



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

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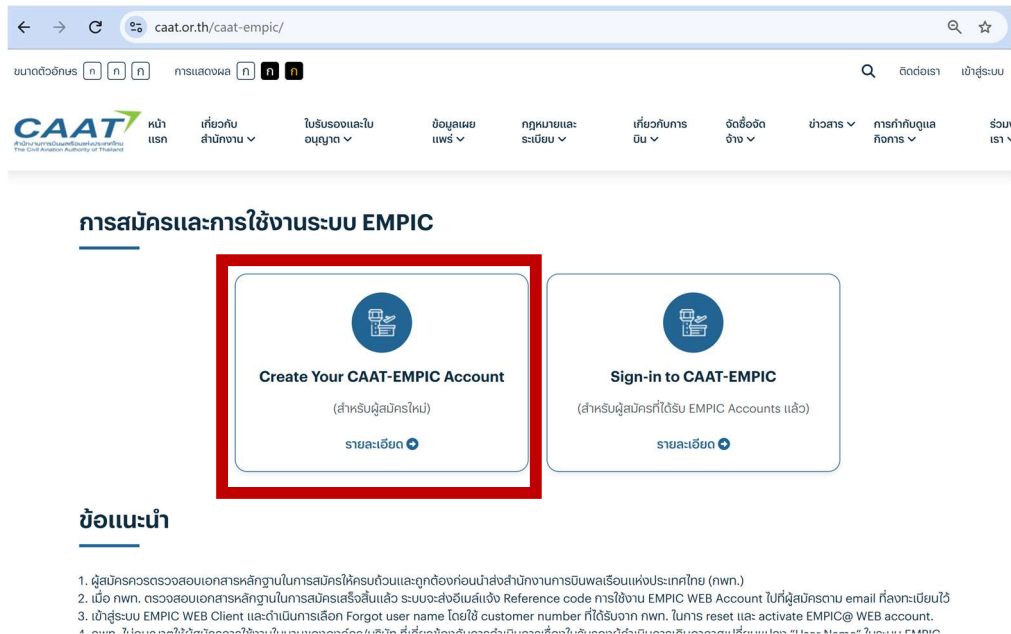
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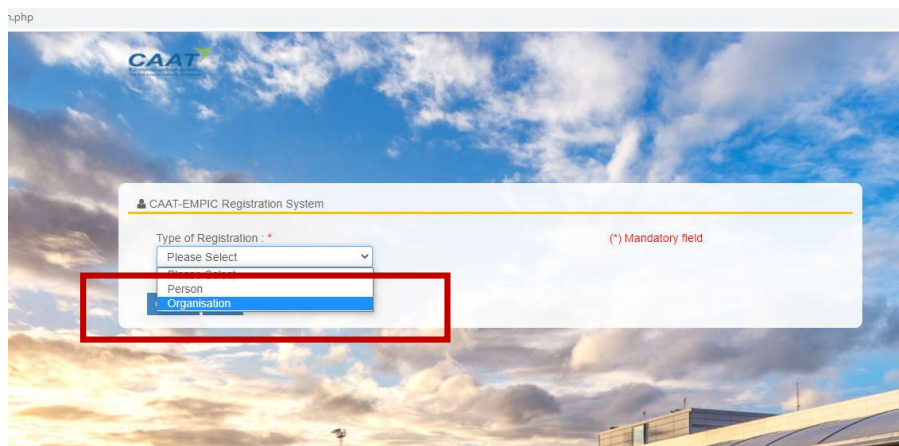
1. CREATE EMPIC ACCOUNT ON WEBSITE FOR NEWREGISTER

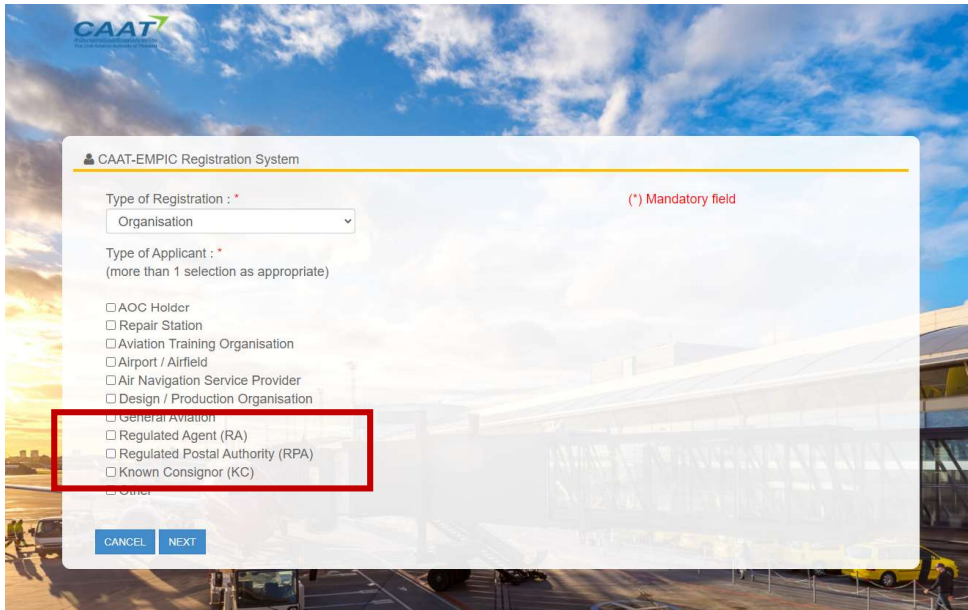
1.1 Go to.. <https://www.caat.or.th/caat-empic/>

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 : *

Authorized 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/caat-empic/> 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**

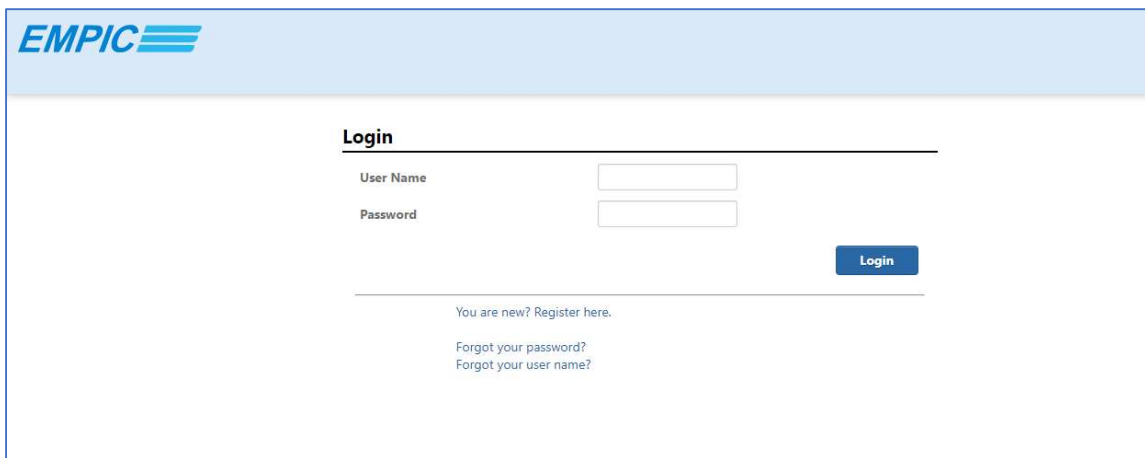
The screenshot shows the EMPIC Login page. At the top left is the EMPIC logo. The main heading is "Login". Below it are two input fields: "User Name" and "Password". To the right of the "Password" field is a blue "Login" button. Below the input fields, there are three links: "You are new? Register here.", "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

