



CAAT-EMPIC USER GUIDE FOR Regulated Agent, Regulated Postal Authority, Known Consignor Certificate

Issue: 01
Revision: 00
Date: May 2021

TABLE OF CONTENTS

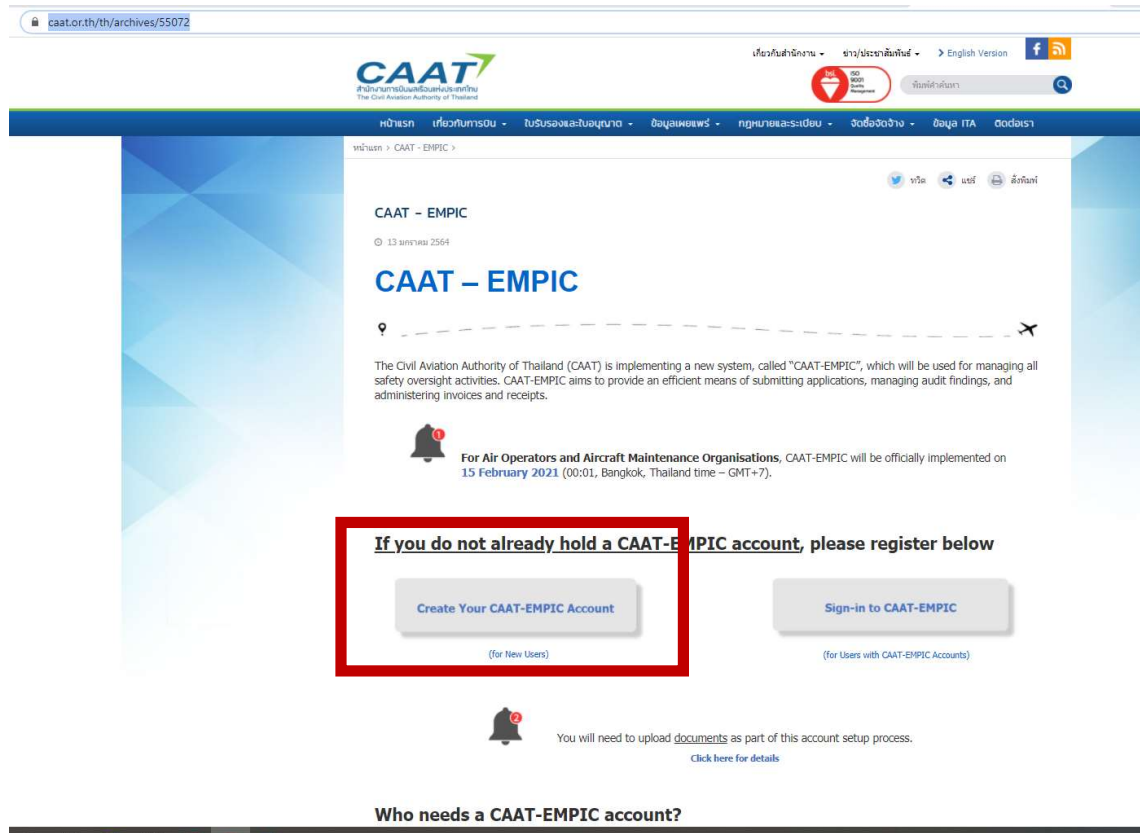
1. CREATE EMPIC ACCOUNT ON WEBSITE FOR NEW REGISTER.....	3
2. USERNAME AND PASSWORD HANDLING.....	6
2.1 LOG IN.....	6
2.2 FORGOT PASSWORD	6
2.3 FORGOT USER NAME	7
2.4 CHANGE OF PASSWORD.....	7
2.5 CHANGE OF USER NAME	8
3. REQUEST HANDLING	9
3.1 ToDo List.....	9
3.2 Forms	10
3.2.1 Regulated Agent certificate related process	11
3.2.2 Regulated Postal Authority (RPA) certificate related process.....	17
3.2.3 Known Consignor (KC) certificate related process.....	23
4. Contact us	29

.....

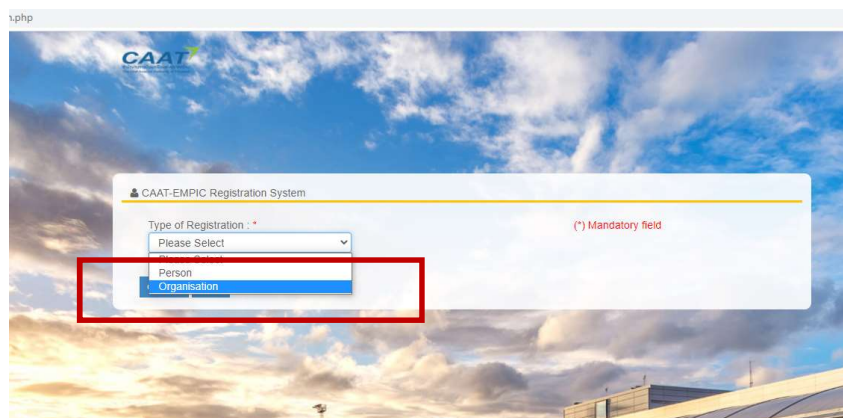
1. CREATE EMPIC ACCOUNT ON WEBSITE FOR NEWREGISTER

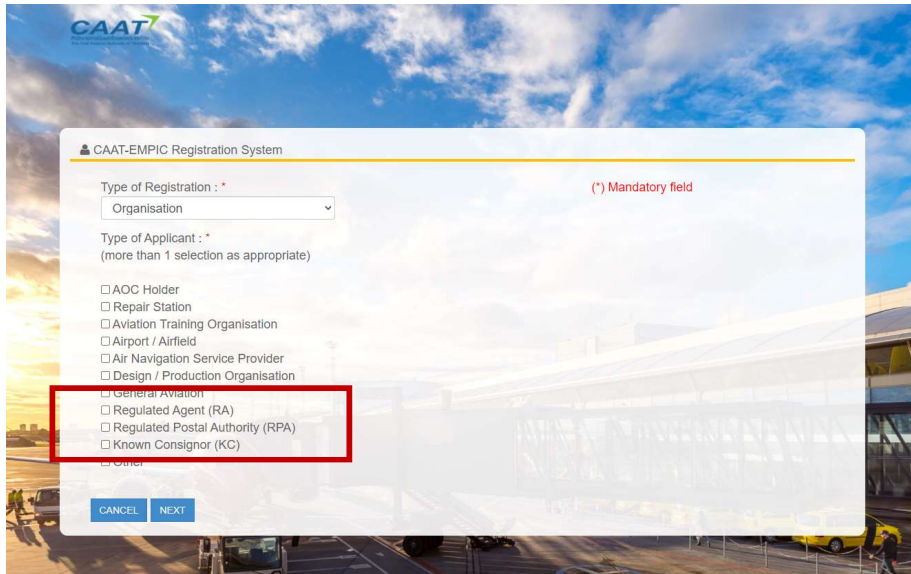
1.1 Go to.. <https://www.caat.or.th/th/archives/55072>

1.2 Click Icon **Create Your CAAT-EMPIC Account**



For Regulated Agent, Regulated Postal Authority, Known Consignor Certificate Application. Choose **Organization tab** and Click at checkbox Application type.





CAAT-EMPIC Registration System

Type of Registration : * (*) Mandatory field
 Organisation

Type of Applicant : *
 (more than 1 selection as appropriate)

- ☐ AOC Holder
- ☐ Repair Station
- ☐ Aviation Training Organisation
- ☐ Airport / Airfield
- ☐ Air Navigation Service Provider
- ☐ Design / Production Organisation
- ☐ General Aviation
- ☐ Regulated Agent (RA)
- ☐ Regulated Postal Authority (RPA)
- ☐ Known Consignor (KC)
- ☐ Other

CANCEL NEXT

Prepare documents for uploaded on webpage, Fill in the Application Forms.
 Username and Password will be submitted to your email later 1-3 days.

The following documents will need to be uploaded on the next page

Register by Person	Register by Organisation
For Thai Nationals 1. Copy of ID Card (รับรองสำเนาถูกต้อง)	For Thai Nationals 1. Company Registration Certificate (รับรองสำเนาถูกต้อง) 2. Copy of ID Card of Authorised Person(s) (รับรองสำเนาถูกต้อง) 3. Letter of delegation of authority/หนังสือมอบอำนาจ (Only required if the authorised person is other than the Chief Executive Officer) (Example)
For Foreigners 1. Copy of Passport	For Foreigners 1. Company Registration Certificate 2. Copy of Passport of Accountable Manager 3. Letter of delegation of authority (Only required if the authorised person is other than the Accountable Manager or Chief Executive Officer) (Example)

Remark

The letter of delegation of authority is a power of attorney (POA), which is a legal document giving one person (the agent or attorney-in-fact) the power to act for another person (Principal person/Organisation). It also allows agents to act as the Attorneys-in-fact for organisations in all dealings and transactions with the Civil Aviation Authority of Thailand (CAAT) relating to the EMPIC system.

