

**INTERNATIONAL FREIGHT TRANSPORTATION PROBLEMS
UNDER GMS-CBTA: CASE STUDY OF THAILAND-CAMBODIA**



**A THESIS REPORT SUBMITTED IN PARTIAL FULFILLMENT
OF THE REQUIREMENTS FOR THE DEGREE OF
MASTER OF SCIENCE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT
INTERNATIONAL COLLEGE
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ABSTRACT

The governments of Thailand and Cambodia have enacted a policy under the Great Mekong Sub-region (GMS) agreement to facilitate and increase trade and transport capacity between the two countries. One of the key components is to improve land transport performance on the designated routes between Bangkok and Phnom Penh under the GMS Cross Border Transportation Agreement (CBTA) by allowing a number of trucks driving through the route. However, the policy has not been considered effective as expected because licensed logistic companies do not use the privilege provided by the GMS-CBTA. They use the traditional method in which cargo is transhipped by local trucks at the borderline. In light of the problem, this study systematically investigated the root causes of the agreement ineffectiveness by survey, questionnaire, and interview to collect some recommendations for improving the performance of operation are given.

ACKNOWLEDGEMENT

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Wish you all the best and happiness.

Best Regards,

Pratan Uttamapurna

Bangkok, July 2019.

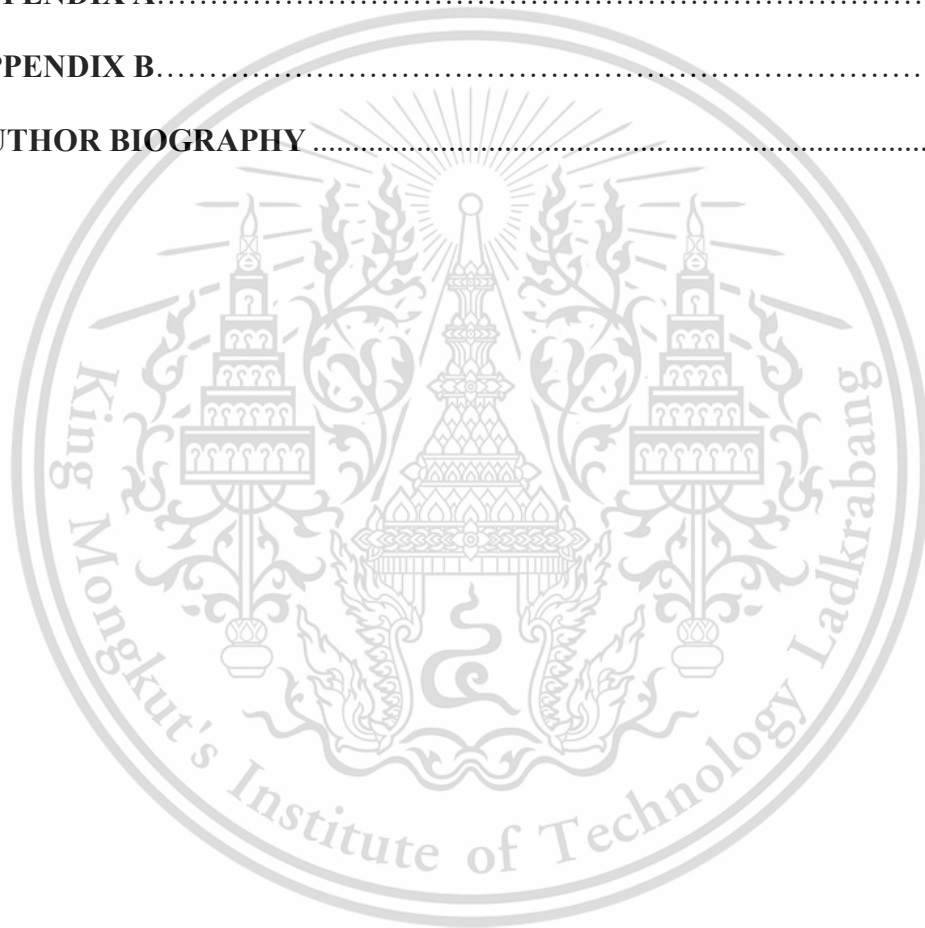
TABLE OF CONTENTS

Chapter	Page
ABSTRACT.....	I
ACKNOWLEDGEMENT.....	II
TABLE OF CONTENTS	III
TABLE OF CONTENTS	IV
LIST OF FIGURES.....	VIII
LIST OF TABLE.....	X
CHAPTER 1 INTRODUCTION	1
1.1 Research Background.....	1
1.2 Problem Statement.....	1
1.3 Objectives of Study	3
1.4 Scope of Study.....	3
1.5 The Expected Results	3
CHAPTER 2 LITERATURE REVIEW	4
2.1 ASEAN & GMS-CBTA Background	4
2.2 Review of Transportation between Thailand-Cambodia	15
2.3 Review the Regulation of Freight and Cross-border Transport	19
2.4 Review Previous Study	44
CHAPTER 3 RESEARCH METHODOLOGY	49
3.1 Scope of Work	49
3.2 Survey and Questionnaire Design	49
CHAPTER 4 RESULTS	54
4.1 Survey as Designated Route.....	54
4.2 Questionnaire.....	74

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4.3 Interview	92
4.4 Analysis of Data	93
CHAPTER 5 CONCLUSIONS AND RECOMMENDATIONS	94
5.1 Conclusions	94
5.2 Recommendations	102
REFERENCE	103
APPENDIX A	106
APPENDIX B	133
AUTHOR BIOGRAPHY	140



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LIST OF FIGURES

Figure	Page
1-1 ASEAN agreement routes between Thailand-Cambodia (R1).....	2
2-1 Map of ASEAN Countries.....	5
2-2 Greater Mekong Sub-region Countries	8
2-3 Greater Mekong Sub-region Corridors.....	11
2-4 Map of the Greater Mekong Sub-region	12
2-5 Permanent border and Relief border point between Thailand-Cambodia.....	17
2-6 Import Customs Clearance process of Cambodia	30
2-7 GMS Road Transport Permit of Thailand Front page.....	36
2-8 GMS Road Transport Permit of Thailand Rear page	37
2-9 GMS CBTA Agreement Route	47
3-1 Procedure of questionnaire design	51
3-2 Value Discipline Model.....	52
3-3 Summarize methodology of Research.....	53
4-1 Truck carrying on bottles of drink	55
4-2 Drivers and Shipping Broker.....	56
4-3 GMS CBTA Permit.....	59
4-4 Vehicle Inspection Certificate	60
4-5 Vehicle Registration Certificate	61
4-6 Example of Driving License New Version	62
4-7 Example of Individual Passport.....	62
4-8 Designated Route of Survey (R1).....	66
4-9 Step of transportation from Origin to Destination.....	66
4-10 Distance in Thailand site	68

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Forbidden to modify the content, and cite the document when use.