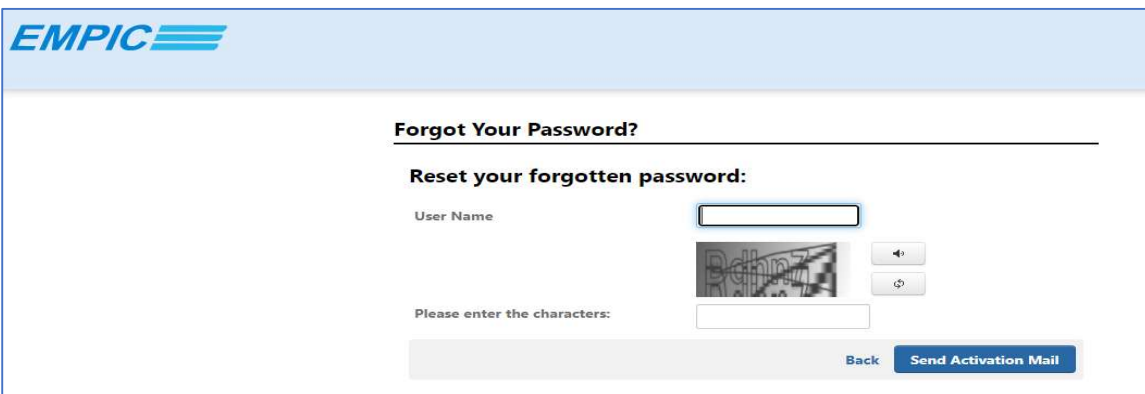
The screenshot shows the EMPIC "Forgot Your Password?" page. At the top left is the EMPIC logo. The main heading is "Forgot Your Password?". Below it is the sub-heading "Reset your forgotten password:". There is a "User Name" input field. To the right of the input field is a CAPTCHA image showing the word "BCHN7" and two buttons: a left arrow and a refresh icon. Below the CAPTCHA is a text prompt "Please enter the characters:" followed by an input field. At the bottom right are two buttons: "Back" and "Send Activation Mail".

Figure 2: Forgot Password

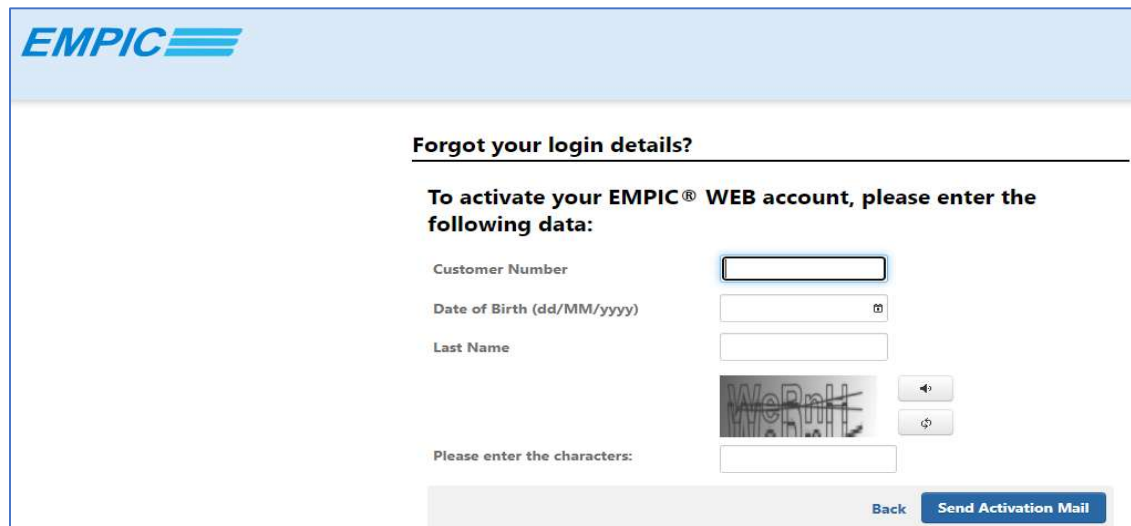
2.3 FORGOT USER NAME

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



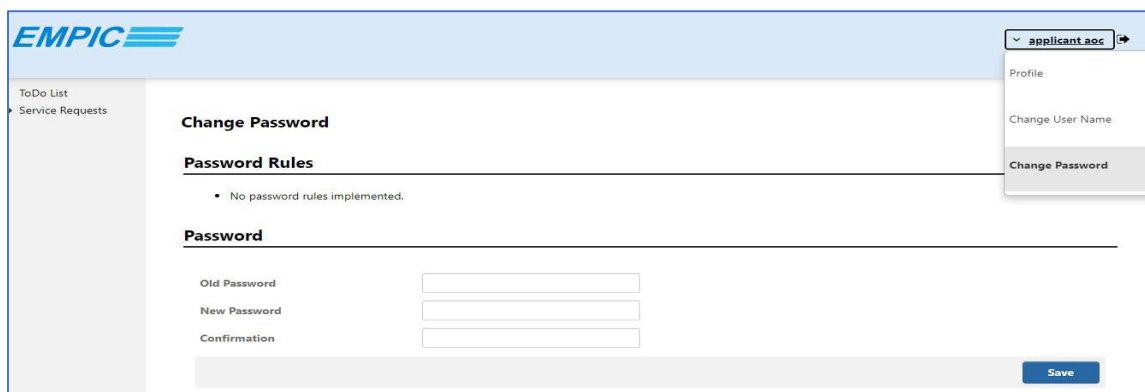
The screenshot shows the EMPIC logo at the top left. The main heading is "Forgot your login details?". Below it, a sub-heading says "To activate your EMPIC® WEB account, please enter the following data:". The form contains four input fields: "Customer Number", "Date of Birth (dd/MM/yyyy)" with a calendar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

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**



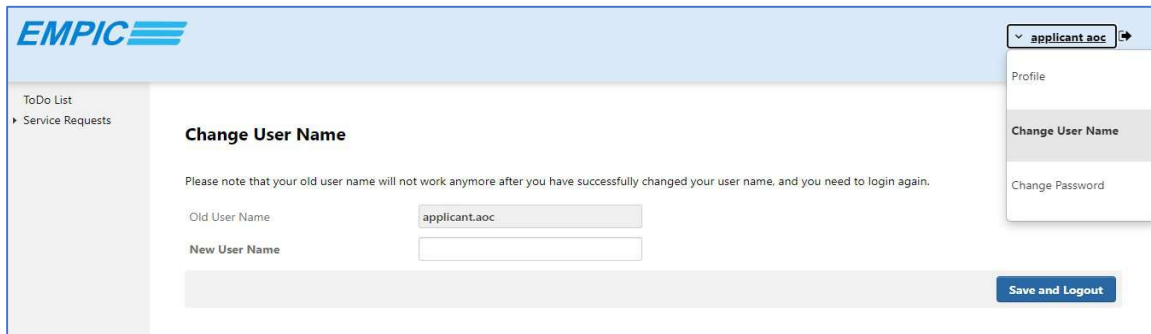
The screenshot shows the EMPIC logo at the top left. On the top right, there is a dropdown menu with the username "applicant_aoc" and a right arrow. The dropdown menu is open, showing options: "Profile", "Change User Name", and "Change Password". On the left side, there is a sidebar with "ToDo List" and "Service Requests". The main heading is "Change Password". Below it, 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 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 displays the EMPIC web client interface. At the top left is the EMPIC logo. On the top right, a dropdown menu is open, showing the current user 'applicant.aoc' and options: 'Profile', 'Change User Name' (highlighted), and 'Change Password'. On the left sidebar, there is a 'ToDo List' and a 'Service Requests' link. 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

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3. REQUEST HANDLING

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

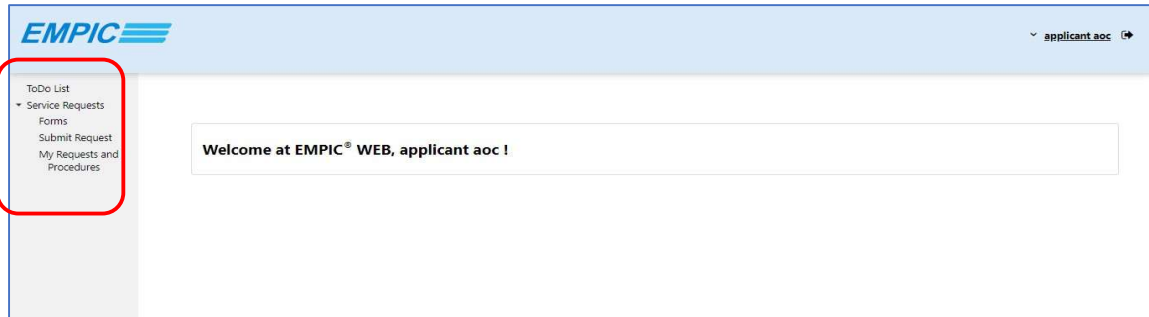


Figure 6: Menu bar

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.