Sample of power of attorney (POA) >> [Click here](#) <<

CAAT-EMPIC Registration System

REGISTRATION FOR ORGANISATION

General Information

(*) Mandatory field

Organisation Name : *

Trade Name : *

Tax ID/Commercial Register Number : *

Country Code : *

Phone Number : *

Country of Company Registration : *

Attachment * File Size : less than 10MB ["jpg","jpeg","gif","png","pdf"]

Company Registration Certificate : *

Choose File No file chosen

ID card/ Passport of Attorney : *

Choose File No file chosen

Power of Attorney to act on behalf of the company :

Choose File No file chosen

Address

In Thailand Outside Thailand

Address Number : *

Building Name :

Street/Road : *

Province : *

District : *

Sub-district : *

Postal Code : *

Country : *

Do you have a different Billing Address ?

Yes

No

In Thailand Outside Thailand

Address Number : *

Building Name :

Street/Road : *

Province : *

District : *

Sub-district : *

Postal Code : *

Country : *

Authorised Person

Primary Authorised Person

Title (EN) : *

First Name (EN): *

Last Name (EN): *

Email : *

Country Code : *

Phone Number : *

ID card/ Passport of Attorney : *

Choose File No file chosen

+ AUTHORISED PERSON

CANCEL

SUBMIT

2. USERNAME AND PASSWORD HANDLING

To be able to use the WEB client, a customer must possess a username and password. To request a username and password, please go to website <https://www.caat.or.th/th/archives/55072> and click **Create Your CAAT-EMPIC Account**. User and Password will be granted to your email and follow the Login steps as below.

2.1 LOG IN

For users with a CAAT-EMPIC account, access the WEB client as follows:

1. Open the link to EMPIC WEB Client (<https://service.caat.or.th/webclient/>)
2. Enter your User Name and Password and click **Login**

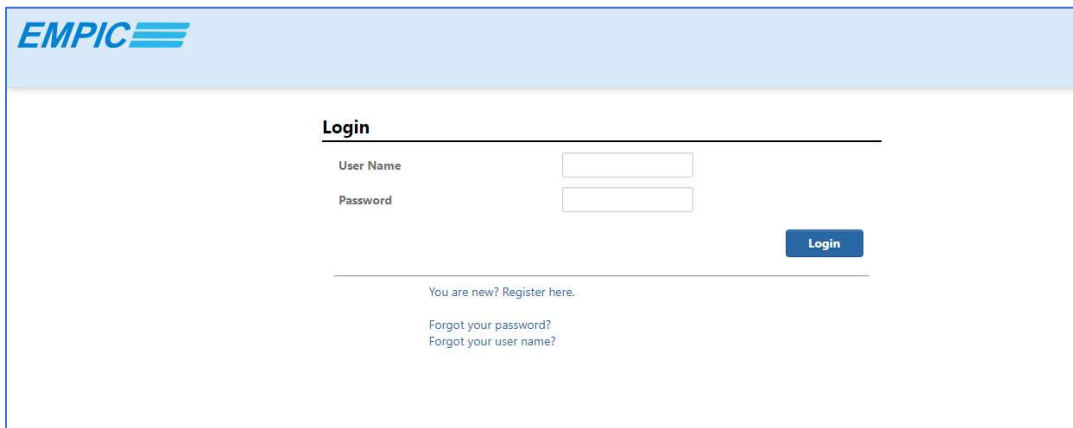
The screenshot shows the EMPIC login interface. At the top is the EMPIC logo. Below it, the word "Login" is centered. There are two input fields: "User Name" and "Password". To the right of the "Password" field is a blue "Login" button. Below the input fields, there are three links: "You are new? Register here.", "Forgot your password?", and "Forgot your user name?".

Figure 1: Login page

2.2 FORGOT PASSWORD

In cases where the WEB user forgets a password, it will need to be reset. To reset a password:

1. On the Login page, click **Forgot your password?**
2. Fill in the information accordingly, then click **Send Activation Mail**
3. The Activation email will be sent to the users registered email
4. After receiving the email, click on the link that is contained in the message
5. Set a new password

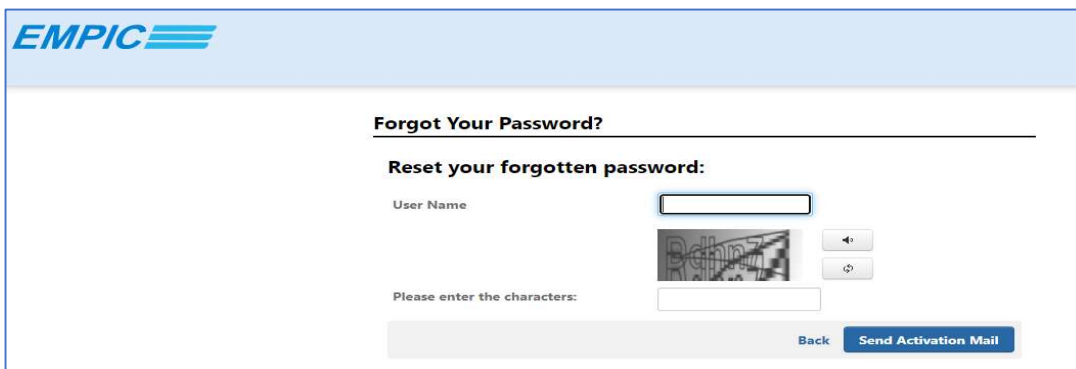
The screenshot shows the EMPIC "Forgot Your Password?" page. At the top is the EMPIC logo. Below it, the text "Forgot Your Password?" is centered. Underneath, it says "Reset your forgotten password:". There is a "User Name" input field. To the right of the input field is a CAPTCHA image. Below the CAPTCHA is a text input field with the label "Please enter the characters:". At the bottom right, there are two buttons: "Back" and "Send Activation Mail".

Figure 2: Forgot Password

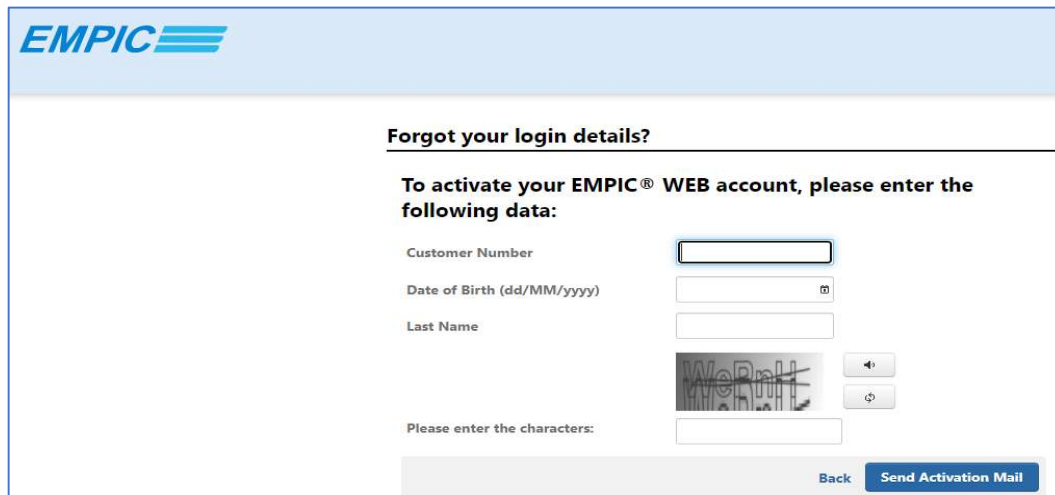
2.3 FORGOT USER NAME

In cases where the WEB user forgets a User Name, the user needs to click on **Forgot your user name?**

1. Fill in the information requested, then click **Send Activation Mail**
2. The Activation email will be sent to the users registered email
3. After receiving the email, click on the link that is contained in the message
4. Set a new password

Note:

1. The user name will be shown in the Reset password window
2. The Customer ID was provided in the initial Activation Message




The screenshot shows the EMPIC logo at the top left. The main heading is "Forgot your login details?". Below it, a sub-heading says "To activate your EMPIC® WEB account, please enter the following data:". The form contains four input fields: "Customer Number", "Date of Birth (dd/MM/yyyy)" with a calendar icon, "Last Name", and a CAPTCHA field with the text "Please enter the characters:". To the right of the CAPTCHA is a small image of a license plate that says "W0R11". Below the CAPTCHA field is a "Back" button and a "Send Activation Mail" button.

Figure 3: Forgotten User Name

2.4 CHANGE OF PASSWORD

To change the password for your account:

1. Log into the WEB client with your current user name and password
2. On the top right, click on the username, then select **Change Password** from the dropdown menu
3. Input the old password and new password accordingly, then click **Save**



The screenshot shows the EMPIC logo at the top left. On the top right, there is a dropdown menu with the username "applicant.aec" and a right arrow. The dropdown menu is open, showing options: "Profile", "Change User Name", and "Change Password". The "Change Password" option is highlighted. On the left side, there is a sidebar with "ToDo List" and "Service Requests". The main content area is titled "Change Password". Below the title, there is a section "Password Rules" with a bullet point: "No password rules implemented:". Below that is a section "Password" with three input fields: "Old Password", "New Password", and "Confirmation". At the bottom right of the form is a "Save" button.

