Background and Governance Structure

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
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
- System Interface Management Division for Import, Export, and Logistics
- National Single Window Services Operator

Mission
- Policy for Development Strategy
- System Management and Security
- Services Development and Creation
- Help Desk/Call Center
The Conceptual Model of Thailand NSW

Trading Communities

Web Self Registration
Web e-Form (Trader and Agency)
Single Window Entry
Community e-Tracking
National Standard Data Set

NSW Portal

Web Self Registration
Web e-Form (Trader and Agency)
Single Window Entry
Community e-Tracking
National Standard Data Set

NSW Primary Site
ASW / International Gateway
Community Gateway and Partner Management
Message Process Orchestration & Transformation
Business Activity Monitoring

NSW Secondary Site
ASW / International Gateway
Community Gateway and Partner Management
Message Process Orchestration & Transformation
Business Activity Monitoring

Government Information Network (GIN) and Private Networks

The Customs Department
Department of Foreign Trade
Industrial Estate Authority
Department of industrial works
Department of Livestock Development
The Revenue Department
The Board of Investment
Department of Fisheries
The National Bureau of Agricultural Commodity and Food Standards
The Fine Arts Department
Department of Energy Business
Office of the Cane and Sugar Board

Department of Primary Industries and Mines
Department of Mineral Fuels
Department of Land Transport
Office of Atoms for Peace
Defence Industrial Department
Department of Provincial Administration
Department of Agriculture
Department of Medical Sciences
Department of Forestry
Department of Internal Trade
Electrical and Electronics Institute
Department of National Parks, Wildlife and Plant Conservation

Rubber Authority of Thailand
Airports of Thailand Public Company Limited
Marine Department
The Civil Aviation Authority of Thailand
Office of The National Broadcasting and Telecommunications Commission
Department of Disease Control
Thai Industrial Standards Institute
Port Authority
Food and Drug Administration
Aeronautical Radio of Thailand Ltd.

Department of Disease Control
Department of Medical Sciences
Department of Forestry
Department of Internal Trade
Electrical and Electronics Institute
Department of National Parks, Wildlife and Plant Conservation

Social Security Office

The Thai Chamber of Commerce and Board of Trade
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><img src="image1" alt="Bank Logos" /></td>
<td><img src="image2" alt="Government Logos" /></td>
<td><img src="image3" alt="Entrepreneur Logos" /></td>
</tr>
</tbody>
</table>

- **Commercial Banks**: 17
- **Government Agencies**: 37
- **Entrepreneurs**: ~9,000

- Customs Brokers, Freight Forwarders> 100,000
National Single Window in 2021

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

**Government Agencies**

**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.

- e-Customs
- e-Permit/License
- Single Entry Form
- Social Security System
- Certificate of Origin ("CO")
- Cargo and Land Transport Regulatory SW
- Maritime Regulatory SW
- Air Regulatory SW
- Purchase Management
- Delivery Management
- e-Insurance
- e-Cess
- Financial transactions
- Web Register
- e-tracking
- Developer Analysis
- Help Desk / Call Center
- National Data Set
- Automatic data exchange
- Global Trade Exchange
- e-Payment
- Global Trade Exchange
- e-Payment
- e-Payment

*GHA : Ground Handing Agent
**TMO : Terminal Operator
Single Entry for hazardous substances

8 Agencies

1. Notification info. request
2. Notification info. request
3. Notification info.
4. Import declaration info.

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
The Customs Department
**Single Entry for Marine Insurance**

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

**Insure Companies**

**The Customs Department**

**Importer**
Single Entry for export Rubber

Exporter

Rubber Authority of Thailand

Application for Rubber Certificate (Before export)

Private Laboratory (Certified by Department of Agriculture)

Analysis data for Rubber

Request for rubber certificate

Rubber certificate data

Analysis data for Rubber

Request for rubber certificate

Analysis data for Rubber

Request for rubber certificate

Rubber certificate data

Application for Rubber Certificate (Before export)
Single Entry for Rubber Export

Application for Customs LPI and CESS LPI (Before export)

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

3. Request for CESS LPI
   3A
   3B

4. Customs LPI data
   4A
   4B

5. Export declaration info.

6. CESS LPI data
   Export declaration info.

Exporter

Department of Agriculture
Rubber Authority of Thailand
The Customs Department
Single Submission of the Import Manifest

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

Marine Department

The Customs Department

Ship Owner/Ship Agent
Single Submission of the Cargo Control Report

1. Exporter/Customs Broker

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

3. The Customs Department

Cargo control report (Verified Gross Mass)
Reprocessing...