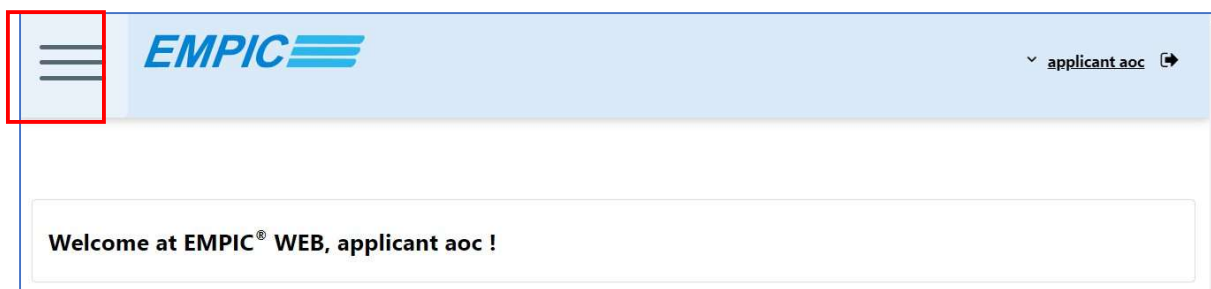


Figure 7: Three striped Icon

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

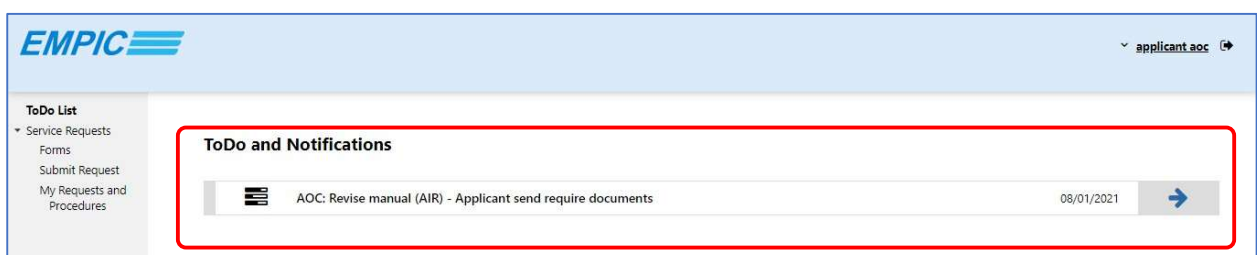


Figure 8: ToDo List

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

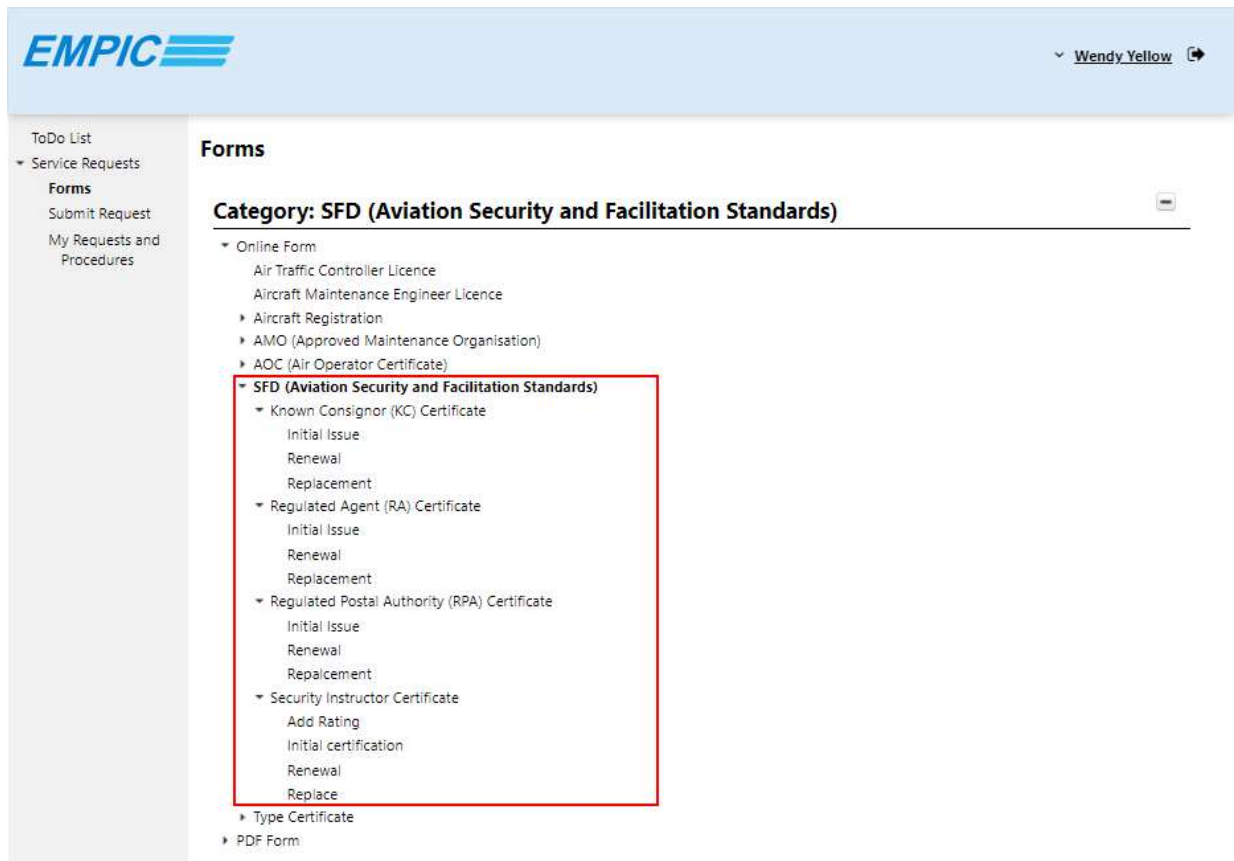
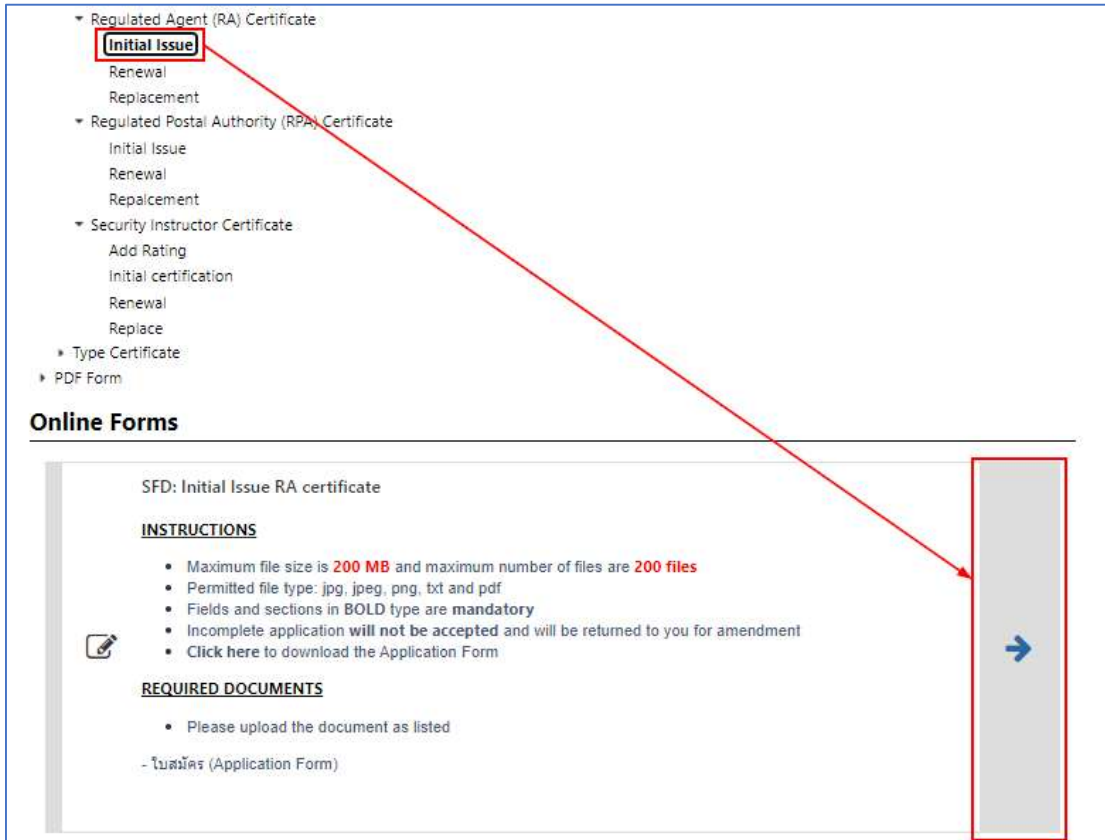


