



**ASIA-PACIFIC  
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**Public-Private Collaboration for Trade  
Facilitation : Lessons from Thailand  
Thailand National Single Window  
([www.thainsw.net](http://www.thainsw.net))**



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# Thailand Logistics Development Strategy (2007-2011)

Source : NESDB

**Vision** World Class Logistics System to Support Thai Business and Industries

**Objectives**

1. Increase Cost Efficiency / Responsiveness/ Reliability & Security
2. Create economic value in Logistics service and support industries

**Strategic Agendas**

Business Logistics Improvement (MOI,MOA)

Transport and Logistics Network Optimization (MOT)

Logistics Service International Iization (MOC)

Trade Facilitation Enhancement (MOF)

Capacity Building (MOE,MOL, NESDB)

**Logistics Action Plan**

Urgent Logistics Development Action Plan 2007

Manufacturing Logistics Action Plan

Trade Logistics Action Plan

NSW National Action Plan

Logistics Human Resource Development Action Plan

**Public-Private Collaboration on National Logistics Enhancement**

## AEC Blue Print

Single Market and Production Base

A Highly Competitive Economic Region

A Region of Equitable Economic Development

A region Fully Integrated into the Global Economy

Thai National Single Window Promotes AEC 2015 and Global Connectivity

To enable free flow of goods information, vehicles information, passengers information, secure cross-border paperless trading and ...

To enhance National and ASEAN Region competitiveness, ICT development and utilization including ASEAN Free Trade Agreement and ASEAN Transit Procedures (government and private sectors)

To promote National and ASEAN growth of SMEs and reduce digital divided by utilizing ICT (application services for SMEs to deal with government agencies and their trading partners electronically)

To facilitate FTAs implementation and other Regional Agreements and collaborations (secure cross-border data exchange with other single window systems (APEC, ...))



**Customs  
Clearance**

## How National Single Window (NSW) and ASEAN Single Window (ASW) Facilitate Cross-Border Trade



**Customs  
Clearance**

**Permit/Certificate  
Approval**

**Permit/Certificate  
Approval**

**Payment  
Insurance**

**Payment  
Insurance**

**Manifest/  
Vessel/Flight/  
Handling Info**

**Manifest/  
Vessel/Flight/  
Handling Info**

**Commercial  
Documents**

**Commercial  
Documents**

**National and Regional Public-Private Collaboration on Trade Facilitation**

**Secure  
Connectivity**

**ASEAN  
Member  
States**

**(G2G : G2B : B2G: B2B)**

Data Linkage Complies with International Standard

## Regulatory Framework of Thailand National Single Window



Customs is a Lead Agency

# National Single Window

Committee on Regulatory Framework & Quality Assurance of National Single Window Service

Service Provider  
(VAN / VAS)

Service Provider  
(VAN / VAS)

Service Provider  
(VAN / VAS)

Bank  
Networks



Sea and Air  
Carriers

Ser Port  
Air Port

Importer

Exporter

Broker /  
Forwarder

Bank

Insurance

Logistics  
Provider

Others

National Public-Private Collaboration on Import, Export and Logistics



ICT Infrastructures and Legal Frameworks

# RFID (eSeal) For Transport & Logistics (Public-Private Collaboration Project)

- **Reduce long queuing time** at the Customs Check Points.
- Improve **efficiency of container clearance** using paperless RFID automation.
- **Detection of compromised/open container** automatically. (Prevent Smuggling and terrorism) and **improve security**.
- **Real time information and visibility** of container entering / leaving certain zone or check points.
- **Optimize the usage of human resources** for better services.
- **Improve country economy** with better trade facilitation.



## CASE 2 : LATE

สะดวก  
SADAO



คลังสินค้าสุวรรณภูมิ  
CARGO SBIA



Date : 06/07/2553

First Time Stamp

17:00:00

Last Time Stamp

15:00:00

Time Status :

LATE

## CASE 3 : TAMPER

สะดวก  
SADAO Customs House



← Warehouse  
CARGO SBIA



Date : 06/07/2553

First Time Stamp

17:00:00

Last Time Stamp

11:00:00

Time Status :