SUGAR

RICE

RUBBER

FROZEN

HAZARDOUS
SUBSTANCES
National Single Window with Cross-border Transaction

THAILAND
CAMBODIA
SINGAPORE
INDONESIA
VIETNAM
MALAYSIA
BRUNEI DARUSSALAM

ATIGA e-FORM D Implementation since 1st January 2018

Additional documents
- ACDD/export information
- Phytosanitary Certificate
STATISTICS OF E-TRANSACTION

<table>
<thead>
<tr>
<th>Year</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>66,130,376</td>
</tr>
<tr>
<td>2012</td>
<td>66,882,436</td>
</tr>
<tr>
<td>2013</td>
<td>73,796,714</td>
</tr>
<tr>
<td>2014</td>
<td>78,829,504</td>
</tr>
<tr>
<td>2015</td>
<td>80,833,589</td>
</tr>
<tr>
<td>2016</td>
<td>78,933,518</td>
</tr>
<tr>
<td>2017</td>
<td>103,116,407</td>
</tr>
<tr>
<td>2018</td>
<td>123,176,138</td>
</tr>
<tr>
<td>2019 (May)</td>
<td>50,957,228</td>
</tr>
</tbody>
</table>
NSW e-Tracking

1. Input Reference No. / Scan QR Code

2. Choose country’s issuing License/permit

3. Thai Customs Department
   - LicenseResponse
   - LicensePerInvoice

4. DEPARTMENT OF AGRICULTURE
   - LicenseResponse
   - LicensePerInvoice

5. DEPARTMENT OF AGRICULTURE
   - LicenseResponse
   - LicensePerInvoice
NEW SERVICE

Uploading Supporting Document

Entrepreneurs

Government Agencies
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 information
The exchange of **Single e-SPS Application** via NSW

1. **Exporter** uploads/search supporting document information
2. Quarantine Agencies search supporting document information
3. Bank (NPMS) send the payment request
4. Relevant agencies reply to the payment request
5. ASEAN Economics Community (AEC) forward approved e-SPS
6. Respond to the receipt
7. Bank (NPMS) send approved e-SPS
8. Exporter send application for e-SPS

**Relevant agencies**
- Bank (NPMS)
- ASEAN Economics Community (AEC)

**Quarantine Agencies**
The exchange of Single e-CO Application via NSW

**Relevant agencies**

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

2. **Issuing Agencies**
   - 2.1 Search supporting document
   - 2.2 Retrieve supporting document information

3. **ASEAN Economics Community (AEC)**
   - Respond to the receipt
   - Forward approved e-CO

4. **Bank (NPMS)**
   - Reply to the payment request
   - Send the payment request

5. **NSW**
   - Send application for e-CO
   - Send approved e-CO

6. **Exporter**
   - Send application for e-CO
   - Send approved e-CO

7. **Issuing Agencies**
   - Search supporting document
   - Retrieve supporting document information

8. **NSW**
   - Send application for e-CO
   - Send approved e-CO
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
The possible improvement

Participation
Increasing participation in a single window environment

Laws and regulations
Revising relevant laws and regulations

Connecting with other countries
Linking the THAILAND NSW with other countries and regions

National Standard Data Set
Improving the quality of National Standard Data Set

Business processes
Further simplifying and streamlining business processes
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
ASW
AEC Community

Thai Customs Dept. and Other Government Agency
CA Provider
CAT & TOT & TDID

CA Provider
CAT & TOT & TDID

Web Application

VAS 1
VAS 2
VAS 3
VAS 4
VAS .....
Thank you