

THAILAND NATIONAL SINGLE WINDOW

1. Background

- 1.1 Thailand started implementing the electronic data interchange or EDI system for customs clearance in 1998 and entered full operation nationwide in 2000. Migration from EDI service to electronic Customs Service or e-Customs paperless service has been introduced since 2006 and has entered full operation nationwide since July 2008.
- 1.2 The government of Thailand assigned the Customs Department, Ministry of Finance to be a leading agency for the establishment of the National Single Window system with strong support by relevant agencies in relation to import, export and logistics. This is in line with the ASEAN Agreement to establish and implement the ASEAN Single Window.
- 1.3 Establishment of Thailand National Single Window is one of the national agendas in accordance with the 4th strategic agenda for Thailand logistics development policy. Major objectives are to facilitate, reduce time consuming and cost reduction for international trade transactions.
- 1.4 Enhancement of e-Customs service for import and export as well as improvement of relevant government agencies operation and services significantly enhance the international trade transaction. According to the World Bank study report on "Trading Across Border" during 2007-2011, World Bank ranked Thailand position at the 108th, 50th, 10th, 12th and 12th respectively. In this regard, Thailand logistics cost was reduced at least USD 1.5 billion annually.

2. Thailand established the National Single Window in line with international organizations and recommendations such as United Nations, World Customs Organization and ASEAN Agreement for the ASEAN Single Window.

- 2.1 Thailand National Single Window is the facilitator to enable electronic data and information sharing and integration between government to government partnerships (G2G), government to business partnerships(G2B) and business to business partnerships (B2B) for import, export and logistics. It also facilitates international cross-border data and information sharing between government and business sectors in Thailand and other countries. National Single Window system enables a single submission of electronic document by the trader such as a single data preparation and submission of customs declaration and duty payment for customs release and clearance.

2.2 Core components of Thailand National Single Window environment leading by the Customs Department

- 2.2.1 National gateways for electronic document exchanged among government and business sectors in relation to import, export and logistics including international cross-border data and information sharing between Thailand and other countries.
- 2.2.2 National standard data set for import, export and logistics sectors
- 2.2.3 Steering Committee on Quality Assurance for Thailand National Single Window.
- 2.2.4 Registration system for electronic document sharing, single window entry, tracking and security service accessed by 35 government authorities and 125,000 Thai companies.
- 2.2.5 Architectures of the National Single Window system, technical standards and relevant legal frameworks.
- 2.2.6 Single window entry point for data capture of customs declaration and permit required for import and export of goods.
- 2.2.7 International cross-border data exchanged facilitator between Thai government authorities and other countries, such as the Customs Department, Live-Stock Department, Department of Agriculture, Department of Foreign Trade, Department of Industrial Work and Thai Chamber of Commerce.
- 2.2.8 International cross-border data exchanged facilitator between Thai businesses and their business partners in oversea.
- 2.2.9 Call center available 24 x 7.
- 2.2.10 National Action Plan for Thailand National Single Window enhancement (2011-2015).

2.3 Expected outcome

- 2.3.1 Reduce duplication of data capture among relevant parties by enabling a single submission of data and information, reuse of data and information will be automatically facilitated by the single window facility as well as information sharing among government and business sectors via electronic means.
- 2.3.2 Reduce time consuming on import and export processes and procedures.
- 2.3.3 Minimize cost of doing business in Thailand logistics system at least USD 3.2 billion annually.