4-11 Trailer waiting for X-Ray	70
4-12 X-Ray Machine	70
4-13 X-Ray Result document	71
4-14 X-Ray Result in container	71
4-15 Distance from Poipet to Phnom Penh Beer Co., Ltd.....	72
4-16 Part V: Problems and obstacle of the component who use GMS CBTA permit and also want to use in the future.	90
4-17 Part VII: Problems and obstacle of the component who never use GMS CBTA permit.....	91
4-18 Result of Analysis with 3PL.....	93
5-1 Most problems and few problems of permit user.....	95
5-2 Most problems and few problems of companies no used permit.....	96
5-3 Sort of maximum problems of permit user.....	98
5-4 Sort of maximum problems of companies no used permit.....	99
5-5 Road condition on National no.5 road in Cambodia.....	101
5-6 Two-way traffic on National no.5 road.....	101

LIST OF TABLES

Table	Page
2-1 Vehicle Verification Period.....	39
2-2 Truck Maximum Gross Weight.....	43
3-1 Criteria of Problems.....	51
4-1 Truck Detail to transport on AH1 Road, Cambodia.....	63
4-2 Available of Driver and Truck Check list to Cambodia.....	64
4-3 Distance, transport and customs clearance cost	73
4-4 Result of Questionnaire Part I, II, III, IV	78
4-5 Result of Questionnaire Part V	85
4-6 Result of Questionnaire Part IX	88
5-1 Level of usage and problems of permit user and company no used	94
5-2 Evaluation Criteria	94
5-3 Level of Problem in Cambodia site from GMS CBTA user	97

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LIST OF ABBREVIATIONS

Name	Definition
GMS	Great Mekong Sub-region
CBTA	Cross Border Transportation Agreement
KH	Cambodia
T	Thailand
ASEAN	Association of South East Asian Nations
ASC	ASEAN Security Community
AEC	ASEAN Economics Community
ASCC	ASEAN Socio-Cultural Community
AFTA	ASEAN Free Trade Area
CIQ	Customs, Immigration, and Quarantine process
GMS-TSS	GMS Transport Strategy Study
ASYCUDA	Automated System for Customs Data
GNP	Gross National Product
ADB	Asian Development Bank
NTFC	National Transport Facilitation Committee
CTS	Sub-region traffic right, customs transit, and temporary admission system
EWEC	East West Economic Corridor
NSC	North-South Corridor
EC	Eastern Corridor
EW	East-West Corridor
SC	Southern Corridor
SCC	Southern Coastal Corridor

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LIST OF ABBREVIATIONS (Cont.)

Name	Definition
NSC	North–South Corridor
EC	Eastern Corridor
EWC	East–West Corridor
SC	Southern Corridor
SCC	Southern Coastal Corridor
CC	Central Corridor
NC	Northern Corridor
WC	Western Corridor
NEC	North-eastern Corridor
SEC	Southern Economic Corridor
COA	Certificate of analysis
MSDS	Material Safety Data Sheet
EFT	Electronic Funds Transfer
SAD	Single Administration Document
PCA	Post Clearance Auditing
DG	Dangerous Goods
ADR	The European Agreement concerning the International Carriage of Dangerous Goods by Road
IMDG	International Maritime Dangerous Goods
IATA	International Air Transport Association
W/H	Warehouse
CNEE	Consignee

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CHAPTER 1

INTRODUCTION

1.1 Research Background

Presently, the growth of border trade between Thailand and Cambodia is increasing every year, which now Thailand as much as 145,799.82 million baht/year in the year of 2018 (Department of Foreign Trade, 2018) and also increasing every year. The most favourite way to transport cargoes is land transportation. The governments of the two countries have implemented the policy under the ASEAN agreement to increase transport potential. The current major policy is to operate an agreement of land transport on the agreed routes between Thailand-Cambodia that called Greater Mekong Sub-Region Cross Border Transport Agreement or R1 route (GMS CBTA). (ADB, 2011)

1.2 Problem Statement

According to the Transportation Institute (Department of Land Transport, 2013), they studied the transport route from Aranyaprathet – Poipet – Phnom Penh, found that Aranyaprathet border delays frequently occur in customs clearance. The Poipet border has some delay in the Customs, Immigration, and Quarantine process (CIQ), and the road between Poipet - Phnom Penh is in poor conditions. Many transport companies found the problems about the misunderstanding of legal issues and bad coordination between the two countries make the agreement inefficiencies. Furthermore, Cambodia has the problem of high logistics cost when compared with those in other countries in the region and the world (Infrastructure and Regional Integration Technical Working Group, 2015). However, Cambodia government has tried to improve the logistics sector in the country and the rolling out of the Automated System for Customs Data

(ASYCUDA). The goal of this improvement is to enable easier, cheaper, and faster transport of goods across borders into and from Cambodia. (Srivastava & Kumar, 2012)



Figure 1-1. ASEAN agreement routes between Thailand-Cambodia (R1)

Even if the government of both countries try to develop cross-border transportation policy and also infrastructure along agreement route. But with above problems, therefore, this is interesting things for author to study, investigate the problems, and also explore advantage and disadvantage of GMS-CBTA to give information to transport operator, government of both countries, and people who interested to be improve and recheck before operate and do any new policy for the best benefit of Thai and Cambodian people. Likewise, many authors have been studied about land transportation on such route but still do not have research focussing on cross-border transportation under GMS CBTA.

1.3 Objectives of the Study

This study aims at preliminary investigating the potential of following factors:

- 1) To Study cross border transportation between Thailand and Cambodia.
- 2) To Study the problems under the GMS CBTA on Thailand-Cambodia route.
- 3) To Study about advantage and disadvantage of GMS CBTA on Thailand-Cambodia route.

1.4 Scope of the Study

This research is study as agreed route of GMS CBTA between Thailand and Cambodia. Author collected data from survey on the route as GMS CBTA, moreover, interview and design the questionnaire to get the problems from transport company whom derived the permit and transportation with GMS CBTA.

1.5 The Expected Result

- 1) The shipper or transportation company can take the result to transport from Thailand-Cambodia with GMS CBTA permit for reducing the cost.
- 2) The interested person can use the result to study other route of GMS CBTA.
- 3) The government or public section can use for the result to reduce and solve the problem in current and find the solution to improve GMS CBTA permit in Thailand-Cambodia route or other agreement in the future.

CHAPTER 2

LITERATURE REVIEW

2.1 ASEAN & GMS CBTA Background

2.1.1 ASEAN Background

Association of South East Asian Nations is called in short term as ASEAN or original called as Indo China. This name is the resulted of the location is located between Republic of India and People's Republic of China and derived the derivation from India and China or Chi-no. ASEAN has great location because this area is the center of trading both land and sea since Buddha period until currently. Moreover, merchants and journeys use this area to be the gateway between India and China. The area composed of two main land. First main lands of Southeast Asia are Thailand, Cambodia, Lao, Vietnam, and Myanmar. Second main land islands are Philippine, Brunei, and East Malaysia (Island part).