Figure 4: Change Password

2.5 CHANGE OF USER NAME

To change the user name for your account:

- 1. Log into the WEB client with your current user name and password
- 2. On the top right, click on the user name, then select **Change User Name** from the dropdown menu
- 3. Input the old user name and new user name accordingly, then click **Save and Logout**

The screenshot shows the EMPIC web client interface. At the top left is the EMPIC logo. On the top right, a user profile dropdown menu is open, showing the user name 'applicant.aoc' and three options: 'Profile', 'Change User Name' (which is highlighted), and 'Change Password'. On the left side, there is a sidebar with 'ToDo List' and 'Service Requests'. The main content area is titled 'Change User Name' and contains a note: 'Please note that your old user name will not work anymore after you have successfully changed your user name, and you need to login again.' Below this note are two input fields: 'Old User Name' with the value 'applicant.aoc' and 'New User Name' which is empty. At the bottom right of the form is a 'Save and Logout' button.

Figure 5: Change User Name

.....

3. REQUEST HANDLING

To access functions provided by the WEB Client, select the appropriate function from the menu bar on the left panel

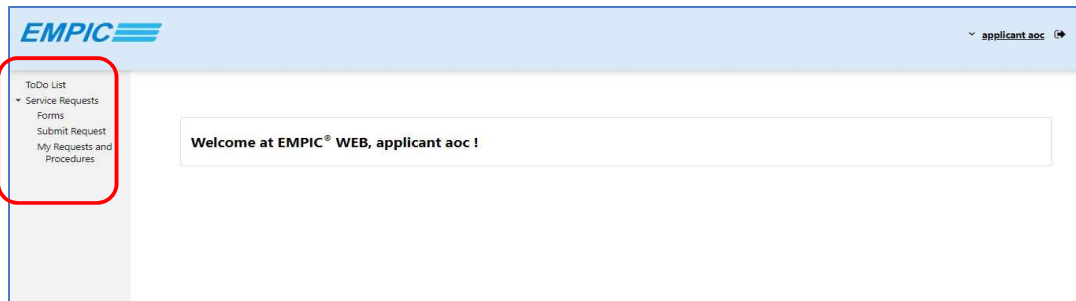


Figure 6: Menu bar

In cases where screens are set for low resolution, the WEB client will display differently. For example, the menu bar on the top-left panel is not displayed. To access the functions in the menu bar, click the three striped icon at the top-left corner to expand the menu bar.

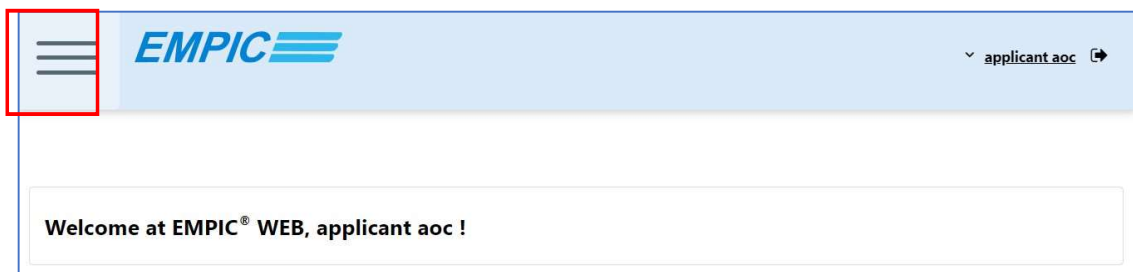



Figure 7: Three striped Icon

The utilities of each function in the menu bar are described as follows.

3.1 ToDo List

The ToDo list tab is used as an assignment platform. The tab displays the tasks which need to be actioned by the operator. CAAT will update the **ToDo and Notifications** list and inform the operator when actions are required.

To access the **ToDo and Notifications** list:

1. Under the **menu bar** on the top left of the web page, click **ToDo List**
2. The list of tasks will be displayed as shown in Figure 8
3. Click the  icon to open a task

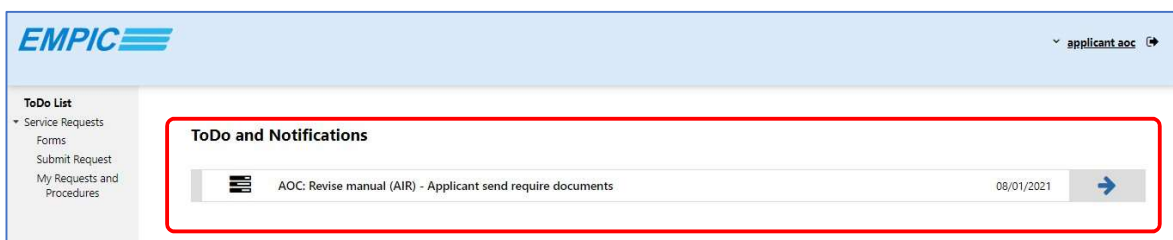


Figure 8: ToDo List

3.2 Forms

The **Forms** function provides forms for any process requiring action by CAAT. WEB users may select the desired process and take initial action through this function. To commence a service request:

1. Under the **Menu bar** on the top left of the web page, click **Service Requests**
2. Under **Service Requests**, select **Forms**
3. Under **Category**, choose the desired process by clicking on its name


The screenshot displays the EMPIC web application interface. At the top, the EMPIC logo is on the left, and a user profile for 'Wendy Yellow' is on the right. A left-hand navigation menu includes 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Forms' and features a sub-header 'Category: SFD (Aviation Security and Facilitation Standards)'. Below this, a list of service request categories is shown, with the 'SFD (Aviation Security and Facilitation Standards)' category highlighted by a red rectangular box. This category is expanded, revealing a list of specific actions: 'Known Consignor (KC) Certificate' (Initial Issue, Renewal, Replacement), 'Regulated Agent (RA) Certificate' (Initial Issue, Renewal, Replacement), 'Regulated Postal Authority (RPA) Certificate' (Initial Issue, Renewal, Replacement), and 'Security Instructor Certificate' (Add Rating, Initial certification, Renewal, Replace). Other categories like 'Online Form', 'Type Certificate', and 'PDF Form' are also visible but not expanded.

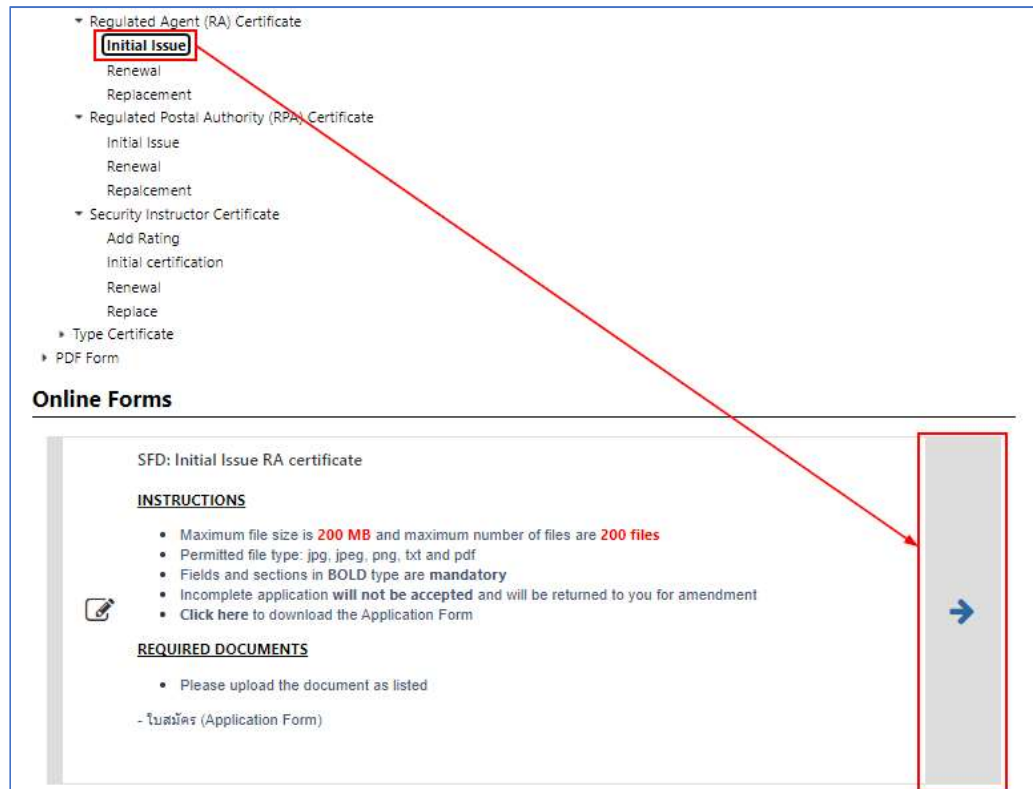
- Online Form
 - Air Traffic Controller Licence
 - Aircraft Maintenance Engineer Licence
 - Aircraft Registration
 - AMO (Approved Maintenance Organisation)
 - AOC (Air Operator Certificate)
 - SFD (Aviation Security and Facilitation Standards)**
 - Known Consignor (KC) Certificate
 - Initial Issue
 - Renewal
 - Replacement
 - Regulated Agent (RA) Certificate
 - Initial Issue
 - Renewal
 - Replacement
 - Regulated Postal Authority (RPA) Certificate
 - Initial Issue
 - Renewal
 - Replacement
 - Security Instructor Certificate
 - Add Rating
 - Initial certification
 - Renewal
 - Replace
 - Type Certificate
 - PDF Form

Figure 20: List of service requests related to SFD process.

