUBBER

FROZEN PRODUCT

HAZARDOUS SUBSTANCES
STATISTICS OF E-TRANSACTION

Top 5 electronic documents exchanged through National Single Window

1. Air way bill
2. Export declaration
3. Import declaration
4. Air cargo Manifest
5. License

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NSW e-Tracking

1. Input Reference No. / Scan QR Code
2. Choose country’s issuing License/permit

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NEW SERVICE

Uploading Supporting Document

Entrepreneurs

Government Agencies

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03 The Way Forward
Thailand National Single Window
Business to Government

1. Single Entry Form for hazardous substances
2. Single Entry Form for Sanitary and Phytosanitary Certificate
3. Single Entry Form for Certificate of Origin
4. Marine insurance Policy

2019 Planning and Direction
The exchange of Single e-CO Application via NSW

1. Send application for e-CO
2. Send approved e-CO
3. Bank (NPMS)
   - Reply to the payment request
   - Send the payment request
   - Reply to the payment result
4. Send application for e-CO
5. Send approved e-CO
6. ASEAN Economics Community (AEC)
   - Respond to the receipt
   - Forward approved e-CO
7. Exporter
   - Upload/search supporting document
   - Retrieve supporting document information
8. Issuing Agencies
   - Search supporting document
   - Retrieve supporting document information

Uploading Supporting Document
The exchange of **Single e-SPS Application** via NSW

1. **Exporter**
   - Upload/search supporting document
   - Retrieve supporting document information

2. **Bank (NPMS)**
   - Send application for e-SPS
   - Send approved e-SPS
   - Search supporting document
   - Retrieve supporting document information
   - Search supporting document
   - Retrieve supporting document information

3. **Relevant agencies**
   - Send approved e-SPS
   - Send application for e-SPS
   - Respond to the receipt
   - Forward approved e-SPS

4. **ASEAN Economics Community (AEC)**
   - Send application for e-SPS
   - Send approved e-SPS
   - Retrieve supporting document information

5. **Quarantine Agencies**
   - Respond to the payment result
   - Send the payment request
   - Search supporting document
   - Retrieve supporting document information

6. **Exporter**
   - Search supporting document
   - Retrieve supporting document information

7. **Bank (NPMS)**
   - Search supporting document
   - Retrieve supporting document information

8. **Exporter**
   - Search supporting document
   - Retrieve supporting document information
2019-2021 Planning and Direction

1. National Single Window Operator
2. Port Community System & Air Community System
3. Electronic Form E
4. Single Entry for license of agricultural products
5. The exchange of ACDD and e-SPS with AMS
6. Government services of import, export and logistics
04 Challenges and Resolutions

Thailand National Single Window
Challenges and Resolutions

**Laws and Regulations**
Review and revise the laws and regulations to eliminate the redundant responsibilities among agencies.

**Budget**
Allocate the budget to the agencies to develop all electronic transactions.

**Elevation**
Push forward the NSW data linkage of some agencies to complete for all their controlling goods.

**KPI**
Define the KPI for each agency to develop the application for permit/license linking via National Single Window.

**Awareness**
Raise the managerial or administration level’s awareness to proceed with the tasks following the policy of THAILAND 4.0.

**E-Payment**
Push forward the development of e-Payment by relevant agencies linking via NSW to facilitate the traders.
The Architecture of National Single Window To Be e-Trade Facilitation of Thailand

- Bank & Insurance
- ITMX
- NSW
- AEC Community
- ASW
- NSW Operator
- ebXML
- HTTPs
- HTTPs/Lease Line
- HTTPs/Internet
- HTTPS/GIN
- Web Application
- Thai Customs Dept. and Other Government Agency
- CA Provider CAT & TOT & TDID
- VAS 1
- Mail/SMTP
- Web Service
- VAS 2
- Mail/SMTP
- Web Service
- VAS 3
- Mail/SMTP
- Web Service
- VAS 4
- Mail/SMTP
- Web Service
- VAS ......
- Exporter
- Importer
- Shipping Line
- GHA/*
- TMO**
- Air Line
- Freight Forward
- Customs Broker
- Hauler
- Insurance