Onward in July 1961, Thailand, Malaysia, and Philippines, they formed an association of South East Asia together to cooperate economy, social, and culture. But with political problems between Malaysia and Indonesia, the project has essential stopped after proceed only 2 years. Subsequently, August 8th 1967, the Association of South East Asian Nations (ASEAN) was established from leaders of Southeast Asian countries contain with; Adam Malik, Presidium Minister for Political Affair and Minister for foreign affairs of Indonesia; Tun Abdul Razak, the Deputy Prime minister, Minister for Defence and Minister for National Development of Malaysia; Narciso Ramos, the Secretary of Foreign Affairs of Philippines; S.Rajaratnum, the Minister of Foreign Affairs of Singapore; and Thanat Khoman, the Minister of Foreign Affairs of Thailand. These leaders of all five nations have signed the ASEAN declaration or

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knowing later in the name of Bangkok Declaration and establish a cooperative association to increase economic growth (such as transportation, transportation, agriculture, trade, etc.), social development, cultural development in member countries and to maintain peace and security in the area, and also provides an opportunity to suspend disputes among the member's countries. After that, the countries in Southeast Asia have gradually joined ASEAN by starting from Brunei joined on 8 January 2527, Vietnam joined on 28 July 1995, Lao PDR and Myanmar joined on 23 July 1997, and Cambodia joined on 30 April 1999, respectively, resulting the member of ASEAN has a total of 10 countries. (Severino, 2008)

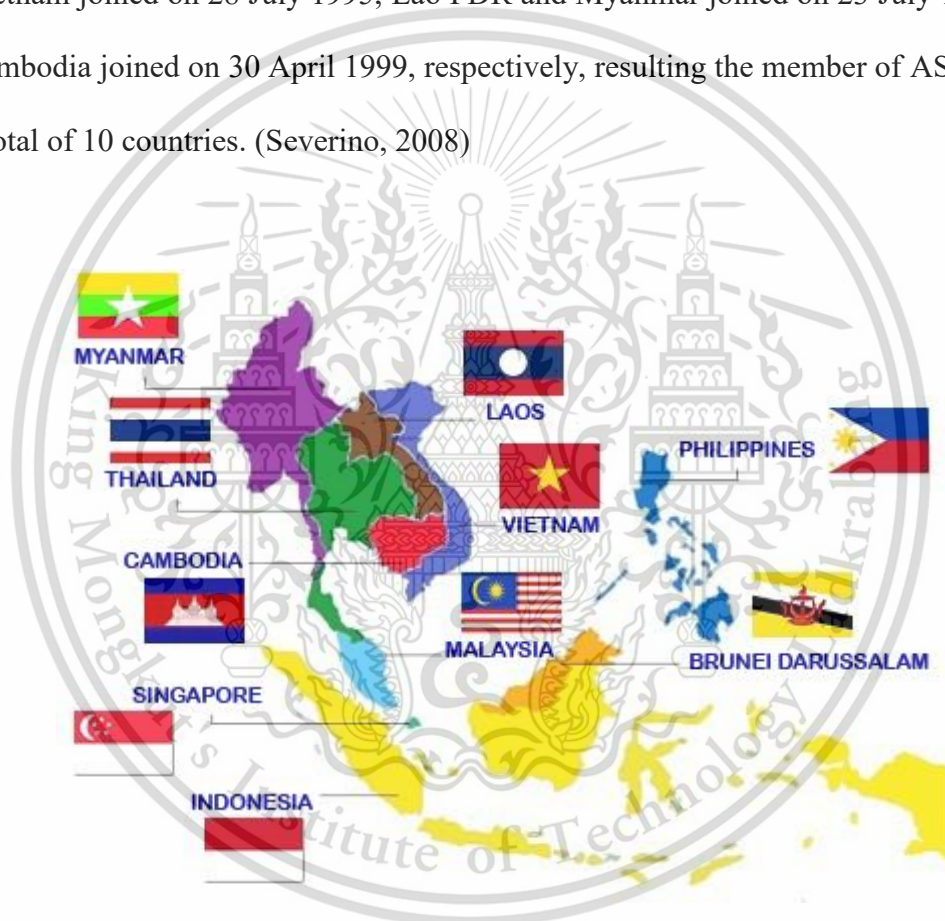


Figure 2-1. Map of ASEAN Countries (ASEAN Community, 2015)

Since there is established the Association of South East Asia in year of 1961 and signing of the Bangkok Declaration in 1967, ASEAN is similar status to European Union (EU). In December of 2008, began used ASEAN charter that is liken the constitution of ASEAN. The charter is the tool to set structure and legal to increase the

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efficiency in implement follow as objectives and targets of ASEAN that makes this region has become a rapidly growing. Presently, ASEAN have population of about 600 million, the total area is 4.5 million square kilometers, Gross National Product (GNP) of about 1,100 billion US Dollar, and total trade revenue of about 1.4 trillion US Dollar. The ASEAN Secretariat, located at Jakarta city, Indonesia, is responsible for facilitation all aspects of the ASEAN community, whether, execute the policy of leaders, arrange the meeting, be a secretary at the meeting, and recommendations and activities of ASEAN. (ASEAN Community, 2015)

The beginning of a major change that has resulted in ASEAN's economic cooperation is the fourth ASEAN summit in 1992 since has established ASEAN Free Trade Area (AFTA) to enhance the competitiveness of ASEAN manufactured products to the world market, with many projects such as, free trade area, tax reduction and reduce the restrictions, including customs tariff adjustment to facilitate free trade. Then, 1997, ASEAN has a policy to promote economic and financial cooperation, especially, politics, economics, and social more than ever within the year of 2020. Afterward, in the ninth ASEAN summit at Bali Indonesia, on October 2004, ASEAN leaders has signed the Declaration on ASEAN Concord II or another name called Bali II. The major reason of Bali II is contributed to ASEAN community within the year of 2020 which comprise of 3 pillars are ASEAN Security Community (ASC), ASEAN Economics Community (AEC), and ASEAN Socio-Cultural Community (ASCC). (Government Public Relations Department, 2016)

Furthermore, ASEAN has determined the motto that “One Vision, One Identity, One Community” that show the unity of ASEAN community, and, likewise ASEAN has organized a frag and symbol is ten yellow rice bunches together to representing each members of each country, the rice bunches belong to the circle that have important

colours of ASEAN members are red, white, and blue colour. The colours, including colour of rice, have difference mean as follow; blue colour means peace and stability, red colour means courage and progress, white colour mean virtuousness, and yellow colour means prosperity. (Asociation of Southest Asian Nation , 2019)

Thence, the ASEAN community has obvious plan in currently and has growth follow the agreement has been placed, especially in the economy of the region.