3.2.1 Regulated Agent certificate related process

a) Initial of Regulated Agent (RA) certificate

1. Under SFD (Aviation Security and Facilitation Standards), select **Regulated Agent (RA) Certificate**, the available service requests are listed.
2. Select **Initial Issue** tab under the certificate.
3. Click on  to open the selected form.



Regulated Agent (RA) Certificate

- Initial Issue**
- Renewal
- Replacement

Regulated Postal Authority (RPA) Certificate

- Initial Issue
- Renewal
- Replacement

Security Instructor Certificate

- Add Rating
- Initial certification
- Renewal
- Replace

Type Certificate

PDF Form

Online Forms

SFD: Initial Issue RA certificate

INSTRUCTIONS

- Maximum file size is **200 MB** and maximum number of files are **200 files**
- Permitted file type: jpg, jpeg, png, txt and pdf
- Fields and sections in **BOLD** type are **mandatory**
- Incomplete application **will not be accepted** and will be returned to you for amendment
- [Click here](#) to download the Application Form

REQUIRED DOCUMENTS

- Please upload the document as listed
- ใบสมัคร (Application Form)

Figure 21: Arrow Icon

4. Fill in Company Name in the provided field (Text in bold indicates that the field is mandatory)
5. Click **Select File** to add attachments, or drag & drop the files into the attachment area (RA Application form)
6. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.

The screenshot shows the EMPIC online application submission interface. At the top, the EMPIC logo is on the left, and a user profile for 'Wendy Yellow' is on the right. A left-hand navigation menu includes 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', 'My Requests and Procedures', and 'Service Requests'. The main content area is titled 'SFD: Initial Issue RA certificate'. Below this, there are sections for 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'. The 'INSTRUCTIONS' section lists:

- Maximum file size is **200 MB** and maximum number of files are **200 files**
- Permitted file type: jpg, jpeg, png, txt and pdf
- Fields and sections in **BOLD** type are **mandatory**
- Incomplete application **will not be accepted** and will be returned to you for amendment
- Click here to download the Application Form

 The 'REQUIRED DOCUMENTS' section states:

- Please upload the document as listed


 Below this, there is a list of documents: '- 1. SFD (Application Form)'. A form field for 'Organisation Name' is present, followed by a large dashed box for file upload with the text 'Select file or drop attachment files here.' At the bottom right, there are 'Cancel' and 'Submit' buttons.

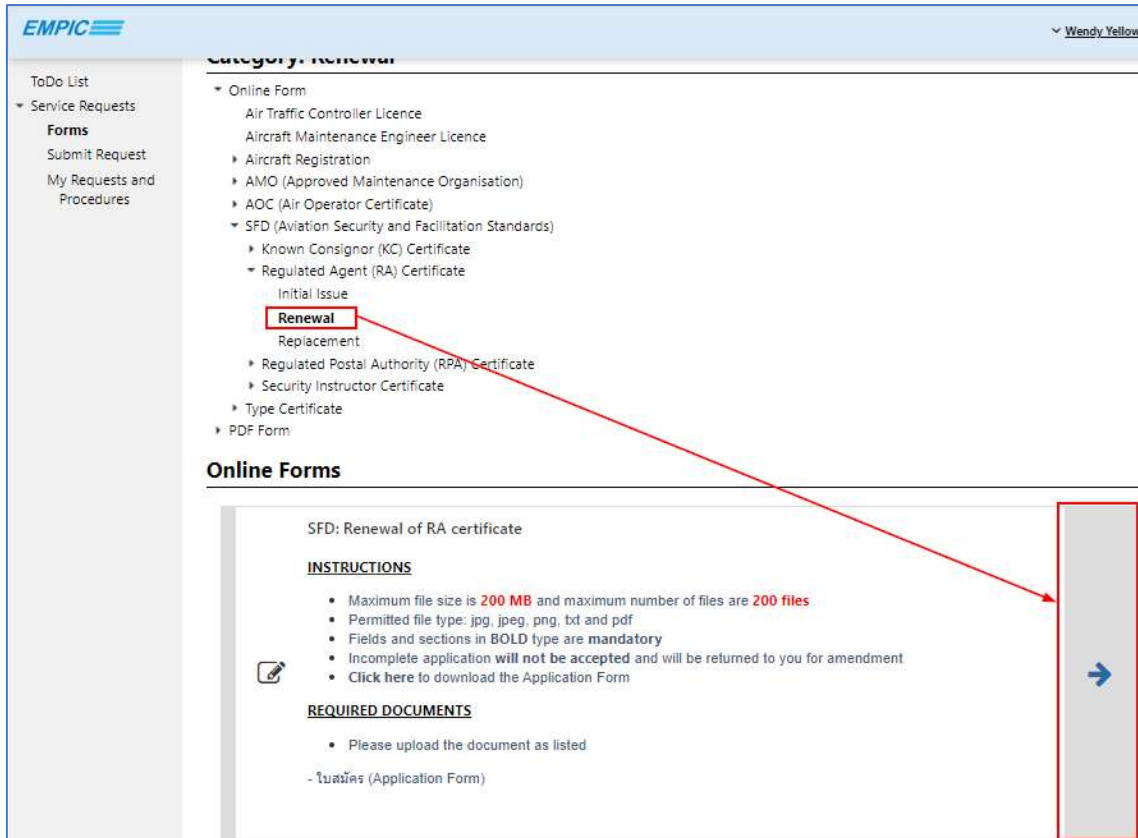
Figure 22: Submit Application online

The screenshot shows the EMPIC interface after submission. The EMPIC logo is at the top left. A notification box on the right contains an information icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The left-hand navigation menu is partially visible, showing 'ToDo List' and 'Service Requests'.

Figure 23: Reference number

b) **Renewal of Regulated Agent (RA) certificate**

1. Under SFD (Aviation Security and Facilitation Standards), select **Regulated Agent (RA) Certificate**, the available service requests are listed.
2. Select **Renewal** tab under the certificate.
3. Click on  to open the selected form.



The screenshot shows the EMPIC web portal interface. On the left is a navigation menu with 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Category: Renewal' and lists various online forms. Under the 'SFD (Aviation Security and Facilitation Standards)' category, the 'Regulated Agent (RA) Certificate' is expanded, showing 'Initial Issue', 'Renewal' (highlighted with a red box), and 'Replacement'. A red arrow points from the 'Renewal' tab to a blue arrow icon in a vertical sidebar on the right. The main content area also displays 'Online Forms' for 'SFD: Renewal of RA certificate', including 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'.

Category: Renewal

- Online Form
 - Air Traffic Controller Licence
 - Aircraft Maintenance Engineer Licence
 - Aircraft Registration
 - AMO (Approved Maintenance Organisation)
 - AOC (Air Operator Certificate)
 - SFD (Aviation Security and Facilitation Standards)
 - Known Consignor (KC) Certificate
 - Regulated Agent (RA) Certificate
 - Initial Issue
 - Renewal**
 - Replacement
 - Regulated Postal Authority (RPA) Certificate
 - Security Instructor Certificate
 - Type Certificate
 - PDF Form

Online Forms

SFD: Renewal of RA certificate

INSTRUCTIONS

- Maximum file size is **200 MB** and maximum number of files are **200 files**
- Permitted file type: jpg, jpeg, png, txt and pdf
- Fields and sections in **BOLD** type are **mandatory**
- Incomplete application **will not be accepted** and will be returned to you for amendment
- Click here to download the Application Form

REQUIRED DOCUMENTS

- Please upload the document as listed
- ใบสมัคร (Application Form)

Figure 21: Arrow Icon

4. Fill in **Company Name** in the provided field (Text in bold indicates that the field is mandatory)
5. Click **Select File to add attachments**, or drag & drop the files into the attachment area (Application form)
6. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.


The screenshot shows the EMPIC web application interface. At the top, the EMPIC logo is on the left, and a user profile 'Wendy Yellow' with a dropdown arrow is on the right. A left sidebar contains a 'ToDo List' and a 'Service Requests' section with sub-links: 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Service Requests' and features a heading 'SFD: Renewal of RA certificate'. Below this is an 'INSTRUCTIONS' section with a bulleted list: 'Maximum file size is 200 MB and maximum number of files are 200 files', 'Permitted file type: jpg, jpeg, png, txt and pdf', 'Fields and sections in BOLD type are mandatory', 'Incomplete application will not be accepted and will be returned to you for amendment', and 'Click here to download the Application Form'. This is followed by a 'REQUIRED DOCUMENTS' section with the instruction 'Please upload the document as listed' and a Thai text label '- ใบสมัคร (Application Form)'. The form includes an 'Organisation Name' field, a Thai text label 'กรุณาใส่หมายเลขใบรับรอง (ตัวอย่าง TH/RA/0000-00)', and a large dashed box for file upload with the text 'Select file or drop attachment files here.' At the bottom right of the form area are 'Cancel' and 'Submit' buttons.