Figure 20: List of service requests related to SFD process.

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.



The screenshot displays the SFD (Aviation Security and Facilitation Standards) system interface. On the left, a navigation menu lists various certificate types: 'Regulated Agent (RA) Certificate', 'Regulated Postal Authority (RPA) Certificate', 'Security Instructor Certificate', 'Type Certificate', and 'PDF Form'. The 'Initial Issue' tab under 'Regulated Agent (RA) Certificate' is highlighted with a red box. A red arrow points from this tab to a blue arrow icon located in a vertical grey bar on the right side of the 'Online Forms' section. The 'Online Forms' section contains the title 'SFD: Initial Issue RA certificate', followed by 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS' sections. The 'INSTRUCTIONS' section lists requirements such as file size (200 MB), file types (jpg, jpeg, png, txt, pdf), and mandatory fields. The 'REQUIRED DOCUMENTS' section lists the '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 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-hand navigation menu contains 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Service Requests' and features a sub-header 'SFD: Initial Issue RA certificate'. Below this, there are two sections: 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'. The 'INSTRUCTIONS' section lists four bullet points regarding file size (200 MB), file types (jpg, jpeg, png, txt, pdf), mandatory fields, and a warning about incomplete applications. The 'REQUIRED DOCUMENTS' section lists one item: 'Please upload the document as listed'. Below the instructions, there is a text input field for 'Organisation Name' and a large dashed-border 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.

EMPIC

Wendy Yellow

ToDo List
Service Requests
Forms
Submit Request
My Requests and Procedures

Service Requests

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)

Organisation Name

Select file or drop attachment files here.

Cancel Submit

Figure 22: Submit Application online

This screenshot shows the EMPIC interface after a successful submission. The EMPIC logo is on the left. On the right, a grey information box with a blue 'i' icon contains the message: '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'.

EMPIC

ToDo List

Service Requests

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

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 application interface. On the left is a sidebar 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 'SFD (Aviation Security and Facilitation Standards)', 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 grey box on the right. Below the list, the 'Online Forms' section displays 'SFD: Renewal of RA certificate' with 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'.

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 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 'Service Requests' and displays 'SFD: Renewal of RA certificate'. Below this, there are sections for 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'. The 'INSTRUCTIONS' section lists requirements such as file size (200 MB), file types (jpg, jpeg, png, txt, pdf), mandatory fields, and a warning about incomplete applications. The 'REQUIRED DOCUMENTS' section asks the user to upload the application form. Below the instructions, there are input fields for 'Organisation Name' and 'กรุณาใส่หมายเลขใบรับรอง (ตัวอย่าง TH/RA/0000-00)'. A large dashed box with the text 'Select file or drop attachment files here.' is provided for document upload. At the bottom right of the form area are 'Cancel' and 'Submit' buttons.

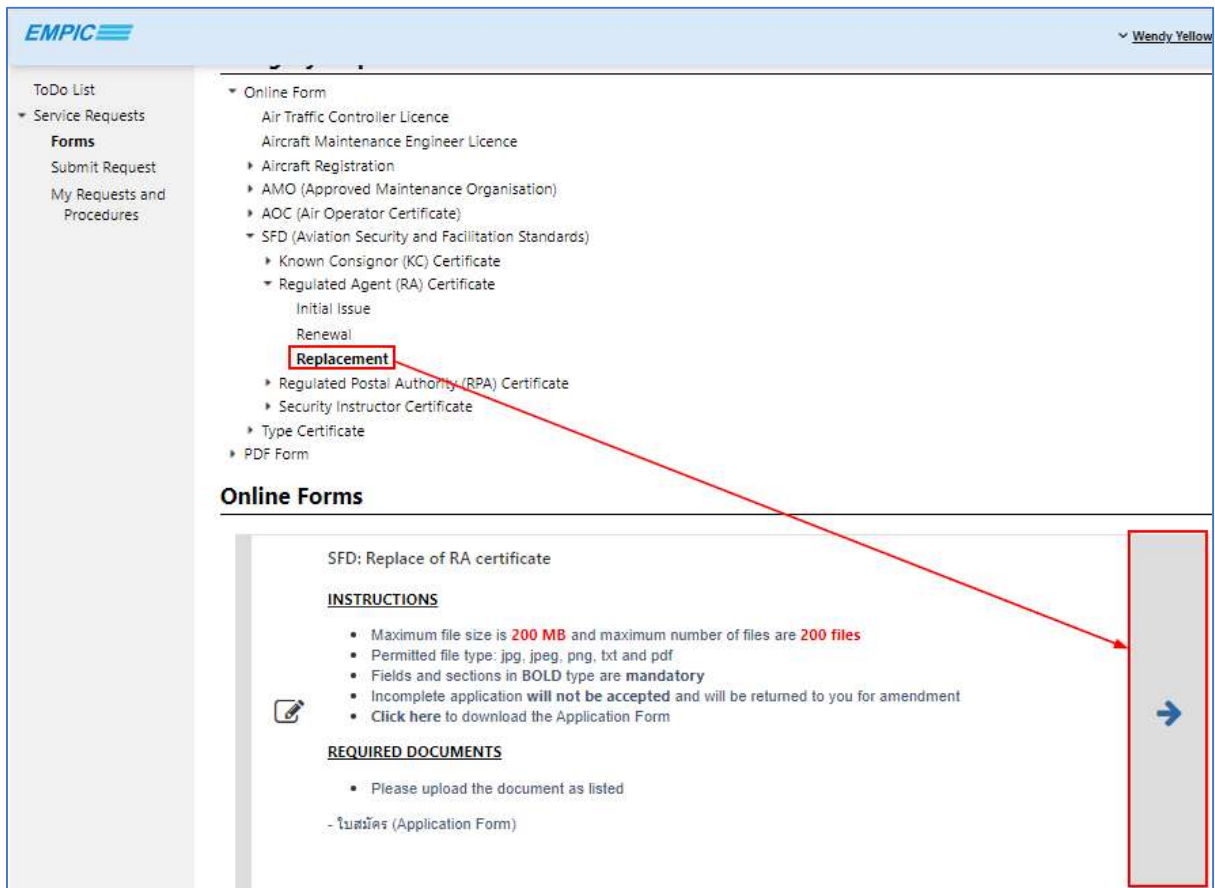
Figure 22: Submit Application online

This screenshot shows the EMPIC interface after a successful submission. The EMPIC logo is visible on the left. On the right, a grey 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 left-hand navigation menu is partially visible on the left side of the screen.

