

Thai Customs
3 June 2020

Flexibilities concerning the AEO Programme:

Remote Physical Inspection using pre-positioned cameras and Microsoft Teams

Measures implemented by Thai Customs for the AEO programme during the COVID-19 pandemic

- Thai Customs has created a special channel on mobile-based communicative application, which is called 'LINE', for all Thai AEO groups to communicate with the Thailand AEO Standard Division. Through this mobile application, the AEO Standard Division can communicate and provide any news as well as any other related announcements to all Thai AEOs while being able to receive feedback from them promptly, as well.
- For new applicants, Thai Customs suspends the time of their ongoing applications. The AEO officers are assigned to follow up closely with the new applicants by providing consultations via phone, e-mail, Line, Messenger, and other communicative channels, especially for the self-assessment form. Moreover, Thai Customs also supports them for process of preparation so that the new applicants would be ready for the validation by AEO Officers in the upcoming future when the on-site validation can be done after the deconfinement.
- For post-validation, Thai Customs also extends benefits for them. However, they have to submit all related documentation, especially the post-validation self-assessment form, to the AEO Standard Division. The AEO officers will verify their documents and make the consultation via phone, e-mail, Line, Messenger and other communicative channels so that the AEOs would be ready for the post-validation process in the upcoming future when the on-site validation can be done, after the confinement measures are lifted up.
- Thai Customs has established the Thai AEO Website; <http://aao.customs.go.th/>, where all AEO-related information and announcement from the Thai Customs Department are provided and updated. The website is supervised by the AEO Standard Division.

Remark: Line is a popular mobile-based application that Thai people use for communicating to each other. It is equivalent to well-known WhatsApp and Wechat.