LAO PEOPLE'S DEMOCRATIC REPUBLIC
PEACE INDEPENDENCE DEMOCRACY UNITY PROSPERITY

Ministry of Finance

No. 4217 /MOF
Vientiane Capital, date 28 December 2018

Instruction
on the Utilization of Lao National Single Window

- Pursuant to the Prime Minister's Order no. 02/PM, dated 01 February 2018 on the Improvement of Regulation and Coordination Mechanism for Doing Business in Lao PDR;
- Pursuant to the Decision of Ministry of Finance no. 2109/MOF, dated 26 June 2015 on the Implementation of Lao National Single Window;
- Pursuant to the Notification of Ministry of Industry and Commerce no. 0076/MOIC.DIMEX, dated 13 January 2012 on Goods Subject to Automatic and Non-Automatic Import or Export Licensing;
- Pursuant to the Report of Customs Department no. 07522/CD, dated 04 December 2018 and no. 08002/CD, dated 14 December 2018.

In order to promote the efficiency and effectiveness of the import management of goods, item which aims to enhance the trade facilitation as the guidance from the government,

Minister of Finance instructs:

1. **Objective**

This instruction determines the principle, procedure, method and measure on the utilization of Lao National Single Window for import and export management of goods, item to ensure the compliance with law and regulation in legal, transparent, strict manner and turn into the modernization and in consistency with the international standard and regulation which aims to build the readiness integrated with ASEAN Single Window.

2. **General Principle**
   - The government agencies concerning to import and export of goods, item shall use the Lao National Single Window for the management, licensing and customs declaration which aims to reduce procedure, time, cost for the operator and reduce the paper use, and turn into the electronic system to enhance the accuracy and clarity for the import and export management of goods in efficient manner.
   - The concerned government agencies shall enhance the coordination and collaboration among the government agencies and the collaboration with private sector to implement the system in high effectiveness.

- The operator who joins the practical implementation of the system shall take lead in improving form, mechanism and method of its business administration and operation if necessary, to be able to implement the system flexibly.

3. Scope

This instruction uses particularly for the implementation of Lao National Single Window in the management, licensing, certification, customs declaration and payment of duty and other charges of goods, item import and export in compliance with law and regulation.

4. Explanation of Terms

- **Lao National Single Window**, acronym is "LNSW": is an electronic declaration system which grants the government agency and private sector concerning to the import, export and transit of goods can exchange information and document via the LNSW to proceed the request for a license and issuance of a license (or renew a license) as specified in law and regulation of each concerned government agency.
- **Automated System for Customs Data**, acronym is ASYCUDA: is an electronic system which Customs uses for the management of customs declaration, statistics collection, price database, accounting and the integration into other service systems.

5. User Registration of Lao National Single Window

5.1 User Registration for Government Agency

5.1.1 Condition

An Officials of concerned government agency who wish to register as an user of the LNSW shall have the following conditions:

1) Shall be a person who takes responsibility concerning to the management, inspection and licensing for import and export of goods, item;
2) Shall has a basic knowledge in using computer and internet for the performance;
3) Shall pass the training on the utilization of the LNSW organized by the Joint Development Company of the LNSW;
4) Shall has an e-mail address for communication and utilization of the LNSW;

5.1.2 Request for User Code

1) A Director General of concerned department requests in writing to the Joint Development Company of the LNSW to generate the user code for an officials who take responsibility concerning to the utilization of the LNSW (An application form on the user code generation for an officials is specified the annex 1);
2) The Joint Development Company of LNSW checks the accuracy and generate the user code for each officials;
3) The LNSW will automatically send the user code and password to the user via e-mail address of that person directly.
4) The user can sign in the LNSW immediately once received the user code via e-mail address.

5.1.3 Cancellation

Any concerned department wishes to cancel any user code due to the replacement of new officials and others. The department shall inform in writing to the Joint

Development Company of LNSW for acknowledgment to cancel the user or generate the new code instead.