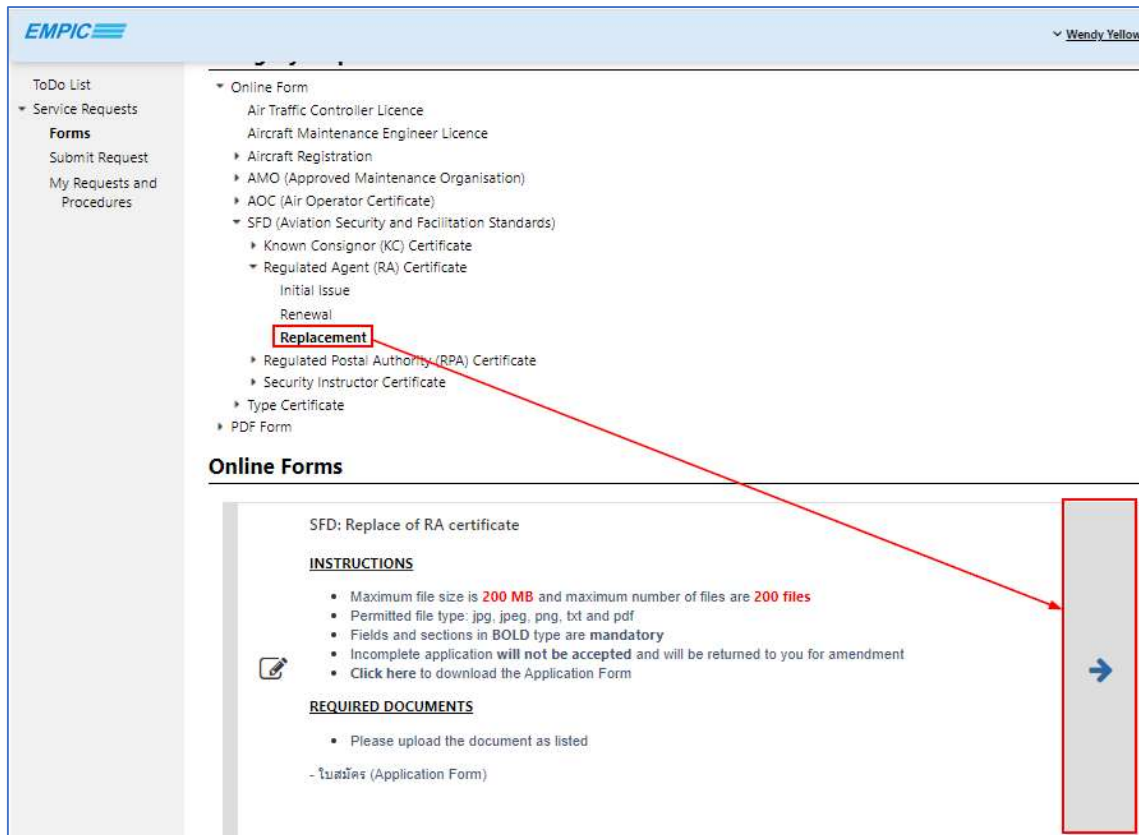
Figure 22: Submit Application online

This screenshot shows the EMPIC interface after a submission. The top header with the EMPIC logo and 'ToDo List' sidebar is visible. A light gray notification box on the right contains an information icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The main content area below the sidebar is mostly blank.

Figure 23: Reference number

c) **Replacement of Regulated Agent (RA) certificate**

1. Under SFD (Aviation Security and Facilitation Standards), select **Regulated Agent (RA) Certificate**, the available service requests are listed.
2. Select **Replacement** tab under the certificate.
3. Click on  to open the selected form.



The screenshot shows the EMPIC system interface. On the left is a sidebar with 'ToDo List', 'Service Requests', and 'Forms'. The main area displays a tree view of 'Online Form' categories. Under 'SFD (Aviation Security and Facilitation Standards)', the 'Regulated Agent (RA) Certificate' is expanded, showing 'Initial Issue', 'Renewal', and 'Replacement' (highlighted with a red box). A red arrow points from the 'Replacement' box to a blue arrow icon in a grey box on the right. Below the tree view, the 'Online Forms' section shows the 'SFD: Replace of RA certificate' form. It includes 'INSTRUCTIONS' (Maximum file size is 200 MB, Permitted file type: jpg, jpeg, png, txt and pdf, Fields and sections in BOLD type are mandatory, Incomplete application will not be accepted and will be returned to you for amendment, Click here to download the Application Form) and 'REQUIRED DOCUMENTS' (Please upload the document as listed, ใบสมัคร (Application Form)).

Figure 21: Arrow Icon

4. Fill in the data in the provided field (Text in bold indicates that the field is mandatory)
5. Click **Select File** to add attachments, or drag & drop the files into the attachment area
6. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.

The screenshot shows the EMPIC web interface. At the top, the EMPIC logo is on the left, and a user profile 'Wendy Yellow' is on the right. A left-hand navigation menu includes 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', 'My Requests and Procedures', and 'Procedures'. The main content area is titled 'Service Requests' and 'SFD: Replace of RA certificate'. It contains an 'INSTRUCTIONS' section with bullet points: 'Maximum file size is 200 MB and maximum number of files are 200 files', 'Permitted file type: jpg, jpeg, png, txt and pdf', 'Fields and sections in BOLD type are mandatory', 'Incomplete application will not be accepted and will be returned to you for amendment', and 'Click here to download the Application Form'. Below this is a 'REQUIRED DOCUMENTS' section with the instruction 'Please upload the document as listed' and a note in Thai: '- ใบสมัคร (Application Form)'. The form fields include 'Organisation Name' with a text box, a Thai label 'กรุณาใส่หมายเลขใบรับรอง (ตัวอย่าง TH/RA/0000-00)' with a text box, and a large dashed box for file upload with the text 'Select file or drop attachment files here.' At the bottom right of the form are 'Cancel' and 'Submit' buttons.


Figure 22: Submit Application online

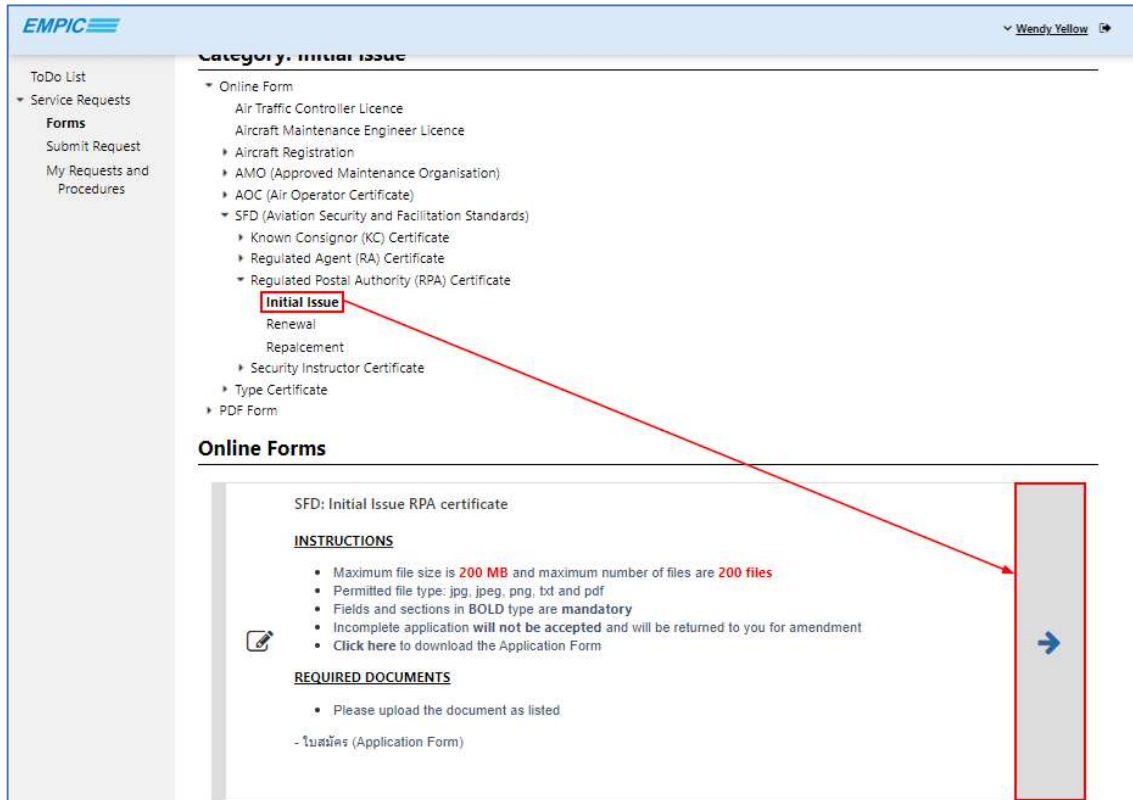
The screenshot shows the EMPIC web interface after a submission. The EMPIC logo is on the left. On the right, a light blue confirmation box contains an information icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' Below the logo, a 'ToDo List' link is visible.

Figure 23: Reference number

3.2.2 Regulated Postal Authority (RPA) certificate related process

a) Initial of Regulated Postal Authority (RPA) certificate

1. Under SFD (Aviation Security and Facilitation Standards), select **Regulated Postal Authority (RPA) Certificate**, the available service requests are listed.
2. Select **Initial Issue** tab under the certificate.
3. Click on  to open the selected form.