2.1.2 GMS & GMS-CBTA Background

Since 1992, the six countries along the Mekong river have plan to develop the economy in this area. The Greater Mekong Subregion (GMS) is settle to be encouraging economy relationship on the basis of closely history and culture that have supported from Asian Development Bank (ADB). GMS is the economics zone which has Mekong river flow over these countries that composed of Cambodia, China (Yunnan province and Guangxi Zhuang Autonomous Region), Laos, Myanmar, Thailand, and Vietnam. These countries are cover the area around 2.6 million kilometres, with the total population pf 333.8 million people. The GMS plan has strategy to cooperate with 3 main points (3 Cs); connectivity, competitiveness, and community. (ADB, 2015)

The CBTA is an agreement aiming at connecting the region together. With this legal, the vehicles, driver, goods, and passengers is allowed to cross border as agreed route of road transportation system. This agreement is promoting for intermediary stop or trans-shipment and also reduce time for cross border between each country to be increasing the efficiency of transportation and encourage existing physical infrastructure of GMS countries. There are many classifications for measuring the performance of a container port. (Hakkı, Yusuf, & Mustafa, 1999)



Figure 4-3. Greater Mekong Sub-Region Countries (ADB, 2011)

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Thus, Laos, Thai, and Vietnam is signed Cross-border transportation facilitation agreement (CBTA) on the 26th of November 1999 at Vientiane to increase and facilitate traffic and also promote transportation and trade facilitation (ADB, 2011). Afterward, Cambodia, China (PRC), and Myanmar is signed the CBTA in the year of 2001, 2002, and 2003 consequently. All six GMS countries have fully ratified the CBTA main agreement. As key component of the GMS Economic Cooperation Program, CBTA is the importance agreement that support facilities of border trading, investment, tourism, and vital service in the region. Moreover, CBTA also can support the objectives of GMS program or three Cs which composed of improved connectivity, greater competitiveness, and the spirit of community.

As above, the components of CBTA are composed of three levels. The first level is the main agreement which contains core principles of the system. The second level is made up of Annexes that outline the technical details and Protocols that have time and site-related variables. Currently there are 16 Annexes and three Protocols. Protocol 1 is the List of Corridors, Routes and Border Crossings, and Associated Map. The third level contains bilateral and trilateral Memoranda of Understanding (MOUs), and detailed implementation arrangements. This structure allows the Annexes and Protocols to be amended so that they can accommodate the expansion of scope and new transport developments.

The CBTA has check and monitor with the committees which have been set up at difference levels of government. For national level, each of country has National Transport Facilitation Committee (NTFC) that comprises of 10 or more national ministries or agencies. And sub-region level, there are committees of GMS CBTA which comprises of six chiefs or chairpersons of NTFCs and ADB to do as secretariat. Moreover, the GMS CBTA also settle the GMS road transport permit system and

customs transit and temporary admission system. Both system can support sub-region traffic right, customs transit, and temporary admission system (CTS) to be guarantee the cross border transportation which have been started in the East West Economic Corridor (EWEC).

The export company which have GMS CBTA license from their country will has privilege to cross border transport as criteria in Annex 9 of the CBTA. This license cannot transfer to other company. The transportation authorization composed of two steps; First step is the Protocol 3. For this protocol, the committee will select the vehicle and amount of vehicle for exchange as agreed in each of year. Second step, the frequency and capacity will not limit, subject to agreed. The condition of transportation must follow as regulation in Annex 10. Price of cross border transportation will not set but settle from market mechanism. However, the price will take care from committees of both countries to be avoid monopoly merchant and too high or low of pricing. (Transport and Trade Facilitation, 2013)

2.1.3 Great Mekong Sub-Region Corridors



Figure 2-3. Greater Mekong Sub-region Corridors (Embassy of the Kingdom of the Netherlands, 2010)

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Figure 2-4. Map of the Greater Mekong Sub-region (ADB, 2015)

The Asian Development Bank (ADB) has formulated a Transport Master Plan in 1995. In 1998, the plan was updated by focus on three main economic corridors: North-South, East-West, and Southern. Latest, the plan is upgraded again after GMS countries is agreed GMS CBTA. In 2002-2004, the GMS countries found that the strong

economy in this region must have strong logistics routes which connected all of countries in the region together.

So that ADB gave funding to support and study logistics strategy which called GMS Transport Strategy Study (GMS-TSS). This project is study and develop GMS transport sector from year of 2006 to 2015 which designed to (1) identify and prioritize investment and technical assistance projects, (2) formulate action plans to implement the GMS-TSS, and (3) redefine and update the GMS corridors. Afterward, the GMS-TSS has design from the basic of three original corridors of 1998 to nine corridors as below (Embassy of the Kingdom of the Netherlands, 2010);

- 1) North–South Corridor (NSC): Kunming to Bangkok
- 2) Eastern Corridor (EC): Kunming to Ca Mau
- 3) East–West Corridor (EWC): Mawlamyine to Da Nang
- 4) Southern Corridor (SC): Dawei to Quy Nhon/Vung Tau
- 5) Southern Coastal Corridor (SCC): Bangkok to Nam Can
- 6) Central Corridor (CC): Kunming to Sihanoukville/Sattahip
- 7) Northern Corridor (NC): Fangcheng to Tamu
- 8) Western Corridor(WC): Tamu to Mawlamyine
- 9) North-eastern Corridor (NEC): Thanh Hoa to Bangkok/Laem Chabang

2.1.4 Review of South Economic corridor (SEC)

Southern Economic Corridor (SEC) is an importance project under development of GMS Economic Corridor since 1998. The SEC is the flagship project

because in the 1st of meeting of GMS Summit at Phnom Penh, Cambodia in 2003, all leaders have agreed to make ten years plan for this project.

The objective of Economic Corridor Development is to expand the benefits of transportation and linked remote area of these countries. The development will be determined as follows;

- 1) Determining main areas for development activities to provide the main route of development center and nodes to help connect economic activities between each area and expand to surrounding area.
- 2) Opening for internal and external investor.
- 3) Expanding development throughout sub-region with emphasize as clustering.
- 4) Providing a mechanism to prioritize and coordinate investment and
- 5) Check result of interaction coordination of development. The development of Economic Corridor is anticipating highest benefits from development and reduce losses from development to be minimum.

The routes are composed of 3 sub-corridors and 1 inter corridor link;

- 1) Central Sub-corridor: Bangkok – Phnom Penh (via R5 or R6 road) – Ho Chi Minh – Vang tao.
- 2) Northern Sub-corridor: Bangkok – Siemreab- Strungtreng - Rattanakiri - O Yadov – Pleiku-Quy Nhon.
- 3) Southern Coastal Sub-Corridor: Bangkok – Trad – Koh Kong – Hatien – Kamao – Namkan.
- 4) Inter-corridor link (with EWEC) Sihanukville – Phnom Penh – Gradi – Strungtreng – Dangalor – Palse – Savannakhet.

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The population of SEC has people amount 20 million. This population consists of many nationality; 46.7% of Vietnamese, 40% of Thai, and 13.3% of Cambodian. SEC is cover 129,980 square meter which SEC area as below;

- 1) East of Thailand (Bangkok, Chonburi, Rayong, Chantaburi, Trad, and Srakaew).
- 2) Area in Cambodia; Phnom Penh, Tonle lake area: Banthea Meanchey, Siemreab, Satrang Trang Ratana khiri, and Coastal area: Koh kong, Kampot.
- 3) Area in Vietnam: South East Region (Ho Chi Minh city, Balia, wangtao), Central Region (Gia Lai), Central Coast area of the South (Binh Dinh and the Mekong Delta).