5.2 User Registration for Operator

5.2.1 Condition

A company staff who wishes to register as an user of the LNSW shall have the following conditions:

1) Shall be a staff of import and export company, transport service company, shipping service company, customs broker and other companies that has activity concerning to the import and export business of goods, item;
2) Shall pass the training on the utilization of LNSW organized by the Joint Development Company of LNSW;
3) Shall has an e-mail address for communication and utilization of the LNSW.

5.2.2 Request for User Code

1) A Director of company who wishes to use the LNSW shall request in writing to the Joint Development Company of LNSW with the name and responsibility of nominee concerning to the request for a license and customs declaration for import and export of goods (An application form on the user code generation for a company staff is specified the annex 2).
2) The application form of user registration shall attach the relevant documents as follow:
    ▪ Enterprise Registration Certificate
    ▪ Certificate of Tax Identification Number (TIN)
    ▪ Annual Tax Payment Certificate
    ▪ Training Certificate on the Utilization of the LNSW
3) The Joint Development Company of LNSW checks the accuracy and generate the user code for each staff, then send via the system to the Customs Department for approval;
4) The Customs Department checks the accuracy and approve the registration to the company staff.
5) The LNSW will automatically send the user code and password to the user via e-mail address of that person directly.
6) The user can sign in the LNSW immediately once received the user code via e-mail address.

5.2.3 Cancellation

Any movement or replacement of a company staff who takes responsibility concerning to the utilization of the LNSW, the company shall inform in writing to the Joint Development Company of LNSW for acknowledgment to cancel the user or generate the new code instead.

5.3 Determination of User Type

The user of LNSW is classified into many types as the rights, functions and responsibilities. The request for the user code shall identify clearly the type code of user with reference to the type table of user as specified in annex 3.

6. The Management of the Issuance of License and Certificate

- An operator who wishes to import or export goods, item which managed by the concerned government agency shall request for import or export license of goods, item

as specified in law and regulation by using the LNSW for documentation, attachment of relevant documents and submission via the system electronically.

- The concerned government agencies shall use the LNSW for receiving and studying the application form as specified in law and regulation and considering the issuance of import or export license via the system by using electronic signature and stamp.
- After the issuance of license, the LNSW will send the license in electronic form to the requesting company via e-mail address.

7. Customs Declaration

- After the issuance of import or export license of goods, item from the concerned government agency, in actual import, the operator shall use the LNSW for declaration of goods transportation and use the ASYCUDA for detailed customs declaration.
- For the import and export of goods, item that not require to request for a license from concerned government agency, an operator shall use the LNSW for declaration of goods transportation and use the ASYCUDA for detailed customs declaration.
- The payment of licensing fee, duty, tax, service charge and other charges related to import and export of goods, item shall proceed in centralized payment via the LNSW that integrated with bank system to ensure the payment in speedy, accurate and transparent manner. The payment shall proceed after the approval of customs declaration.
- The Customs Department shall use the LNSW in managing and inspecting the issuance of license, data of transportation and goods and warehouse management.

8. Customs Declaration

- The Joint Development Company of LNSW takes lead in providing the service system for the user both government agency and private sector with high responsibility, to ensure the continuity of use and the technical solution in timely manner.
- Any emergency such as: power off, unconnected network signal, fire, flood and other force majeures which not be able to use the LNSW shall carry out as follow:
  1) An user who found a technical problem and interruption of the system shall inform the Joint Development Company of LNSW immediately by contact to telephone number: 030 7776699 or e-mail: helpdesk@laonsw.net or can directly contact to the task team who takes responsibility of the system on 3rd Floor of Green Building, Naxay Village, Xaysettha District, Vientiane Capital.
  2) The Joint Development Company of LNSW shall, in collaboration with relevant sector to solve a problem immediately.
  3) If not be able to solve a technical problem and interruption of the system within two hours, an operator and concerned government agency shall turn into paper-based system temporarily.
  4) After the system can use properly, an operator and concerning government officer shall return to the system immediately.