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ASEAN Single Window
ASEAN Single Window

01 Background and Concept for ASEAN single window

02 ASW: Development and Implementation

03 ASW: Challenges and Experience
Background and Concept for ASEAN single window
In Line with the ASEAN Agreement

PART III
DEVELOPMENT OF THE ASEAN SINGLE WINDOW

Article 5
Obligations of Member Countries


2. Member Countries shall ensure that their line ministries and agencies co-operate with, and provide necessary information to their Lead agency in accordance with their national laws in the development and implementation of their National Single Windows.

3. Member Countries shall make use of information and communication technology that are in line with relevant internationally accepted standards in the development and implementation of their National Single Windows.

4. Member Countries shall work in partnership with industries and businesses to support the establishment of their National Single Windows.
ASEAN Single Window (ASW) Conceptual Model

- Customs
- OGA
- Banking and Insurance Agency
- Transport Community
- Trading Community

National Single Window

Secure Connectivity

International Link

9 National Single Windows

- Customs
- OGA
- Banking and Insurance Agency
- Transport Community
- Trading Community

Customs Declaration/Duty

Permit Approval

Payment

Manifest/Vessel/Flight/Handling Info

Commercial Documents
SINGLE WINDOW CONCEPT

UN/CEFACT Recommendation No 33

“\textit{A facility that allows party involved in trade and transport to lodge standardized information and documents with a single entry point to fulfill all import, export, and transit-related regulatory requirements. If information is electronic, then individual data elements should only be submitted once.}”

World Customs Organization (WCO)

\textit{A Single Window Environment is a cross border, intelligent, facility that allows parties involved in trade and transport to lodge standardized information, mainly electronic, with a single entry point to fulfill all import, export and transit related regulatory requirements.}

ASEAN Agreement to Establish ASEAN Single Window

\textit{Single submission, single processing and single decision making for customs release and clearance (summary)
Single Window Conceptual Model (ASEAN - ASW)

1. A Single Submission by Trader
2. A Single Processing of Data & Info
3. A Single Coordinated Consultation and Decision Making by the Customs
Single Window features

- Single Entry
- Electronic Information
- Standardized Information and Document
- Submit once
The evolution of Thailand National Single Window

I
Isolated Organization

1997

CUSTOMS EDI
Services (G2B, G2G)

1998-2006

II
UN/EDIFACT and XML (Less paper)

1998-2006

EBXML/XML
PKI/Digital Signature & Others

2006-2008

III
Multi Single Electronic Windows (G2B, G2G, B2B)

2006-2008

IV
National Single Window (Integrated Single Window)

2008-2010

EBXML/XML
PKI/Digital Signature & others

2008-2010

V
ASEAN Single Windows and other International cross-border data exchange

2011-2015

EBXML/XML
PKI/Digital Signature & Others

2011-2015

Face-to-Face Services

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Agenda

Information

02 ASW: Development and Implementation

03 ASW: Challenges and Experience
ASEAN single window: Development and Implementation
The Definition of ASEAN Single Window

ASEAN Single Window is

“The environment where National Single Windows of Member Countries operate and integrate.”

Source: Agreement to Establish and Implement the ASEAN Single Window
ASEAN Governance Structures

- ASEAN Summit
- ASEAN Economic Minister: AEM
  - ASEAN Senior Economic Officials Meeting: SEOM
    - Coordinating Committee on the Implementation of the ATIGA: CCA
  - ASEAN Economic Ministers: AEM
    - ASEAN Single Window Steering Committee: ASWSC
      - Sub-Committee on ATIGA Rules of Origin: SC-AROD
      - Legal Working Group: LWG
      - Technical Working Groups: TWG
    - Customs Procedures and Trade Facilitation Working Group: CPTFWG
  - Coordinating, Committee on Customs: CCC
    - Customs Enforcement and Compliance Working Group: CECWG
    - Customs Capability Building Working Group: CCBWG

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ASEAN Single Window (ASW)

ATIGA FORM D Implementation, since 1st January 2018

Additional documents
** Phytosanitary Certificate
** ACDD/export information

COMING SOON!