For border trade, SEC has border trade both formal and informal border trading. The formal trading is composed of import and export value which has rapid growth rate expand in last 10 year or 35% per year. The border trade between Thailand and Vietnam expanded triple times between 1998 and 2004. The border trading in Aranyaprathet – Poipet – Klongyai expanded around 24% between 2004 – 2007 by the main cargo from Thailand to Cambodia are autopart and sparepart, fabric, oil product. For the product which import from Cambodia to Thailand at Aranyaprathet border are used clothes, blankets, and metal waste. (Office of the National Economic and Social Development Council, 2011)

2.2 Review of Transportation between Thailand-Cambodia

2.2.1 Review Transport Corridor between Thailand – Cambodia

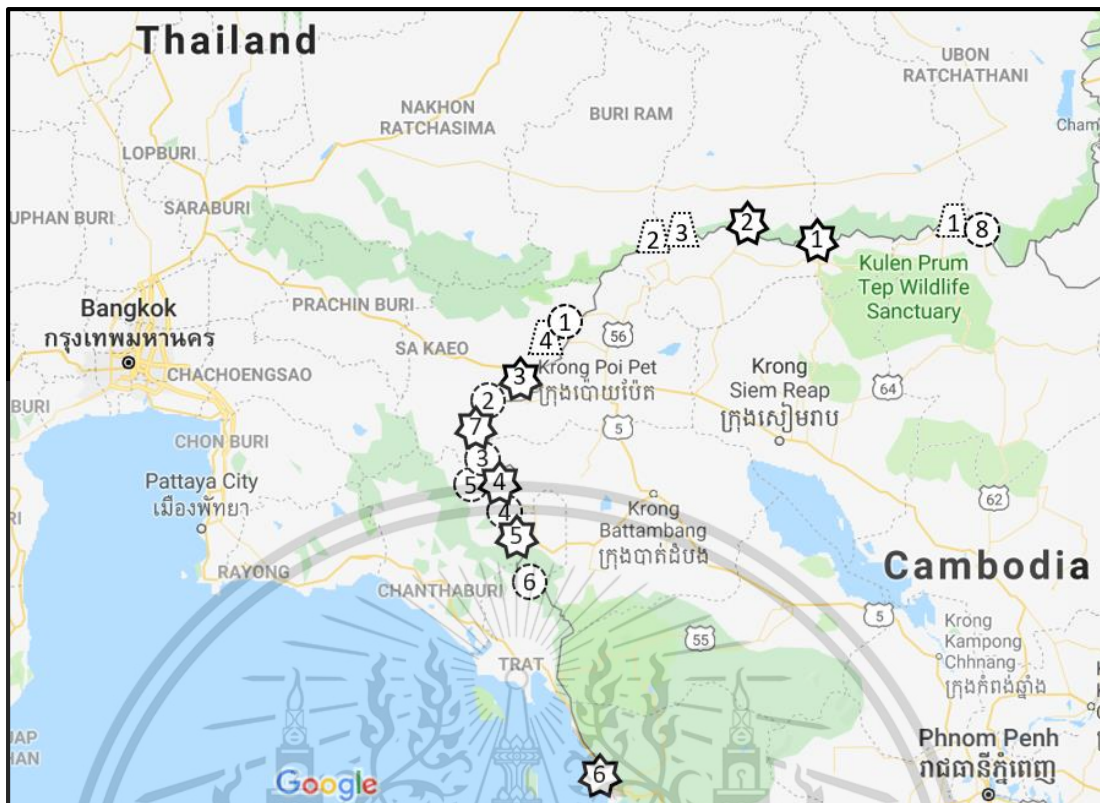
Cross border corridor between Thailand – Cambodia, the border between Thailand and Cambodia has connected border distance is around 725 kilometers. There are 6 permanent customs borders that can be export and import goods which have trade value

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over than 50% of the total between two countries. Cambodia has many borders connected with Thailand. The northern of Cambodia is connected with 4 provinces of Thailand; Ubonrachathani, Srisaket, Surin, and Buriram. The west is connected with 3 Thailand provinces; Srakaew, Chantaburi, and Trad. The southern is connected with Bay of Thailand. In trading sector, the most importance point is Ban Khlong Luek customs border, located at Aranyaprathet District, Sa Kaeo Province, which has highest border trade value.

The definite of cross border point can be separated in 3 kinds. First one is the permanent border; this is the large open point that it can trade and cross between two countries every day, the border is not limited to product types and quantities. The permanent border has a lot of trade value and convenient to transportation. Second one is temporary cross border point; this is the point that opened for transportation of goods or construction materials of companies. These companies have been granted concessions in neighbouring countries. When completed mission, the temporary cross border point will be closed down. Last one is relief point; this is the open point for people in the border area to trade and exchange their products and small consumer products that are necessary in daily life. (Department of Foreign Trade, n.d.)



Note: ☆ = Permanent border, (•) = Relief point, - - - = Other Relief point

Figure 2-5. Permanent Border and Relief Border Point between Thailand-Cambodia

Permanent Border

- 1) Chong Sa-Ngam, Phu Sing, Srisaket Province – Anlong Veng, Oddar Meanchey Province.
- 2) Chong Chom, Kap Choeng, Surin Province – Osmach, Samrong, Oddar Meanchey Province.
- 3) Ban Khlong Luek, Aranyaprathet District Sa Kaeo Province – Poipet, Banteay Meanchey Province.
- 4) Ban Laem, Pong Nam Ron, Chanthaburi Province - Ban Camriang, Pailin, Battambang Province.

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- 5) Ban Pakkad, Pong Nam Ron, Chanthaburi Province - Ban Khlong Chakrom, Pailin, Battambang Province.
- 6) Ban Hadlek, Khlong Yai, Trad Province - Cham Yeam Border, Monton Sima, Koh Kong Province.

Relief Point

- 1) Ban Ta Phraya, Ta Phraya District, Sa Kaeo Province - Ban Bueng Ta Guan, Banteay Meanchey Province.
- 2) Ban Nong Prue, Aranyaprathet District Sa Kaeo Province - Ban Malai, Banteay Meanchey Province.
- 3) Baan Subtari, Soi Dao District, Chanthaburi Province - Ban Oladuan, Kromriang District, Battambang Province.
- 4) Ban Bueng Chanang Lang, Pong Nam Ron District, Chanthaburi Province - Ban Sawairiang, Battambang Province.
- 5) Ban Suan Som, Soi Dao District, Chanthaburi Province - Ban Sanggasi, Saruth District, Battambang Province.
- 6) Ban Muen Dan, Bo Rai District, Trat Province - Ban Sanchao Shrine, Saruth District, Battambang Province.
- 7) Chong-arnma, Nam Yuen District, Ubon Ratchathani Province - Ban Sataebkwang, Chom Krasan District, Phra Viharn Province.
- 8) Baan Manmuang, Nonsi Sub-district, Bo Rai District, Trat Province - Ban Choraka, Samruth District, Battambang Province.