9. Prohibition

- An user of the LNSW is prohibited to give his/her user code and passport to others absolutely.
- An user of the LNSW is prohibited to use the system for illegal activities such as: theft of confidential data in the system, the adjustment or counterfeiting of data, document or any action that create the system interrupted and law and regulation violation.

10. Measures against Violators

Any utilization of the LNSW in illegal activity is found, the Customs Department is assigned in collaboration with relevant sector to carry out warning, abeyance and as far as the cancellation of the user code to several violation cases and a serious impact. Any violation which create the damage to the LNSW shall carry out the prosecution.

11. Implementation
- The concerned government agency is assigned to study and create an instruction on procedure in detail related to its responsibility.
- The practical implementation shall carry out in gradual manner with the commencement of the utilization of vehicle import management as a prior step. Then, extending to the import and export management of other goods when it is ready.
- To ensure the effectiveness of the implementation and extension of the LNSW, the Customs Department is assigned to act as a secretariat and a focal point for the development of the system, to study, create and sign the MOU with the relevant sector to determine the right, function, responsibility and the collaboration on information exchange and other documents via the LNSW.
- The Joint Development Company of LNSW is assigned in collaboration with the Customs Department to organize the training and dissemination on the utilization of the LNSW for the concerned government agencies and private sector widely.
- The Customs Department is assigned to take lead in implementing, monitoring, inspecting, evaluating and reporting the progress to Ministry of Finance regularly.
- This Instruction shall become effective after the date of signature and fifteen days after the publication in the Official Gazette.

Minister of Finance

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Annex 1 Draft Appliation Form for User Code Generation of LNSW for Government Agency

LAO PEOPLE'S DEMOCRATIC REPUBLIC
PEACE INDEPENDENCE DEMOCRACY UNITY PROSPERITY

Ministry of…………………..
Department of………………   No………………..
              Vientiane, dated……………………..

Application Form
For User Code Generation of LNSW

To: Director of Joint Development Company of LNSW.
Subject: Request for the User Code Generation of LNSW.

Department of…………………., Ministry of……………………. hereby inform you that the Department of………………………………………………… has nominated its officials to participate the training on LNSW from the date………………to…………………, the total of participants are………... In addition, the Department of…………………. has improved and placed the officials to take responsibility concerning to the utilization of LNSW. To this day, the Department would like to express our readiness to use the LNSW. Therefore, we would like to request for your consideration and approval of the user code generation of LNSW with the following details:

1. **Organization and Function**

   Department of…………………., Ministry of……………………., Function……….. (Please identify the function concerning to the import and export management)……….

2. **Coordinator Detail**
   Department of…………………., has assigned the coordinator of LNSW as follow:
   - Name and surname:……………………………………………………………………
   - Position:…………………………………………………………………………..
   - Telephone number:………………………………………………………………….
   - Email address:………………………………………………………………………

3. **User of LNSW Detail**

No.	Name and surname	Position	Email	Tel no.	User Type
1					
2					
3					

                        Director   **General**   **of**
Department………………

Annex 2 Draft Appliation Form for User Code Generation of LNSW for Operator

LAO PEOPLE'S DEMOCRATIC REPUBLIC
PEACE INDEPENDENCE DEMOCRACY UNITY PROSPERITY

……………….Company   no………………..

Application Form
For User Code Generation of LNSW

To: Director of Joint Development Company of LNSW.
Subject: Request for the User Code Generation of LNSW.