**TAMPER**

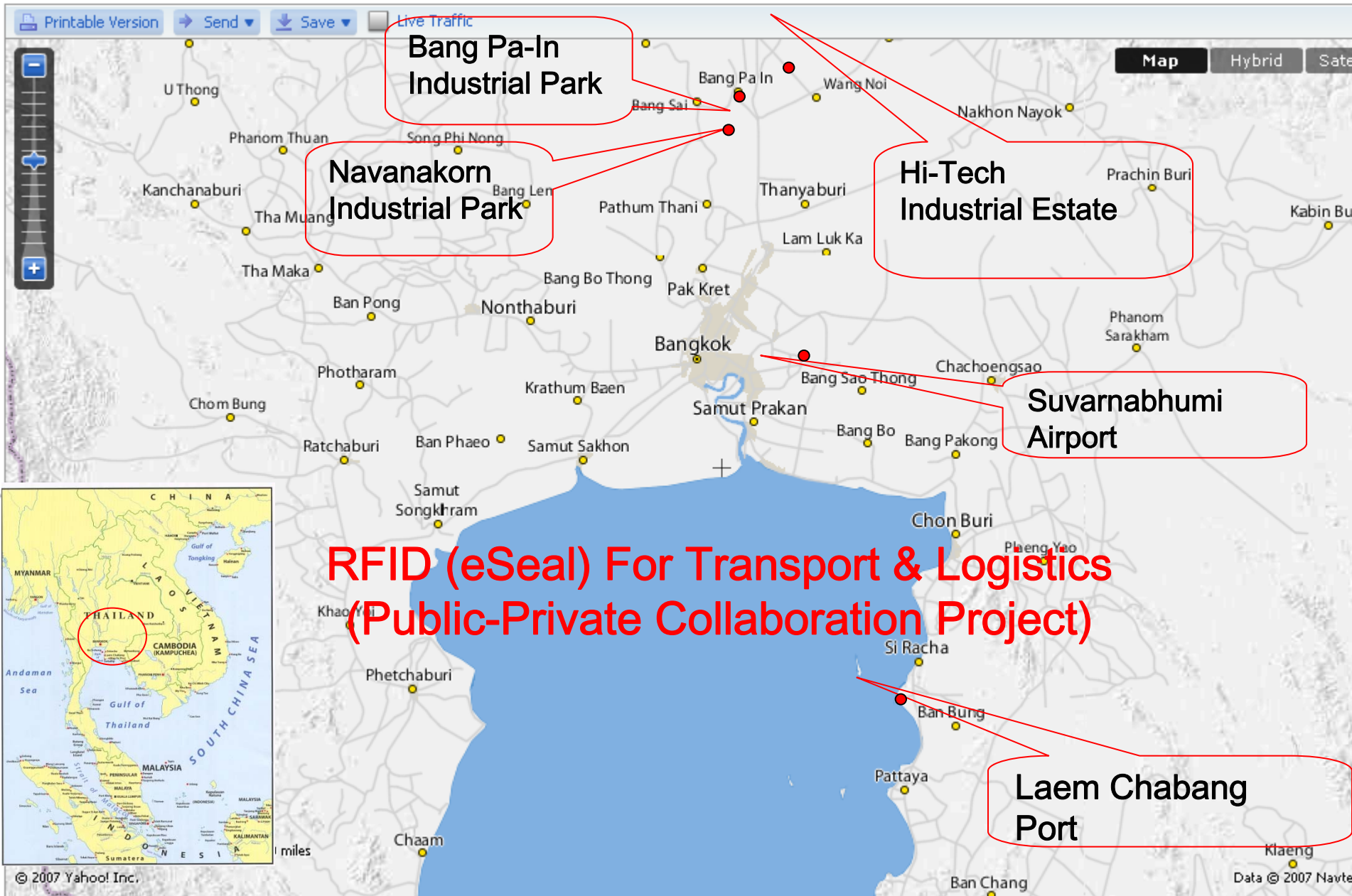


# Benefits of Using eSeal (RFID) for the Import

Procedures	Before	Present
Submit Car Manifest	Manually Upon the Arrival of Truck	Submit Car Manifest in Advance to e-Customs before the truck arrives
Customs Procedure at the Border	Manually Inspection Against the Documents	No Customs Inspection Required
Processing Time at the Border for the Import	6 Hours	5 Minutes for Locking e-Seal
At the Destination in Thailand	Manually Inspection Against the Documents	No Customs Inspection Required IF the e-Seal is not Tampered and the Traveling Time is Within the Limit
Processing Time at the Destination	1 Hour	Less Than a Minute

# Benefits of Using eSeal (RFID) for the Export

Procedures	Before	Present
Customs Procedure at the Source	Manually Inspection Against the Documents	No Customs Inspection Required
Processing Time at the Source	Hour	5 Minutes for Locking e-Seal
Customs Procedure at the Border	Manually Submit Car Manifest and Customs Inspection	Submit Car Manifest in Advance to e-Customs Before the Truck Arrives
Processing Time at the Border	2-3 Hours	Less Than a Minute