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 web application interface. On the left is a navigation menu with 'ToDo List', 'Service Requests', and 'Forms'. The 'Forms' section is expanded, showing 'Submit Request' and 'My Requests and Procedures'. The main content area is titled 'Online Form' and lists various certificate types. 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). Below this, the 'Replacement' tab is selected, displaying the 'SFD: Replace of RA certificate' form. The form includes 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS' sections. A red arrow points from the 'Replacement' tab to a blue arrow icon in a grey box on the right side of the form.

EMPIC

Wendy Yellow

ToDo List

Service Requests

Forms

Submit Request

My Requests and Procedures

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: Replace 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

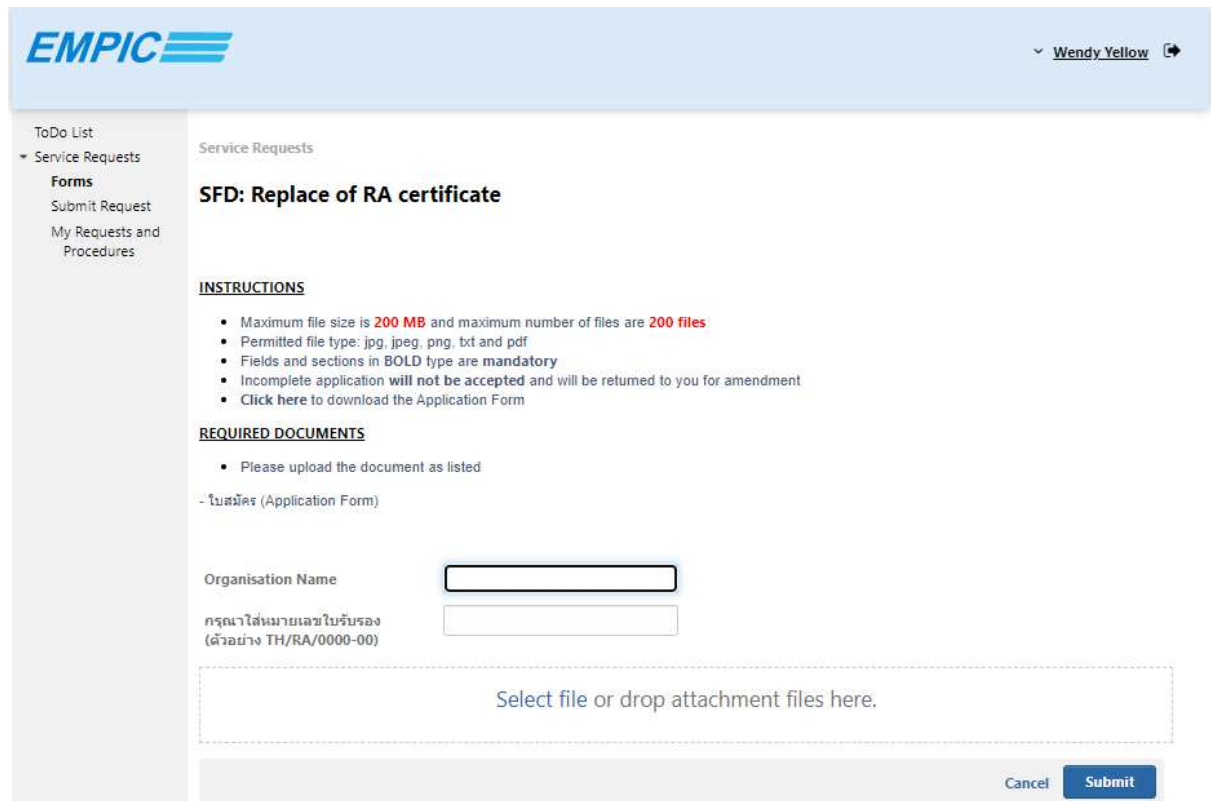
REQUIRED DOCUMENTS

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



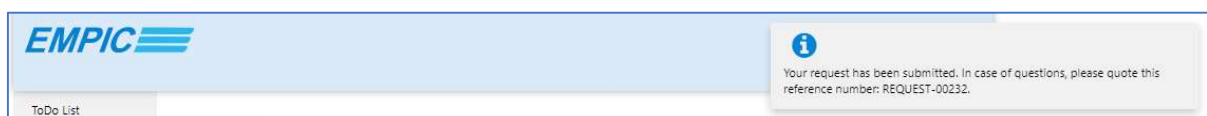
Figure 21: Arrow Icon

4. Fill in 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 the user name 'Wendy Yellow' with a profile icon is on the right. A left sidebar contains a 'ToDo List' with items: 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Service Requests' and features the heading 'SFD: Replace of RA certificate'. Below this, there are two sections: 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'. The 'INSTRUCTIONS' section lists four bullet points regarding file size (200 MB), file types (jpg, jpeg, png, txt, pdf), mandatory fields in bold, and a warning that incomplete applications will not be accepted. The 'REQUIRED DOCUMENTS' section has one bullet point asking to upload the document as listed. Below the instructions, there is a label '- ใบสมัคร (Application Form)'. The form includes two input fields: 'Organisation Name' and a Thai label 'กรุณาใส่หมายเลขใบรับรอง (ตัวอย่าง TH/RA/0000-00)'. A large dashed box with the text 'Select file or drop attachment files here.' is provided for file upload. At the bottom right of the form area are 'Cancel' and 'Submit' buttons.

Figure 22: Submit Application online



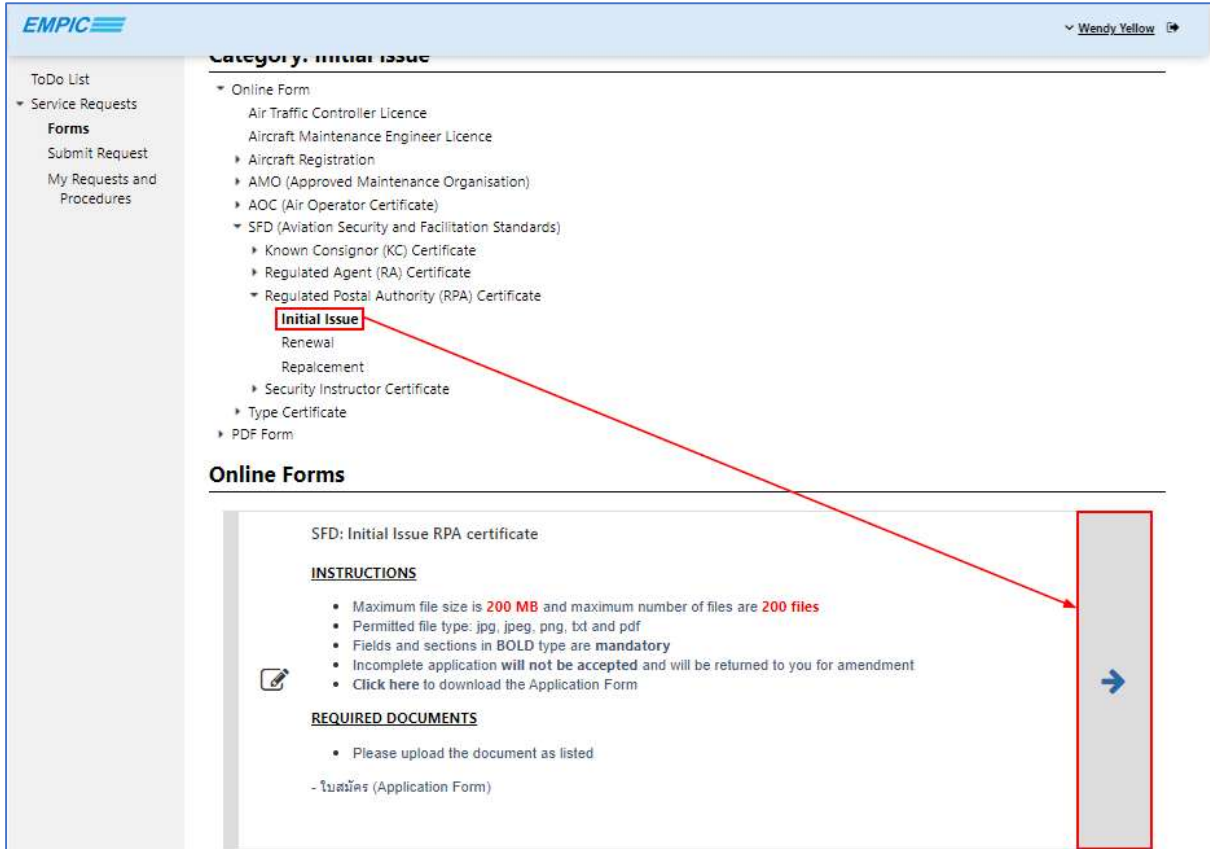
This screenshot shows the EMPIC interface after a submission. The EMPIC logo is on the left. On the right, a grey information box contains a blue 'i' icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The left sidebar is partially visible with 'ToDo List' and 'Service Requests'.