INDONESIA

SINGAPORE

THAILAND

MALAYSIA

VIETNAM

CAMBODIA

BRUNEI DARUSSALAM
Statistics of e-Form D sent to other ASEAN member states
(1 Jan 2018 – 31 August 2019)
Statistics of e-Form D received from other ASEAN member states (1 Jan 2018 – 31 August 2019)
ACDD Development

Timeline (Provisional plan)

- At least 3 participating AMS should be ready to start testing by Sep 2019
- The implementation of the ACDD is approximately in 2020
The Process Flow of e-Phyto Certificate

Timeline (Provisional plan)

- At least 2 participating AMS should be ready to start testing by July 2019
- The implementation of the e-Phyto is approximately in 2020
## ASEAN Single Window Staging Approach

<table>
<thead>
<tr>
<th>ASW Activity (tentative plan)</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brunei has e-Form D live operation</td>
<td>Apr 2019</td>
</tr>
<tr>
<td>Cambodia has e-Form D live operation</td>
<td>Jul 2019</td>
</tr>
<tr>
<td>The Philippines and Myanmar will have the additional testing for e-Form D</td>
<td>Jul 2019</td>
</tr>
<tr>
<td>The Philippines and Myanmar have expected to join the live Operation</td>
<td>Nov 2019</td>
</tr>
<tr>
<td>Lao PDR has targeted to join the live Operation</td>
<td>Dec 2019</td>
</tr>
<tr>
<td>Starting the ACDD testing phase between 3 exchanged ready member states</td>
<td>Sep 2019</td>
</tr>
<tr>
<td>Starting the C certificate testing phase between 2 exchanged ready member states</td>
<td>Jul 2019</td>
</tr>
</tbody>
</table>
Agenda

Information

03 ASW: Challenges and Experience
ASEAN single window: Challenges and Experience
How to Develop the System for Thailand Case

Planning

- Gathering, survey and study the requirement from stakeholder related with Import Export and Logistics
- Provide the study result
- Provide the Action Plan for the data Linkage between the other government agencies and stakeholder

Analysis and Design

- Analyze the study result
- Provide the Business Flow (As-is) and (To-be)
- Specify the Condition to verify the data

Implementation

- Hardware and Software set-up and installation
- Provide the XML Schema refer to the data exchange standard i.e. WCO, ISO and UN/EDIFACT
- Implement the system refer WCO Data Model by using the ebXML, XML for data exchange protocol

Testing

- Testing the network connection
- Testing the ebXML Gateway
- Testing the Backend system

Maintenance

- Monitoring and evaluate the testing
- Maintenance and repair the Software and Hardware
Previous and Current Problems /Challenges

1. MIG is incomplete data to support all processes of e Form D such as invoice country that e form D is the third country invoicing can be blank.
2. Each AMS uses the different technology such as using different technical Specification
3. ASEAN did not specify the international standard. It made each AMS have the discrepancy standard version
4. The delay or missing responses for the receipt of e Form D
5. The error of outgoing data has frequently found.
6. Lack of budget for the relevant agencies to develop the system
What’s Going on ASEAN Single Window

- Improving the quality of National Standard Data Set
- Increasing participation in single window environment
- To have all 10 AMS join the live-operation for the exchange of the ATIGA e-Form D via the ASW
- To test the additional Documents i.e. ASEAN Customs Declaration Document (ACDD) and e-Phyto Cerificate via the ASW
- Enhancing cross-border data linkage with other single window systems in other region such as ASEAN+3 by exchange of Certificate of Origin
Snapshot of NSW e-Tracking for status of e Form D
Snapshot of NSW e-Tracking for ASW

Indonesia - Thailand

Vietnam - Thailand
if you need more information...

http://www.thainsw.net
http://asw.asean.org