# Enhances Cargo Clearance Efficiency (2008)



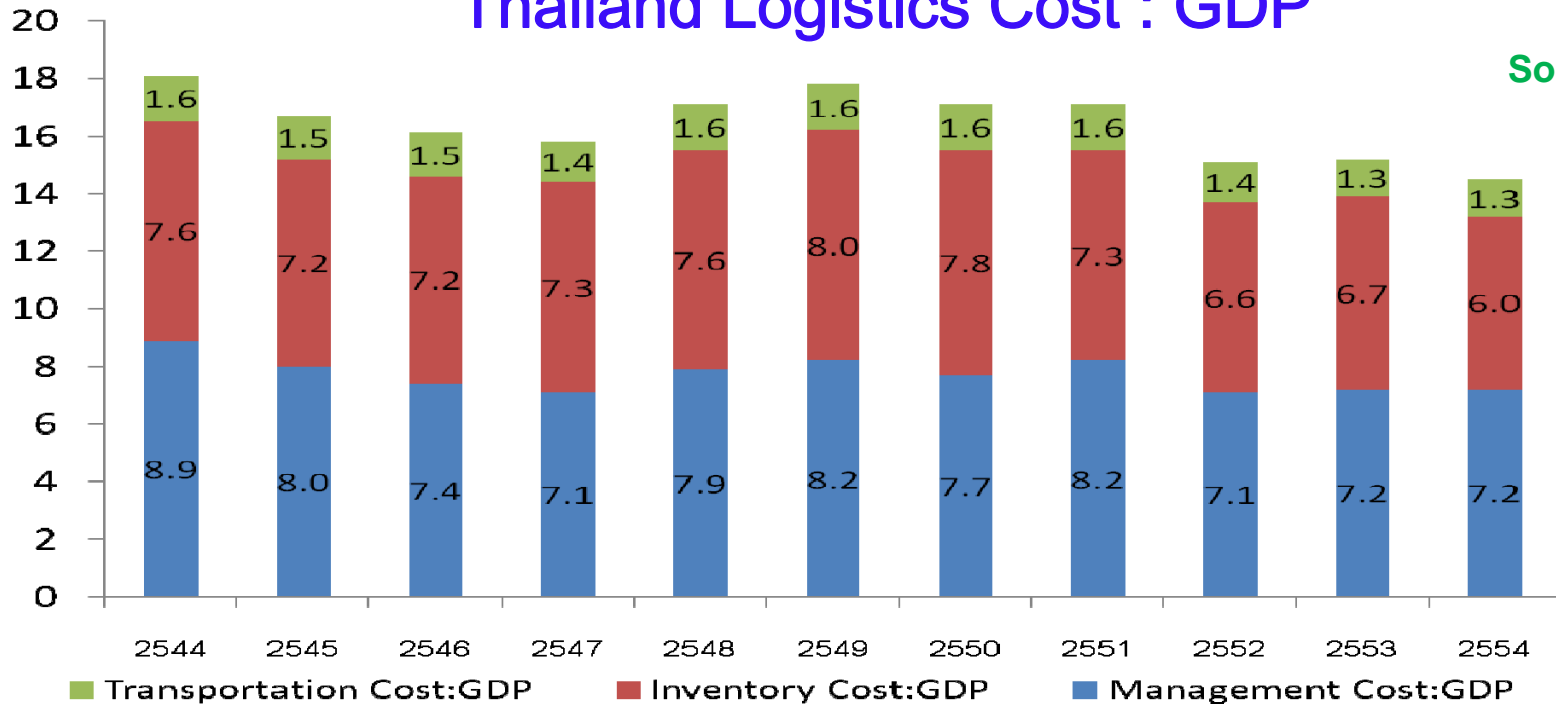
e-Import  
e-Export  
e-Payment  
e-Express  
e-Manifest  
e-Licensing  
e-Certificate  
RFID (e-seal)  
e-Tracking

9,400 users serving about 100,000 traders

# National Single Window : Potential Benefits

## Thailand Logistics Cost : GDP

Source : NESDB



## National Single Window Improves Cargo Clearance Efficiency

Customs Services	Before 1998	1998-2007	2008-Present
Human Intervention	6-8 steps	2-4 steps	0 -1 step (green-red)
Document (Copies)	5	1-3	0 -1 (green-red)
Intervention Time	3-10 Days	½ - 1 Day	0-1 hour (green-red)
Turn around Time	3-10 Days	10- 30 Minutes	95% < 5 Minutes

# Lessons Learned

- ❑ Require a Strong Lead Agency for Single Window implementation including Change Leaders and Change Agents to coordinate, simplify and streamline business processes and procedures among relevant parties.
- ❑ Adopt phased implementation of NSW in case of having different readiness of IT utilization and limited resources allocation.
- ❑ Improve relevant laws and regulations to support NSW operation and enable information exchange among cross-border agencies .
- ❑ Conduct harmonization of import and export data requirements in line with international standards and recommendations
- ❑ Conduct capacity building programs and public relation as many times as possible
- ❑ Need national and ASEAN legal frameworks to enable live data exchange of G2G partnerships among ASEAN Member States
- ❑ Establish public-private collaboration for sharing resources to develop the pilot project for secure cargo movement and facilitating goods in transit and other trade facilitation programs.





Thank you