The screenshot shows the EMPIC web application interface. On the left is a sidebar with navigation links: 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', 'My Requests and Procedures'. The main content area is titled 'Category: Initial Issue'. It lists various services under 'Online Form', including 'Air Traffic Controller Licence', 'Aircraft Maintenance Engineer Licence', 'Aircraft Registration', 'AMO (Approved Maintenance Organisation)', 'AOC (Air Operator Certificate)', 'SFD (Aviation Security and Facilitation Standards)', 'Known Consignor (KC) Certificate', 'Regulated Agent (RA) Certificate', 'Regulated Postal Authority (RPA) Certificate', 'Initial Issue', 'Renewal', 'Replacement', 'Security Instructor Certificate', 'Type Certificate', and 'PDF Form'. The 'Initial Issue' tab is highlighted with a red box. A red arrow points from this tab to a blue arrow icon in a grey box on the right side of the page. Below the list, the 'Online Forms' section displays 'SFD: Initial Issue RPA certificate' and 'INSTRUCTIONS' (Maximum file size is 200 MB and maximum number of files are 200 files, Permitted file type: jpg, jpeg, png, bxt and pdf, Fields and sections in BOLD type are mandatory, Incomplete application will not be accepted and will be returned to you for amendment, Click here to download the Application Form). Below this is the 'REQUIRED DOCUMENTS' section, which states 'Please upload the document as listed' and '- ใบสมัคร (Application Form)'.

Figure 21: Arrow Icon

4. Fill in **Company Name** in the provided field (Text in bold indicates that the field is mandatory)
5. Click **Select File to add attachments**, or drag & drop the files into the attachment area (Application form)
6. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.

The screenshot shows the EMPIC Service Requests portal. The header includes the EMPIC logo and a user profile for Wendy Yellow. The left sidebar contains navigation links: ToDo List, Service Requests, Forms, Submit Request, My Requests and Procedures. The main content area is titled 'Service Requests' and displays the 'SFD: Initial Issue RPA certificate' form. The form includes instructions on file size (200 MB), file types (jpg, jpeg, png, txt and pdf), and mandatory fields. It also lists required documents and provides a text input for 'Organisation Name' and a file upload area with a 'Select file or drop attachment files here.' prompt. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Figure 22: Submit Application online

The screenshot shows the EMPIC portal with a confirmation message. The header includes the EMPIC logo. The left sidebar contains navigation links: ToDo List, Service Requests. The main content area displays a message: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The message is enclosed in a light gray box with an information icon.

Figure 23: Reference number

b) **Renewal of Regulated Postal Authority (RPA) certificate**

1. Under SFD (Aviation Security and Facilitation Standards), select **Regulated Postal Authority (RPA) Certificate**, the available service requests are listed.
2. Select **Renewal** tab under the certificate.

The screenshot shows the EMPIC web portal interface. On the left is a sidebar with a 'ToDo List' and 'Service Requests' section containing 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Category: Renewal' and lists various online forms. Under the 'SFD (Aviation Security and Facilitation Standards)' category, the 'Regulated Postal Authority (RPA) Certificate' is expanded, showing tabs for 'Initial Issue', 'Renewal' (highlighted with a red box), and 'Repalcement'. A red arrow points from the 'Renewal' tab to a vertical grey bar on the right side of the page, which contains a blue arrow icon pointing right. Below the 'Online Forms' section, the 'SFD: Renewal of RPA certificate' page is displayed, featuring 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS' sections. The 'INSTRUCTIONS' section lists requirements such as file size (200 MB), file types (jpg, jpeg, png, txt and pdf), and mandatory fields. The 'REQUIRED DOCUMENTS' section lists the 'Application Form'.

3. Click on  to open the selected form.

Figure 21: Arrow Icon

4. Fill in Company Name in the provided field (Text in bold indicates that the field is mandatory)
5. Click Select File to add attachments, or drag & drop the files into the attachment area (Application form)
6. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.


The screenshot shows the EMPIC web interface. The top header features the EMPIC logo and a user profile for 'Wendy Yellow'. A left sidebar contains navigation links: 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Service Requests' and displays the form for 'SFD: Renewal of RPA certificate'. It includes an 'INSTRUCTIONS' section with file size and type guidelines, a 'REQUIRED DOCUMENTS' section, and input fields for 'Organisation Name' and a Thai identification number. A file upload area with the text 'Select file or drop attachment files here.' is present, along with 'Cancel' and 'Submit' buttons at the bottom right.

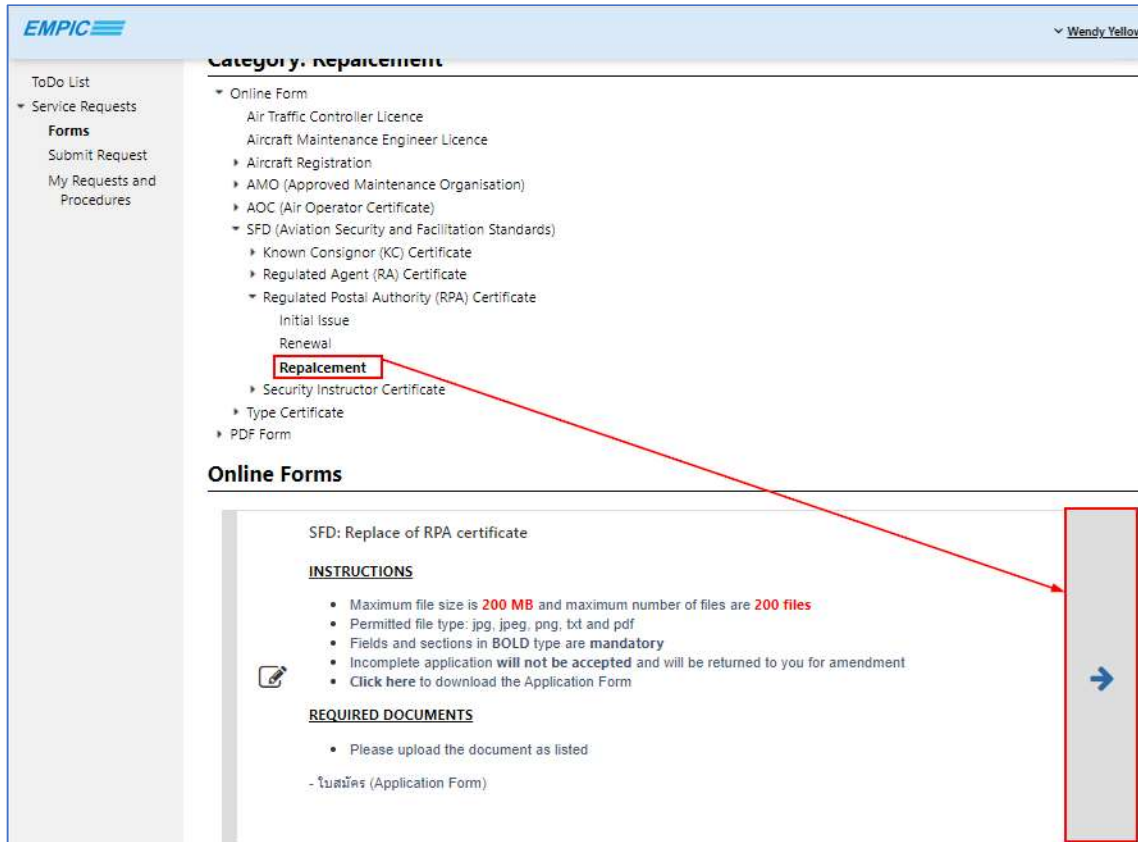
Figure 22: Submit Application online

This screenshot shows the EMPIC interface after a submission. The top header includes the EMPIC logo. A notification box on the right contains an information icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The left sidebar shows the 'ToDo List' link.

Figure 23: Reference number

c) **Replacement of Regulated Postal Authority (RPA) certificate**

1. Under SFD (Aviation Security and Facilitation Standards), select **Regulated Postal Authority (RPA) Certificate**, the available service requests are listed.
2. Select **Replacement** tab under the certificate.
3. Click on  to open the selected form.



The screenshot shows the EMPIC web application interface. On the left is a sidebar with 'ToDo List', 'Service Requests', and 'Forms' (containing 'Submit Request' and 'My Requests and Procedures'). The main content area is titled 'Category: Replacement'. Under 'Online Form', there is a list of services including 'Air Traffic Controller Licence', 'Aircraft Maintenance Engineer Licence', 'Aircraft Registration', 'AMO (Approved Maintenance Organisation)', 'AOC (Air Operator Certificate)', 'SFD (Aviation Security and Facilitation Standards)' (which is expanded to show 'Known Consignor (KC) Certificate', 'Regulated Agent (RA) Certificate', and 'Regulated Postal Authority (RPA) Certificate'), 'Security Instructor Certificate', 'Type Certificate', and 'PDF Form'. The 'Regulated Postal Authority (RPA) Certificate' is further expanded to show 'Initial Issue', 'Renewal', and 'Replacement' (highlighted with a red box). A red arrow points from the 'Replacement' tab to a blue arrow icon in a grey box on the right side of the form. The form content includes the title 'SFD: Replace of RPA certificate', 'INSTRUCTIONS' (listing file size, type, and mandatory fields), and 'REQUIRED DOCUMENTS' (listing the application form).

