

**Business Process Specification – Contact Points and Contingency Plan**

# Contact Points and Contingency Plan

## Business Process Specification under JTEPA

Note: Business Process Specifications under JTEPA consists of three separate documents titled “e-CO JTEPA Business Process Specification”, “Revocation Business Process Specification”, and “Contact Points and Contingency Plan Business Process Specification”.

### 1. Contact Points of both Parties

The contact points for the matters concerning facilitating the connection of relevant systems for the exchange of e-CO under JTEPA (‘e-CO JTEPA’) are:

- in the case of Japan, Japan’s Gateway will be the single and initial contact point. Where necessary, Japan’s Gateway will subsequently communicate with Ministry of Finance (which is in charge of Customs system) and/or Ministry of Economy, Trade and Industry (which is in charge of the issuing body’s system) depending on the issue in question; and
- in the case of Thailand, will be the contact point for each system, i.e., National Telecom PLC. (which is in charge of NSW) and the Customs Department (which is in charge of Customs system) and Department of Foreign Trade (which is in charge of Issuing Body) -.

## 2. Contingency Plan

If there is any disturbance in the system related to the operation of e-CO JTEPA of a Party, the procedures to be carried out are as follows:

1. A Party that finds trouble with the operation of the system or requires to maintain the system it manages ('the concerned Party') will promptly notify the other Party ('the partner Party') about the occurrence of a disturbance through Contact Points referred to in paragraph 1, using email or alternative means of communication.
2. Related agencies of the partner Party will acknowledge that the disturbances have occurred via the Contact Points.
3. If the recovery from the disturbance takes longer than the pre-determined time period between the Parties or upon request from the traders, the issuing body of the exporting Party will carry out the process of issuing CO in the decided backup format (a CO in PDF format or a printed CO with authorized signature and stamp) other than e-CO as the replacement of the already issued e-CO. The customs authority of an importing Party would receive a hard copy of CO, a scanned CO, or a CO in PDF format with authorised signature and stamp as the decided backup format.
4. If the disturbance has been resolved, the concerned Party will inform the partner Party through the Contact Points that the disturbance has been resolved.
5. The partner Party will confirm the resolution of disruption.
6. The process of the exchange of e-CO JTEPA will resume at the time confirmed by both Parties.

Note:

- Before or after the system resume, each Party should anticipate the possibility of duplicated data may be sent due to the consequences of system disturbance.

## 3. General Notes

- Thailand will continue to issue a CO on paper upon the request of the traders in parallel with an e-CO for importers who do not have access to the electronic clearance system (NACCS) of Japan, in line with the discussion at the Sub-Committee on Rules of Origin under JTEPA.

- This document can be revised only when both Parties confirm its revisions, whenever necessary.