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 navigation menu with 'ToDo List', 'Service Requests', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Category: Initial Issue' and lists various online forms. Under the 'SFD (Aviation Security and Facilitation Standards)' category, the 'Regulated Postal Authority (RPA) Certificate' is expanded, and the 'Initial Issue' tab is selected and highlighted with a red box. A red arrow points from this tab to a blue arrow icon located in a vertical bar on the right side of the page. Below the 'Initial Issue' tab, the 'Online Forms' section displays the 'SFD: Initial Issue RPA certificate' form. This form 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, 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 **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 left is the EMPIC logo. At the top right, the user's name 'Wendy Yellow' is displayed with a dropdown arrow and a refresh icon. On the left side, there is a navigation menu with the following items: 'ToDo List', 'Service Requests' (which is expanded to show 'Forms', 'Submit Request', and 'My Requests and Procedures'), and 'Forms'. The main content area is titled 'Service Requests' and contains the heading 'SFD: Initial Issue RPA certificate'. Below this heading, there are two sections: 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'. The 'INSTRUCTIONS' section lists four 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', and 'Incomplete application will not be accepted and will be returned to you for amendment'. It also includes a link 'Click here to download the Application Form'. The 'REQUIRED DOCUMENTS' section lists one bullet point: 'Please upload the document as listed'. Below this, there is a text input field for 'Organisation Name' and a large dashed box for file upload with the text 'Select file or drop attachment files here.' At the bottom right of the main content area, there are 'Cancel' and 'Submit' buttons.

Figure 22: Submit Application online

The screenshot shows the EMPIC web application interface after a successful submission. The EMPIC logo is at the top left. On the right side, there is a light gray notification box with an information icon (i) and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The navigation menu on the left is partially visible, showing 'ToDo List' and 'Service Requests'.

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 system interface. On the left is a sidebar with 'ToDo List', 'Service Requests', and 'Forms'. The main area is titled 'Category: Renewal' and lists various certificates under 'Online Form'. The 'Regulated Postal Authority (RPA) Certificate' is expanded, showing '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 containing a blue arrow icon. Below this, the 'Online Forms' section displays 'SFD: Renewal of RPA certificate' with 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'.

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)

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. 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', 'My Requests and Procedures', and 'Forms'. The main content area is titled 'Service Requests' and 'SFD: Renewal of RPA 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'. Below this is a 'REQUIRED DOCUMENTS' section with the instruction 'Please upload the document as listed'. A Thai label 'ใบสมัคร (Application Form)' is present. There are input fields for 'Organisation Name' and a Thai label 'กรุณาลoadหมายเลขใบรับรอง (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.

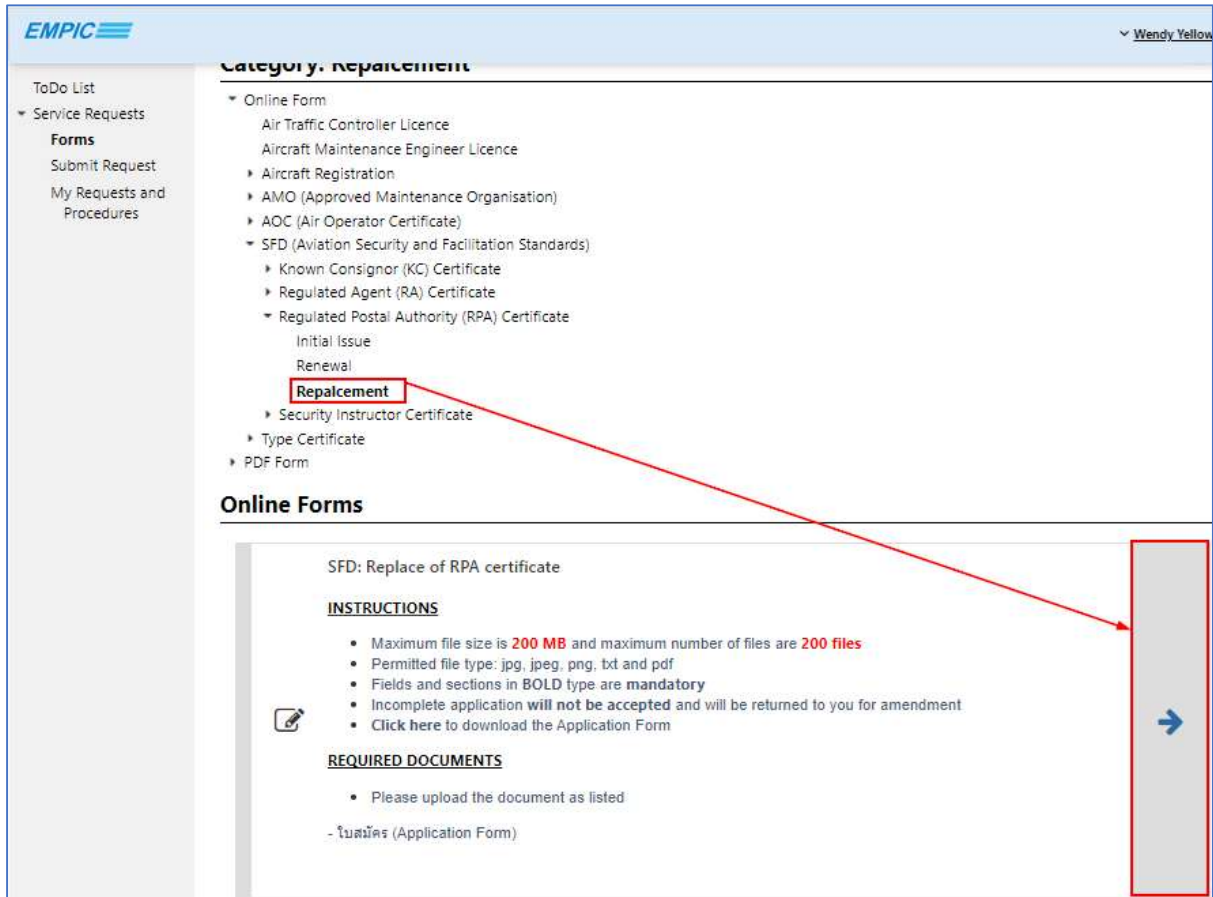
Figure 22: Submit Application online

The screenshot shows the EMPIC web interface after submission. The left sidebar is partially visible. A grey 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 is mostly obscured by the notification box.