Figure 21: Arrow Icon

4. Fill in **Company Name** in the provided field (Text in bold indicates that the field is mandatory)
5. Click Select File to add attachments, or drag & drop the files into the attachment area (Application form)
6. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.

The screenshot shows the EMPIC web interface. At the top left is the EMPIC logo. At the top right, the user 'Wendy Yellow' is logged in. A left sidebar contains a 'ToDo List' with 'Service Requests' expanded, showing 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Service Requests' and 'SFD: Replace of RPA certificate'. It includes an 'INSTRUCTIONS' section with bullet points about file size (200 MB), file types (jpg, jpeg, png, txt and pdf), mandatory fields, and a link to download the form. Below this is a 'REQUIRED DOCUMENTS' section with a bullet point to upload the document as listed. A Thai text label '- ใบสมัคร (Application Form)' is present. There are input fields for 'Organisation Name' and a Thai text label 'กรุณาส่งหมายเลขใบรับรอง (ตัวอย่าง TH/RPA/0000-00)'. A large dashed box contains the text 'Select file or drop attachment files here.' At the bottom right are 'Cancel' and 'Submit' buttons.


Figure 22: Submit Application online

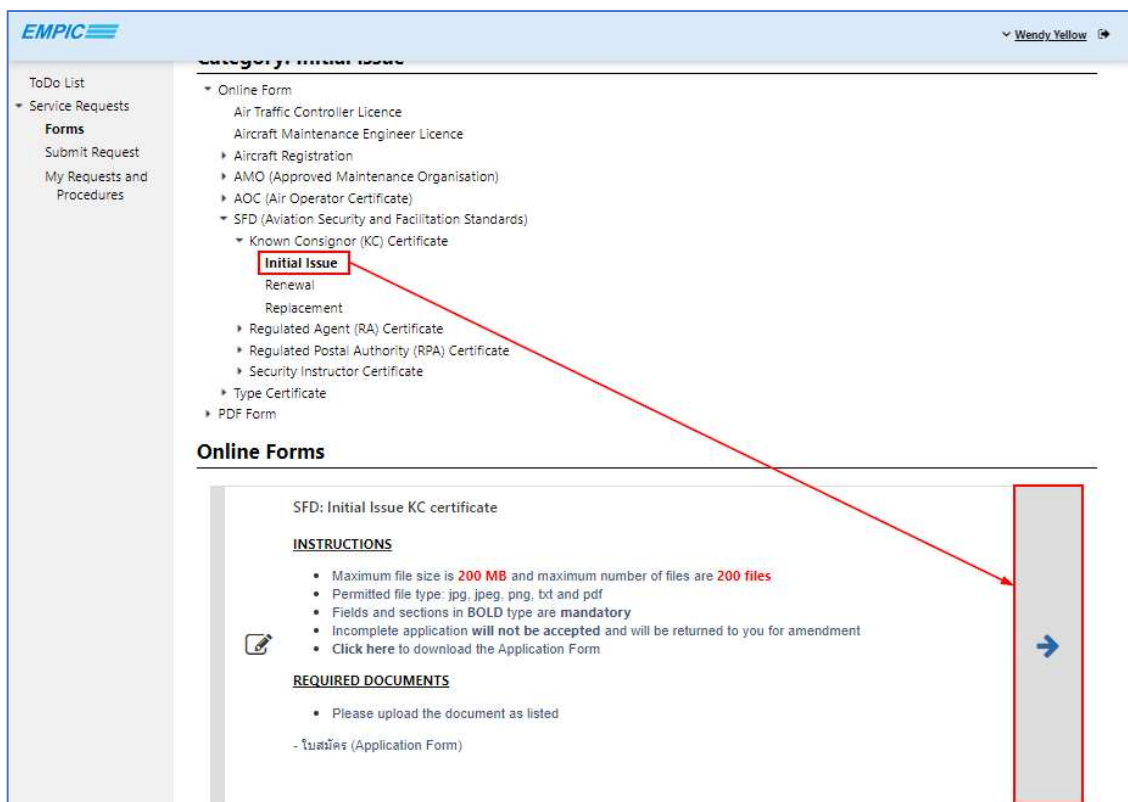
The screenshot shows the EMPIC web interface after submission. The left sidebar shows 'ToDo List' with 'Service Requests' expanded. A confirmation message box on the right states: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The message box has an information icon (i) in the top left corner.

Figure 23: Reference number

3.2.3 Known Consignor (KC) certificate related process

a) Initial of Known Consignor (KC) certificate

1. Under **SFD (Aviation Security and Facilitation Standards)**, select **Known Consignor (KC) Certificate**, the available service requests are listed.
2. Select **Initial Issue** tab under the certificate.
3. Click on  to open the selected form.



The screenshot displays the EMPIC web application interface. On the left, a sidebar contains navigation links: 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', 'My Requests and Procedures'. The main content area is titled 'Category: Initial Issue'. It lists various service requests under different categories: 'Online Form' (Air Traffic Controller Licence, Aircraft Maintenance Engineer Licence, Aircraft Registration, AMO, AOC, SFD, Known Consignor (KC) Certificate, Renewal, Replacement, Regulated Agent (RA) Certificate, Regulated Postal Authority (RPA) Certificate, Security Instructor Certificate, Type Certificate), and 'PDF Form'. The 'Initial Issue' tab under 'Known Consignor (KC) Certificate' is highlighted with a red box. A red arrow points from this tab to a blue arrow icon inside a grey rectangular box on the right side of the form. Below the navigation menu, the form title is 'SFD: Initial Issue KC certificate'. It includes an 'INSTRUCTIONS' section with bullet points: 'Maximum file size is 200 MB and maximum number of files are 200 files', 'Permitted file type: jpg, jpeg, png, txt and pdf', 'Fields and sections in BOLD type are mandatory', 'Incomplete application will not be accepted and will be returned to you for amendment', and 'Click here to download the Application Form'. There is also a 'REQUIRED DOCUMENTS' section with a bullet point: 'Please upload the document as listed', followed by '- ใบสมัคร (Application Form)'. A blue arrow icon is visible in a grey box on the right side of the form.

Figure 21: Arrow Icon

1. Fill in **Company Name** in the provided field (Text in bold indicates that the field is mandatory)
2. Click **Select File** to add attachments, or drag & drop the files into the attachment area (Application form)
4. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.

The screenshot shows the EMPIC Service Requests portal. The top header features the EMPIC logo and a user profile for 'Wendy Yellow'. The left sidebar contains navigation links: 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', 'My Requests and Procedures', and 'Service Requests'. The main content area is titled 'Service Requests' and displays the form for 'SFD: Initial Issue RPA certificate'.

INSTRUCTIONS

- Maximum file size is **200 MB** and maximum number of files are **200 files**
- Permitted file type: jpg, jpeg, png, txt and pdf
- Fields and sections in **BOLD** type are **mandatory**
- Incomplete application **will not be accepted** and will be returned to you for amendment
- Click [here](#) to download the Application Form

REQUIRED DOCUMENTS

- Please upload the document as listed

- **Initial Issue RPA certificate** (Application Form)

Organisation Name

Select file or drop attachment files here.

Cancel Submit


Figure 22: Submit Application online

The screenshot shows the EMPIC Service Requests portal with a confirmation message. The top header features the EMPIC logo. The left sidebar contains navigation links: 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', 'My Requests and Procedures', and 'Service Requests'. The main content area displays a confirmation message with a reference number.

Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.

Figure 23: Reference number

b) **Renewal of Known Consignor (KC) certificate**

3. Under **SFD (Aviation Security and Facilitation Standards)**, select **Known Consignor (KC) Certificate**, the available service requests are listed.
4. Select **Renewal** tab under the certificate.
5. Click on  to open the selected form.