……………………Company hereby inform you that we have nominated our company staff to participate the training on LNSW from the date………………to…………………, the total of participants are………..... Therefore, we would like to request for your consideration and approval of the user code generation of LNSW with the following details:

1. **Organization and Function**

   ……………Company operates the business as: ☐ Importer
                                                 ☐ Exporter
                                                 ☐ Transporter
                                                 ☐ Freight Forwarder
                                                 ☐ Customs Broker
                                                 ☐ Shipping Agent

2. **Coordinator Detail**
   …………………Company, has assigned the coordinator of LNSW as follow:
   - Name and surname:……………………………………………………………….
   - Position:…………………………………………………………………………..
   - Telephone number:……………………………………………………………….
   - Email address:……………………………………………………………………

4. **User of LNSW Detail**

No.	Name and surname	Position	Email	Tel no.	User Type
1					
2					
3					

Attachment: **Vientiane, dated……**

1. Registration Enterprise Certificate   Director of ………Company
2. Tax Identification Number Certificate
3. Tax Payment Certificate

4. Training Certificate

Annex 3: User Type of LNSW

- **For Government Agency**

Code	Module	Name	Function
ADM-INT1	Administration	LCD User Admin	For the Customs Officer who in charge of the study and approval of the user code of LNSW for operator.
PRM-INT1	Permit	Issuing agencies – Techincal Control	For the Technical Officer of issuing agency
PRM-INT2	Permit	Issuing Agencies – Cashier Officer	For the Cashier of issuing agency
PRM-INT3	Permit	Issuing Agencies – Head of Division	For the Issuing Head or Deputy Head of Division
PRM-INT4	Permit	Issuing Agencies – Director General	For the Issuing Director General or Deputy Director General of Department
PRM-INT5	Permit	Issuing Agencies – Permit (Read-only)	For the Issuing Government Officer that can read the data only
MAN-INT1	Manifest	Arrival – Customs Manifest	For the Customs Officer to inspect the transport document
MAN-INT2	Manifest	Arrival – Customs Operator	For the Customs Officer to inspect the goods and transport vehicle when arrived the border checkpoint
MAN-INT3	Manifest	Arrival – Gate Arrival Customs Operator	For the Customs Officer to inspect and release the truck from the parking yard to the warehouse
MAN-INT4	Manifest	CFS- Gate-in Operator (Entry in CFS)	For the Customs Officer to manage the entrance gate of the warehouse
MAN-INT5	Manifest	CFS – Weight Operator	For the Customs Officer to inspect the weight
MAN-INT6	Manifest	CFS – Entry into shed Operator (Storage Customs Area)	For the Customs Officer to manage the goods in the warehouse

MAN-INT7	Manifest	CFS – Check packages	For the Customs Officer to inspect the physical goods
MAN-INT8	Manifest	Customs ACDD Officers	For the Customs Officer to inspect the customs declaration document
MAN-INT9	Manifest	CFS- Removal Instructions Operator	For the Customs Officer to inspect the loading of goods
MAN-INT10	Manifest	CFS – Exit from shed Operator (Storage Customs Area)	For the Customs Officer to approve and release the goods from the warehouse
MAN-INT11	Manifest	CFS – Gate-out Operator (Exit from CFS)	For the Customs Officer to manage and inspect the exit gate of the warehouse
MAN-INT12	Manifest	Customs – Functional Bureau	For the Customs Officer at IT Unit who in charge of management and maintenance
MAN-INT13	Manifest	Customs – Field Technical Bureau	For the Head and Deputy Head of Customs Border Checkpoint who in charge of document tracking and inspection, goods inspection and approval of customs declaration

- **For operator**

Code	Module	Name	Function
PRM-EXT1	Permit	Economic Operator	For the Company Staff who in charge of requesting for import and export of goods
PRM-EXT2	Permit	Customs Broker or Shipping Agent	For the Customs Broker or Company Representative who in charge of requesting for import and export of goods
MAN-EXT1	Manifest	Economic Operator	For the company staff who in charge of transport data declaration
MAN-EXT2	Manifest	Customs Broker or Shipping Agent	For the Customs Broker or Company Representative who in charge of transport data

			declaration
MAN-EXT3	Manifest	Carrier (transporter)	For the Staff of Transport Company
BIL-EXT1	Billing	Economic Operator	For the Company Staff who in charge of the payment of duty, tax and other charges
BIL-INT1	Billing	Bank Cashier	For the Bank Officer who in charge of the payment of duty, tax and other charges