Other relief point

- 1) Chong Ta Thao, Kantharalak District, Sisaket Province - Phra Viharn Province.
- 2) Sai Taku District, Ban Kruat District, Buriram Province - Ban Chukkoki, Samrong District, Udon Meechai Province.
- 3) Chong Krang, Phanom Dong Rak District, Surin Province - Ban Tamodon, Bantiakambun District, Udon Meechai Province.
- 4) Ban Nong Ya Kaeo, Khok Sung District, Sa Kaeo Province - Ban Tablamui, Sawaijek District, Banteay Meanchey District.

2.3 Review the Regulation of Freight and Cross-Border Transport

2.3.1 Export Customs Clearance by Cross Border Transportation in Thailand

The customs department of Thailand has required the document and have process for exporter. The exporter must prepare and do export process as below information.

2.3.1.1 Export Customs Clearance Process

The custom department of Thailand and others department have laws and regulation that determined for the exporter. The detail of preparation document and export customs clearance procedure as follows;

- 1) Export documents: The customs department has determined document form for customs process as below;
 - 1.1) Export document form composed of many document. Each of document depend on characteristic of export as below;
 - General export clearance formalities

- Export with individual and privilege
- Export with BOI
- Bonded warehouse export clearance
- Export with Tax compensation
- Export with duty drawback
- Re-Import
- Re-Export

1.2) Request for receive goods/ export goods. Used for export goods before finished the export customs process.

1.3) Temporary export or import declaration document (A.T.A. Carnet). Used for temporary export.

1.4) Temporary export or import declaration document for vehicle. Used for temporary export the vehicle.

2) The documents which used for information of export declaration document as below;

- Invoice
- Packing list
- Any license as laws and regulation
- For pharmaceutical, chemical, and the cargo which cannot easily

separated composition and quality, essential to submit additional documents as follows; Certificate of analysis (COA) or Specification of product, Material Safety Data Sheet (MSDS) which has enough details to considering together with production process (if any) and the utilization of product. The exporter or the person whom delegate must sign to authorize the document.

3) Sending information into the system to proceed the export clearance

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3.1) The customs clearance practice, the person whom register to be eligible for customs clearance in electronic system must send the information together with digital signature to do customs process (ebXML/ XML format). This system is set for easy submit the document as manually.

3.2) The submission of export clearance, when exporter submits the export document into electronic system of customs department and get confirm from the system, this process has been done as the law and regulation of customs department and other relevant law.

3.3) The method of export entry document submission can do in 4 methods as follows;

3.3.1) The exporter submits into system.

3.3.2) Authorize to customs broker to be submit into system.

3.3.3) The exporter uses service counter to be submit into system.

3.3.4) The exporter submits the export documents and other documents by manually and customs fee at customs staff at customs port which do the clearance process. The exporter must sign the signature in all of documents which composed of; export document and duplicate, Export information form, Invoice, Packing list (if any), license or permit (if any), Certificate of Analysis (COA) or Cargo Specification or Material Safety Data Sheet (MSDS) (if any).

4) Tax & Duty payment

4.1) Electronic Funds Transfer: EFT.

- 4.2) Pay by cash at Accounting and Duty Division of customs department or at Customs port or border.

2.3.1.2 Export Procedure

After the exporter finished prepare any documents for customs clearance at border customs, the exporter will have the procedure as below;

- 1) The exporter or agent provides export declaration document together with other accompany documents, such as Cargo manifest and Goods control list, is ready submit to the export entry information system of the Customs Department.
- 2) Importer or agent pays duty (In case the goods have to pay duty) at the Accounting and Duty Division of customs department.
- 3) After finished payment, the system will be determining the condition of next export process.
- 4) In case the cargo is shown Green line, the exporter or agent can be next export clearance process at customs border for export.
- 5) In case the cargo is shown Red line, the customs staff will check the cargo and detail of export declaration detail in system. If the cargo is no any problem, the exporter or agent can be next export clearance process.
- 6) Next process, the exporter or agent submits good control list to customs staff at customs border, they will check the cargo and the documents, then compared with customs system to check all customs process before allow the cargo to be export and record into customs system. After that, they will return cargo manifest to exporter or agent to keep as an export evident. (Thai Customs, 2016)

For export by cross border, the procedure of export customs clearance will have the difference from export by sea. Customs broker that have

authorization will take any documents to go to Poipet customs to do the additional process of documents. This documents are Customs Declaration Form, Camcontrol Form, and Inspection Report.

Next step, customs staff will issue the documents of Customs import duties (ad-valorem), special tax (if any), Value Added Tax (VAT) to customs broker, will inform any expense that happened to consignee for pay tax, duty, and others expense. This's mean the consignee will be known the expense before do export and import process and prepare payment term to customs broker in advance.

After above process, truck driver will drive into Poipet border and take documents to customs staff and Camcontrol staff, then pay any expense to them. The documents which must be took to them composed of Invoice, Packing list, Truck bill. If the cargoes are not necessary to be checked, customs staff will issue Authorization letter to driver.

However, if cargoes must have opened for checking, the customs broker will appoint with Camcontrol staff to be check. This process, normally, will be checked and proved at transloading area of private shipping company. After that, driver will drive truck into Poipet customs which far from border around 1 Kilometer to do the process of import clearance. Cambodian Custom broker will take original document that did it in advance at Phnom Penh customs and Srisophon customs offering to Poipet customs staff.

In case cargo must be checked, the process of checking as mentioned as above. If not, driver will drive truck to X-Ray for checking cargoes in container. Then driver will drive back to transloading area of shipping company to be

transferring cargo into Cambodian truck after finished X-ray process and received document of X-ray.

The finally process of import, Poipet customs staff is already authorized and allow cargoes to go to Cambodia. This process will take time around 2 hours. (Department of Land Transport, 2013)

2.3.2 Import Customs Clearance by Cross Border Transportation in Cambodia

2.3.2.1 Reference Regulations

- Prakas No. 1447 MEF dated 26 December 2007, Ministry of Economy and Finance, on Provisions and Procedures on Customs Declaration.
- Instruction N0.1308 GDCE dated 24 November 2009 on Detail Procedures and Responsibilities in Functioning Customs Declaration (Single Administrative Documents-SAD) through electronic mean.

2.3.2.2 Procedures of Customs Declaration in ASYCUDA

The electronic lodgement of customs declaration (Single Administration Document –SAD) is settle the new system called Automated System on Customs Data (ASYCUDA). The procedure of electronic submission of customs declaration in Cambodia as below (General Department of Customs and Excise of Cambodia, 2017);

- 1) Preparation and Printing of Customs Declaration. The Customs Broker/Declarant inputs information of SAD directly into the ASYCUDA. The computer checks and verifies the customs declaration with reference documents in the system, and performs some examinations. The system will allow registration of customs declaration when information is completed and valid. Registered customs declarations can be cancelled with

authorization from the GDCE. Only registered customs declaration is considered legal document.