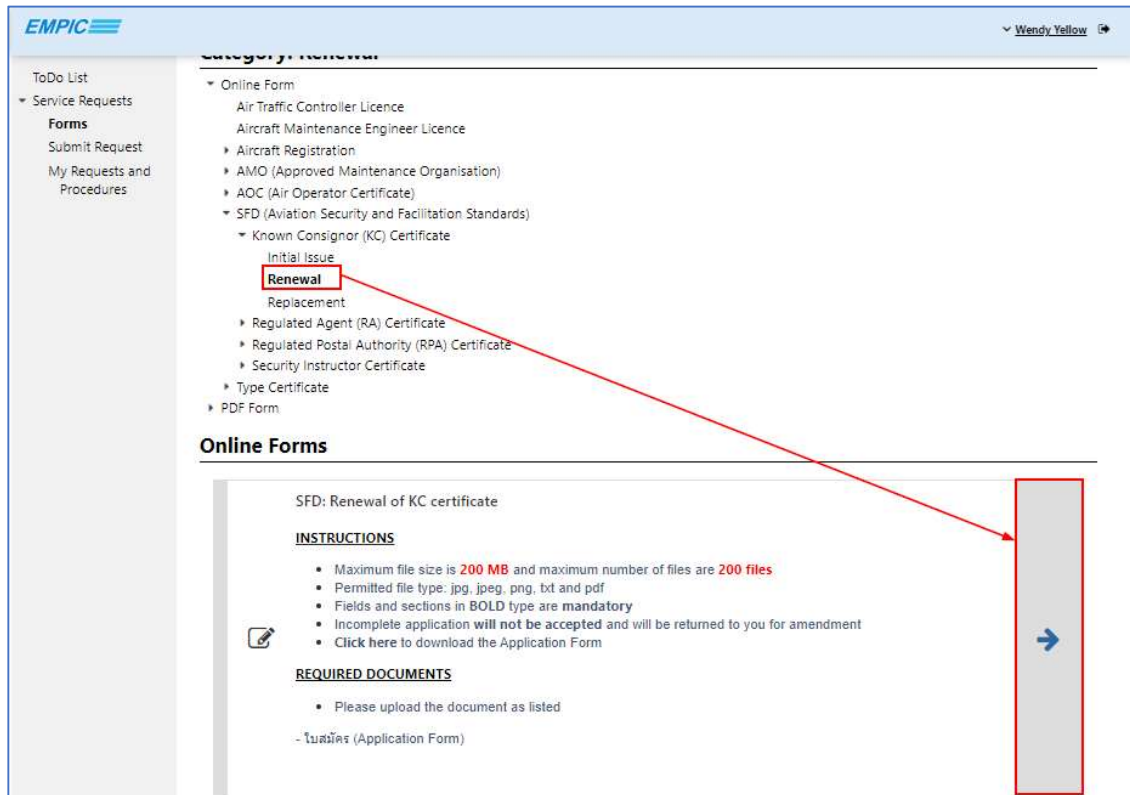


Figure 21: Arrow Icon

6. Fill in **Company Name** in the provided field (Text in bold indicates that the field is mandatory)
7. Click **Select File** to add attachments, or drag & drop the files into the attachment area (Application form)
8. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.


The screenshot shows the EMPIC web portal interface. At the top, the EMPIC logo is on the left, and a user profile 'Wendy Yellow' is on the right. A left-hand navigation menu includes 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Service Requests' and 'SFD: Renewal of KC certificate'. It contains two sections: 'INSTRUCTIONS' with a bulleted list of rules (file size, types, mandatory fields, and a link to the application form), and 'REQUIRED DOCUMENTS' with a single instruction to upload the document as listed. Below this, there is a label for 'Organisation Name' with an input field, and a label in Thai for a license number with another input field. A large dashed box contains the text 'Select file or drop attachment files here.' At the bottom right of the form area are 'Cancel' and 'Submit' buttons.

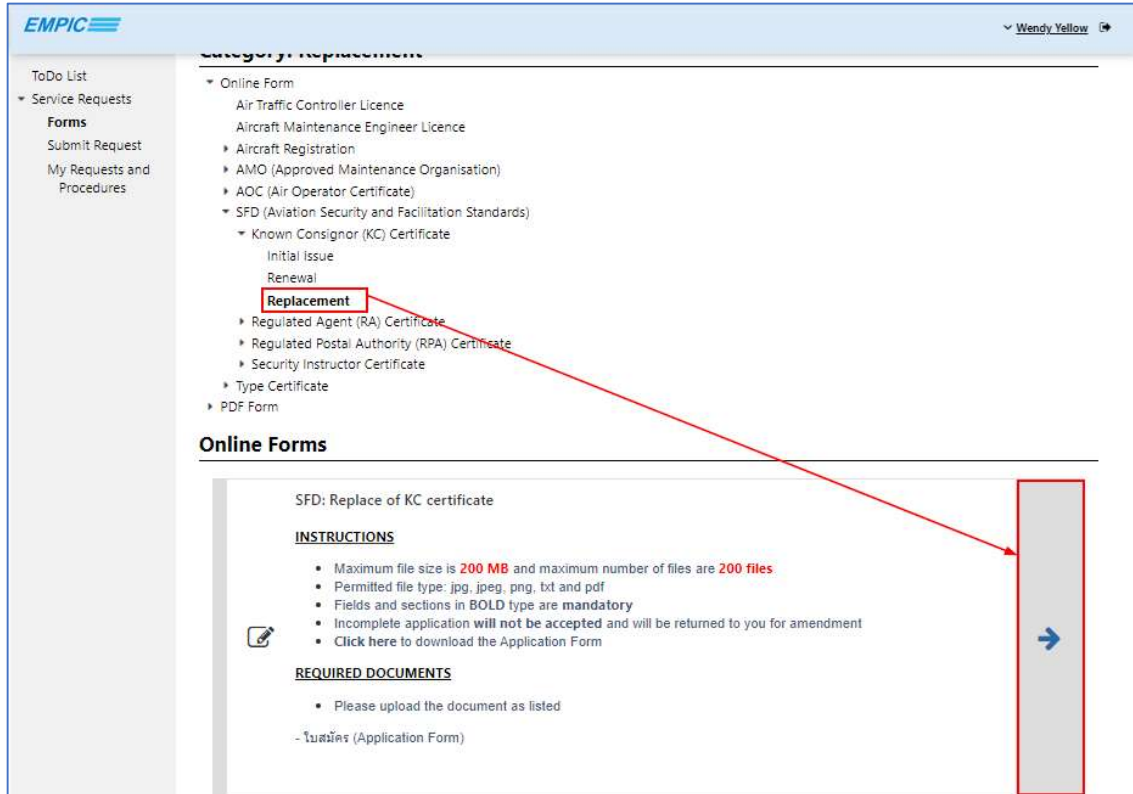
Figure 22: Submit Application online

This screenshot shows the EMPIC portal after a submission. The left navigation menu is visible. On the right, a light gray information box contains a blue 'i' icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The 'ToDo List' link is visible in the navigation menu.

Figure 23: Reference number

c) **Replacement of Known Consignor (KC) certificate**

1. Under **SFD (Aviation Security and Facilitation Standards)**, select **Known Consignor (KC) Certificate**, the available service requests are listed.
2. Select **Replacement** tab under the certificate.
3. Click on  to open the selected form.



The screenshot shows the EMPIC web application interface. On the left is a sidebar with 'ToDo List', 'Service Requests', and 'Forms'. The main content area is titled 'Category: Replacement'. Under 'Online Form', there is a tree view with 'SFD (Aviation Security and Facilitation Standards)' expanded, showing 'Known Consignor (KC) Certificate' with sub-items 'Initial Issue', 'Renewal', and 'Replacement' (highlighted with a red box). Below this is the 'Online Forms' section for 'SFD: Replace of KC certificate'. It contains 'INSTRUCTIONS' (file size, types, mandatory fields, and a download link) and 'REQUIRED DOCUMENTS' (upload the application form). A red arrow points from the 'Replacement' tab to a blue arrow icon in a grey box on the right.

Figure 21: Arrow Icon

4. Fill in **Company Name** in the provided field (Text in bold indicates that the field is mandatory)
5. Click **Select File to add attachments**, or drag & drop the files into the attachment area (Application form)
6. Click **Submit** button to submit the form. A reference number will pop up at the top-right of the window screen.

The screenshot shows the EMPIC web interface. At the top left is the EMPIC logo. At the top right, the user 'Wendy Yellow' is logged in. A left-hand navigation menu includes 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Service Requests' and displays the form for 'SFD: Replace of KC certificate'. Below the title are sections for 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'. The instructions specify a maximum file size of 200 MB, permitted file types (jpg, jpeg, png, txt, pdf), and state that fields in bold are mandatory. The required documents section asks the user to upload the application form. Below this, there are input fields for 'Organisation Name' and a Thai identification number. A large dashed box indicates where to select or drop files. At the bottom right of the form are 'Cancel' and 'Submit' buttons.

EMPIC

Wendy Yellow

ToDo List
Service Requests
Forms
Submit Request
My Requests and Procedures

Service Requests

SFD: Replace of KC certificate

INSTRUCTIONS

- Maximum file size is **200 MB** and maximum number of files are **200 files**
- Permitted file type: jpg, jpeg, png, txt and pdf
- Fields and sections in **BOLD** type are **mandatory**
- Incomplete application **will not be accepted** and will be returned to you for amendment
- Click [here](#) to download the Application Form

REQUIRED DOCUMENTS

- Please upload the document as listed

- ใบสมัคร (Application Form)

Organisation Name:

กรุณาใส่หมายเลขใบรับรอง
(ตัวอย่าง TH/KC/0000-00)

Select file or drop attachment files here.

Cancel Submit

Figure 22: Submit Application online

This screenshot shows the EMPIC interface after a successful submission. A notification box on the right contains an information icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The left navigation menu is partially visible.

EMPIC

ToDo List

Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.

Figure 23: Reference number

.....

4. CONTACT US

For any queries on CAAT-EMPIC account setup/registration,
please contact the CAAT-EMPIC team at:

empicsupport@caat.or.th

or by telephone during CAAT working hours (08:30 – 16:30, Bangkok, Thailand time, GMT+7) at:

For Regulated Agent, Regulated Postal Authority, Known Consignor	Tel. (+66)-2-568-8800 ext. 2906, 2905, 2904
---	--

For any queries on CAAT-EMPIC operation
please contact the CAAT-EMPIC team at:

www.empicsupport.caat.or.th

or by telephone during CAAT working hours (08:30 – 16:30, Bangkok, Thailand time, GMT+7) at:
+66-94-337-7770

.....