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', 'Forms', 'Submit Request', and 'My Requests and Procedures'. The main content area is titled 'Category: Replacement'. Under 'Online Form', there is a list of categories including 'SFD (Aviation Security and Facilitation Standards)'. Under this category, 'Regulated Postal Authority (RPA) 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. The form content includes 'SFD: Replace of RPA certificate', 'INSTRUCTIONS' (with file size and type details), 'REQUIRED DOCUMENTS' (listing the application form), and a 'Submit' button.

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: Replace of 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

- ใบสมัคร (Application Form)

Organisation Name

กรุณาส่งหมายเลขใบรับรอง (ตัวอย่าง TH/RPA/0000-00)

Select file or drop attachment files here.

At the bottom right, there are 'Cancel' and 'Submit' buttons.

Figure 22: Submit Application online

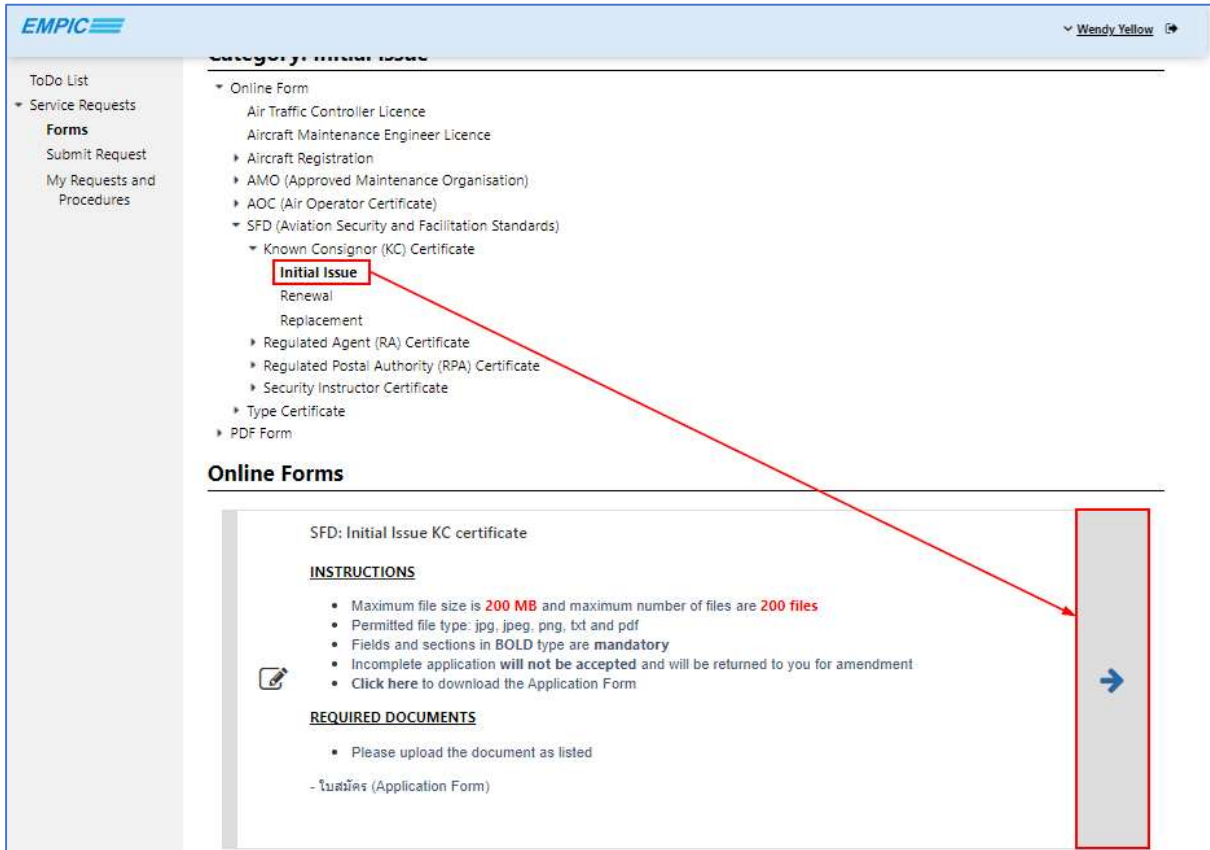
The screenshot shows the EMPIC web interface after a successful submission. The top header includes the EMPIC logo. A notification box on the right side contains an information icon and the text: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.'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

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 shows the EMPIC web application 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: Initial Issue' and lists various online forms. Under 'SFD (Aviation Security and Facilitation Standards)', the 'Known Consignor (KC) Certificate' is expanded, and the 'Initial Issue' tab is selected and 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 page. Below the navigation menu, the 'Online Forms' section displays the 'SFD: Initial Issue KC certificate' form. This form includes 'INSTRUCTIONS' (Maximum file size is 200 MB, permitted file types, mandatory fields, and a link to download the application form) and 'REQUIRED DOCUMENTS' (Please upload the document as listed: ใบสมัคร (Application 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 web application interface. At the top left is the EMPIC logo. At the top right, the user's name 'Wendy Yellow' is displayed with a dropdown arrow and a refresh icon. On the left side, there is a navigation menu with the following items: 'ToDo List', 'Service Requests' (which is expanded to show 'Forms', 'Submit Request', and 'My Requests and Procedures'), and 'Forms'. The main content area is titled 'Service Requests' and contains the heading 'SFD: Initial Issue RPA certificate'. Below this heading, there are two sections: 'INSTRUCTIONS' and 'REQUIRED DOCUMENTS'. The 'INSTRUCTIONS' section lists four 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', and 'Incomplete application will not be accepted and will be returned to you for amendment'. It also includes a link 'Click here to download the Application Form'. The 'REQUIRED DOCUMENTS' section lists one bullet point: 'Please upload the document as listed'. Below this, there is a text input field for 'Organisation Name' and a large dashed box for file upload with the text 'Select file or drop attachment files here.' At the bottom right of the main content area, there are 'Cancel' and 'Submit' buttons.

Figure 22: Submit Application online

The screenshot shows the EMPIC web application interface after a successful submission. The top left features the EMPIC logo. On the right side, a grey notification box with an information icon contains the message: 'Your request has been submitted. In case of questions, please quote this reference number: REQUEST-00232.' The left navigation menu is partially visible, showing 'ToDo List' and 'Service Requests'.

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.