After registration, the Customs Broker/Declarant shall print and sign two (2) copies of SAD attached with all required documents and submit to competent Customs officer. The system will automatically inform the Customs Brokers /Declarant about the situation of the customs declaration process.

- 2) Lodgement of the Customs Declaration. The customs officer in charge of face vetting examines hard copies of registered SAD and attached documents with information in the system to ensure that the SAD is properly filled, clear and legible and signed by the Customs Broker/Declarant, and all required documents are submitted together with the hardcopy registered SAD. The customs officer may reject any SAD which does not fulfil the above requirements.
- 3) SAD Processing Lanes: When the SAD is completely and satisfactorily checked, the customs officer assesses the SAD by using the system. By using risk management criteria, the system will assign the processing Lane for the Declaration as below:
 - RED Lane: The SAD must be scrutinized (checked against documents). Goods are subject to physical inspection before re-routing the SAD to GREEN lane and assessment by Customs.
 - YELLOW Lane: The SAD must be scrutinized (checked against the documents) before re-routing to GREEN lane and assessment by Customs.

- GREEN Lane: The SAD is automatically assessed and a clearance document issued. The hardcopy SAD may be subject to post-clearance audit (PCA).
- BLUE Lane: The SAD is provided the same treatment as for GREEN Lane and with specific reasons subject to post-clearance audit.

If customs declaration is under Red and Yellow lane, Customs officer shall verify the selectivity criteria that caused the declaration to be set in these lanes. The system will show special requirements such as requirement for import license, withdrawal of sample and history of smuggling etc.

- 4) Query Desk: If there are some errors in data entry or irregularities found during physical examinations, SAD will be routed to the Customs Query Desk. Customs Broker/Declarant will be notified that the SAD status has changed to “query” and the reasons for the query.

Upon receiving the notification, Customs Broker/Declarant shall go to the Customs Query Desk. If any amendments to SAD are required, Customs Officer in charge of Query Desk will discuss with Broker/Declarant. If agreement is not reached, the customs officer will prepare a report or record to GDCE for further action.

When the above action is fulfilled and agreement is reached, customs officer shall sign on SAD and update the inspection act based on the results of inspection and settlement at query desk or upon the decision of GDCE. Then SAD will be re-routed to GREEN.

- 5) Container Scanning. The Container scanning is done independently of SAD processing. The system will be available in the Scanning Office enabling

the scanning officer to compare the goods declared on the SAD with those found on the scanning image/scanning information. Any irregularity found should be recorded in the Inspection Act Form by Customs.

- 6) **Assessment Notice.** When the SAD is assessed by the ASYCUDA, the system will inform the amount of duties, taxes and fees to be paid. The notice of assessment will be used as a reference document for payment of duties, taxes and fees.
- 7) **Accounting.** Duties, taxes and fees are paid in accordance with regulations in force. If payment is made via the National Bank of Cambodia or other authorized financial institutions, the receipt issued these institutes shall be submitted to Customs and the system will issue a Customs receipt in return.
- 8) **Release of Goods.** After payment of duties, taxes and fees Customs will issue the Cargo Release Note, which details the amount of duties, taxes and fees related to the declaration. This note is used to authorize release of the cargo from customs.
- 9) **Post Clearance Auditing (PCA).** SADs processed under blue and green lane are subject to post-clearance audit.

Authorized User for SAD process

- Legal person or company with Value Added Tax certificate
- Owner of the goods or representatives
- Customs broker recognized by Customs
- Legally authorized Employee of the company

2.3.2.3 Required Documents for Customs Declaration

The documents to be attached with SAD consist of (General Department of Customs and Excise of Cambodia, 2017):

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- Invoice and Packing list
- Transportation documents (Bill of lading/ Airway Bill/Truck bill) If necessary
- Manifests
- Licenses
- Permit
- Certificate of Origin
- Certificate of Insurance and
- Other related documents

Responsibility of Customs Broker/Declarant in Customs Declaration

Customs Broker/Declarant shall perform the following responsibilities:

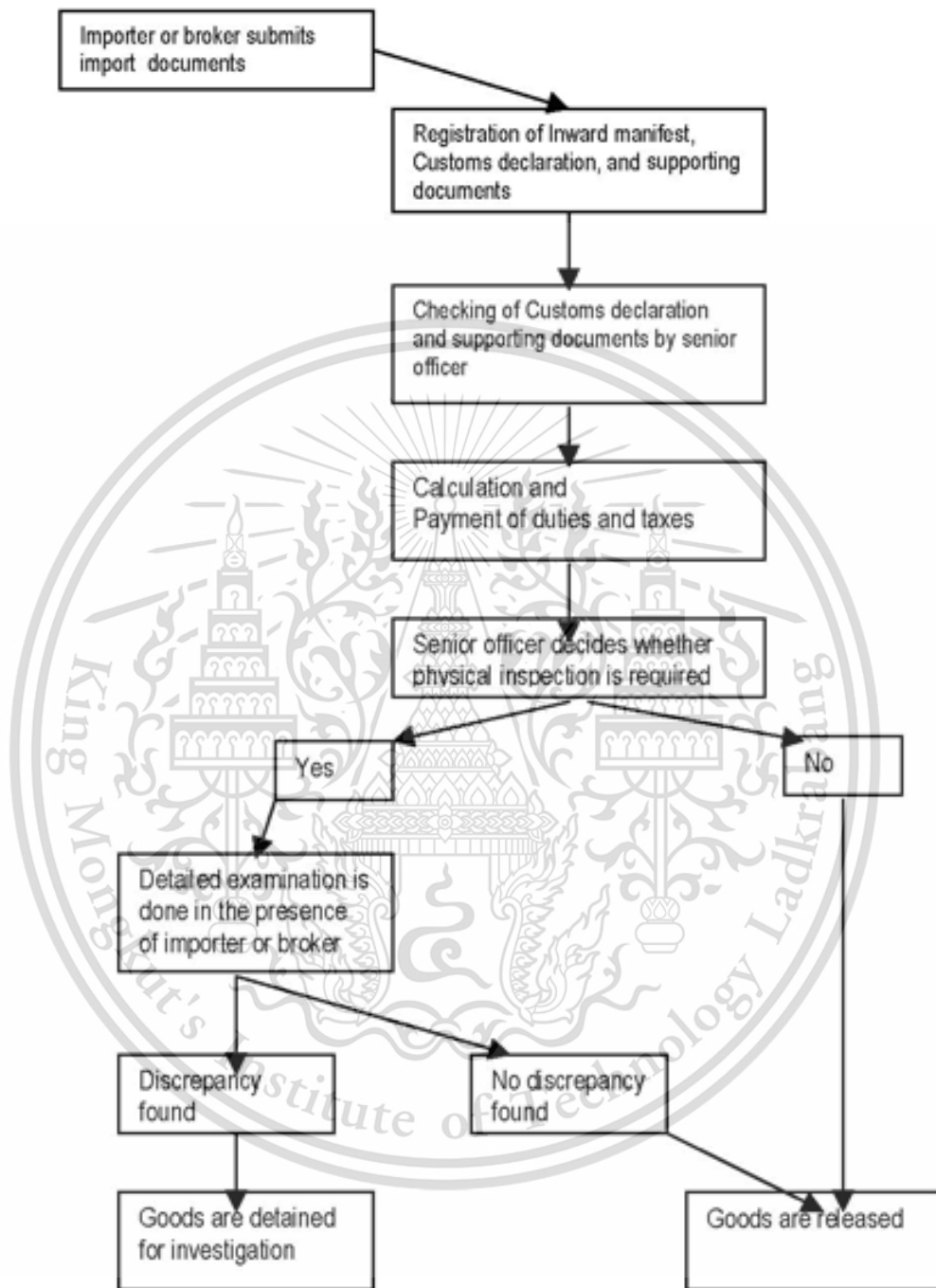
- Declarant shall input data on Customs declaration including valuation note until registration.
- When finish inputting data on Customs declaration, declarant shall verify and then register Customs declaration if there is no mistake or after the correction of mistake. After registration ASYCUDA will provide registration number and date automatically.
- Declarant shall print 2 copies of the registered Customs declaration and valuation note (in case necessary) in A4 size paper (Note: Customs declaration can be printed after registration).
- Registered Customs declaration attached with necessary documents shall be submitted to Customs officer in charge face vetting. Declarant shall sign on Customs declaration in front of Customs officer.
- In case Customs officer in charge face vetting does not accept Customs declaration, declarant shall contact query desk official.