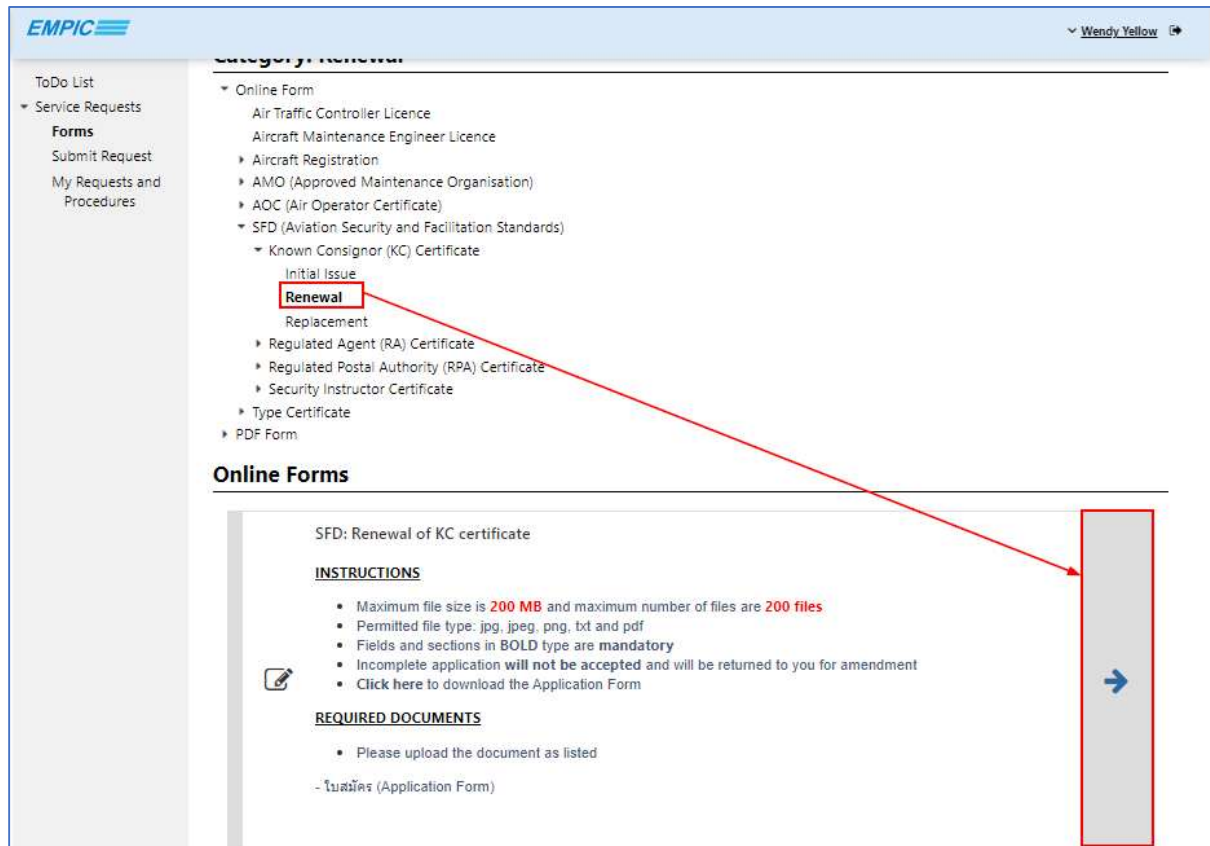


Figure 21: Arrow Icon

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 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', 'My Requests and Procedures', and 'Service Requests'. The main content area is titled 'SFD: Renewal of KC certificate'. It includes an 'INSTRUCTIONS' section with bullet points about file size (200 MB), file types (jpg, jpeg, png, txt, pdf), mandatory fields, and a warning that incomplete applications will not be accepted. Below this is a 'REQUIRED DOCUMENTS' section with a bullet point to upload the document as listed. A specific document is listed: '- ใบสมัคร (Application Form)'. The form contains input fields for 'Organisation Name' and 'กรุณาใส่หมายเลขใบรับรอง (ตัวอย่าง TH/KC/0000-00)'. A large dashed box with the text 'Select file or drop attachment files here.' is provided for file upload. At the bottom right, there are 'Cancel' and 'Submit' buttons.

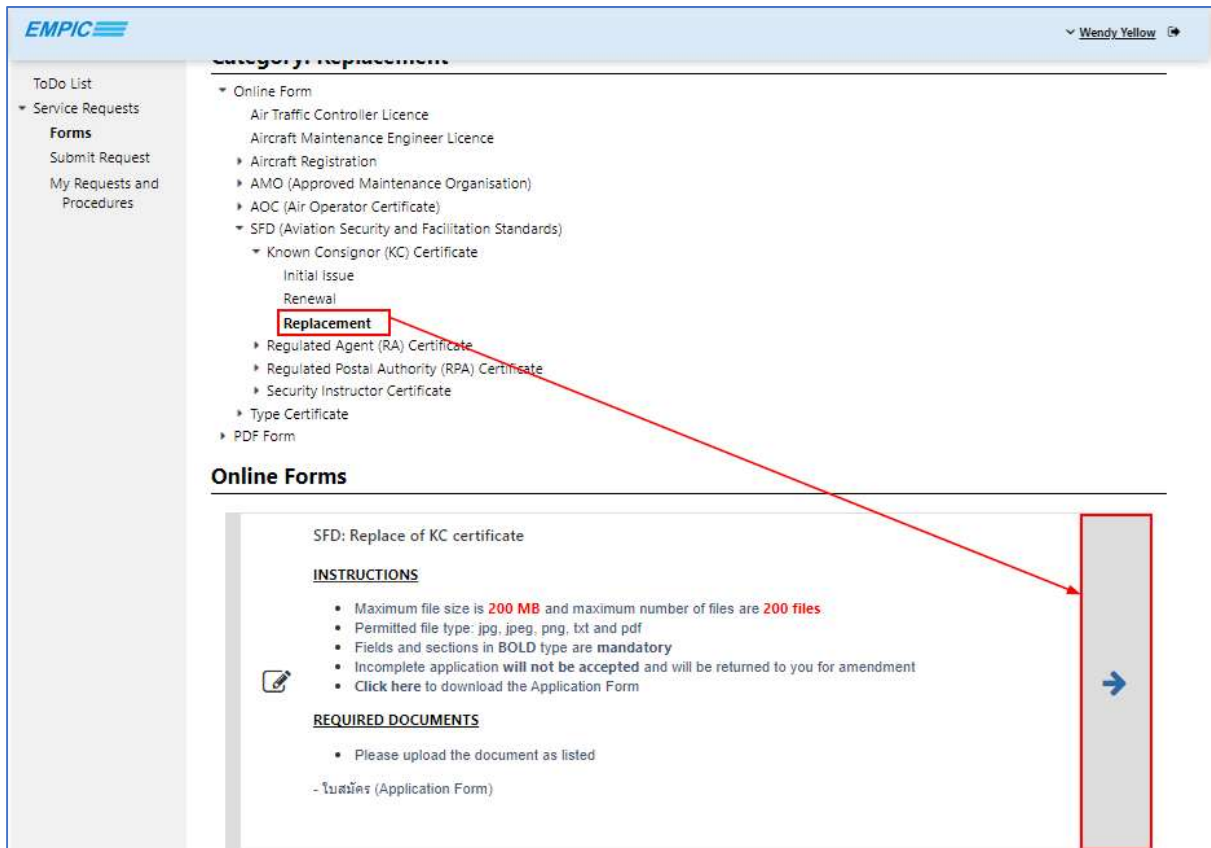
Figure 22: Submit Application online

The screenshot shows the EMPIC web interface after a successful submission. The top header features 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 'ToDo List' and 'Service Requests'.

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 navigation menu with 'ToDo List', 'Service Requests', and 'Forms'. The 'Forms' section is expanded, showing 'Submit Request' and 'My Requests and Procedures'. The main content area is titled 'Category: Replacement' and lists various online forms. Under 'SFD (Aviation Security and Facilitation Standards)', the 'Known Consignor (KC) Certificate' is selected, and the 'Replacement' tab 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 page. Below the list of forms, the 'Online Forms' section displays the title 'SFD: Replace of KC certificate' and provides instructions and required documents for the application.

Online Forms

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)

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, the logo is on the left and the user name 'Wendy Yellow' is on the right. A sidebar on the left contains a 'ToDo List' with 'Service Requests' expanded, showing 'Forms', 'Submit Request', 'My Requests and Procedures', and 'Forms'. The main content area is titled 'Service Requests' and 'SFD: Replace of KC certificate'. It includes 'INSTRUCTIONS' (file size, types, mandatory fields, and a download link) and 'REQUIRED DOCUMENTS' (upload the document as listed). Below this is a Thai text label '- ใบสมัคร (Application Form)'. There are input fields for 'Organisation Name' and 'กรุณาใส่หมายเลขใบรับรอง (ตัวอย่าง TH/KC/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 top header is the same. 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 sidebar on the left shows 'ToDo List' with 'Service Requests' selected.

Figure 23: Reference number

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

For Regulated Agent, Regulated Postal Authority, Known Consignor	Tel. (+66)-2-568-8829 Email : sfd_os@caat.or.th
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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

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