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- If there is official in charge of manifest, declarant shall bring the copy of Customs declaration to Customs officer in charge of manifest in order to write off goods in Customs declaration from manifest.
- If scan is required, declarant shall bring the copy of Customs declaration to Customs unit in charge of scanning the container.
- If physical inspection is required, declarant shall contact chief examiner for inspecting the cargo.
- If additional information is need by Customs officer, declarant shall go to query desk.
- If payment is made via banking system, declarant shall provide bank receipt to Customs officer in charge of accounting in order to certify the payment in ASYCUDA.
- If payment is made on cash/check, declarant shall provide cash/check to Customs officer in charge of accounting in order to certify the payment in ASYCUDA.
- After payment of duties and taxes or in case goods are declared under advance payment, declarant shall receive Customs receipt from cashier and then Customs receipt on vehicle (if exist) and cargo release note of Chief of accounting.
- Declarant shall take transportation note from Customs officer in charge of warehouse or Customs area and then take the cargo out.
- In case there is an approval and permission to totally or partially return duties and taxes, declarant shall bring necessary documents include decision of the competent authority, Customs declaration, Customs receipt,

Bill, etc. to accountant and cashier in order to certify the return of duties and taxes in ASYCUDA.



**Figure 2-6. Import Customs Clearance process of Cambodia
(General Department of Customs and Excise of Cambodia, 2017)**

2.3.2.4 Import Customs Clearance process at Poipet border, Cambodia (Department of Land Transport, 2013)

1) Preparation Documentation

Send documents to Cambodian customs broker at least 3 days in advance, the broker will submit documents to customs department at Phnom Penh. The document consists of;

- Invoice
- Packing list
- Truck bill
- Other documents (if any); Material Safety Data Sheet (MSDS), cargo insurance, Certificate of Analysis.

2) Customs staff from Phnom Penh is calculate duty, others expense, and authorization letter for do next import process at Srisophon customs office (Banthey Meanchey).

3) Customs broker take the documents go to Srisophon customs to do import process, this process need more document process as follows;

- Customs Declaration Form
- Camcontrol Form
- Inspection Report

4) Pay duty and other expenses which related about import clearance, the customs staff will be issued document to the broker. The expense which happened as follows;

- Customs import duties (ad-valorem)
- Special tax (if any)
- Value added tax (VAT)

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Note: For food and drug, the importer must submit the document in advance at Camcontrol at Phnom Penh and Sri Sophon together in advance.

2.3.3 Truck Process of Cross Border Transportation at Poipet Border Customs

- 1) Driver drives the truck go to customs office in Cambodia to do import customs clearance. This office is far from Aranyaprathet border around 1 kilometer.
- 2) Driver submit any documents at Poipet customs.
- 3) Cambodian customs broker takes original document which derived from customs office in Phnom Penh and Srisophon (Banthea Meanchey) to submit Poipet customs staff.
- 4) Take documents to Camcontrol staff and pay any expense. The document which submit consist of invoice, packing list, and Truck bill.
- 5) Pay any expenses, if no need to check the cargo (Green line), the customs staff will issue Authorization letter to driver.
- 6) If the customs staff call to check cargo (Red line), the broker will make an appointment to check cargo. Mostly, the checking process have happened at private warehouse or private trans loading area.
- 7) Driver drives the truck go to X-ray place to check the cargo in container.
- 8) Customs staff do import customs clearance at private warehouse or trans loading area. All process from beginning until finished import clearance will take around 2 hours.

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2.3.4 Memorandum of Understanding on the Exchange of Traffic Rights for Cross Border Transport at Aranyaprathet-Poipet Border Theme (Department of Land Transport, 2013)

- 1) This Memorandum of Understanding will enforce the transportation of goods and passengers cross the border by commercial vehicles which passing through the Aranyaprathet-Poipet border crossing point in the economic route under the route of Bangkok - Kabin Buri - Sa Kaeo - Aranyaprathet or Bangkok - Laem Chabang - Phanom Sarakham - Kabin Buri - Sa Kaeo - Aranyaprathet (Thai) – Poipet – Srisophon – Phothisat - Phnom Penh - Nak Luang - Bavet (Cambodia) - Mokbi - Ho Chi Minh - Vung Tau (Vietnam).
- 2) Both Parties must agree together with the vehicle registration certificate, Thai-Cambodian transport permit (KH-T Cross-Border Transport Permit), vehicle inspection certificate, and license plate.
- 3) The vehicles for cross the border through the Aranyaprathet-Poipet border must comply with the laws and regulations regarding traffic and safety of the recipient country. The vehicle specifications must comply with the technical requirements as follows:
 - 3.1) Vehicles used in transport goods
 - Maximum length of a single vehicle is 12.2 meters and a vehicle with a trailer is 16 meters.
 - Maximum width is 2.5 meters and maximum height of 4.2 meters.
 - The rear section does not exceed more than 60% of the wheelbase.
 - The maximum weight allowed is in accordance with the laws and regulations of the recipient country.

- 3.2) Vehicle used in public transportation
- Maximum length does not exceed 12 meters.
 - Maximum width does not exceed 2.5 meters.
 - Maximum height does not exceed 4.2 meters.
- 3.3) Exhaust standard: less than 50% Bosch Unit or 50 HSU.
- 3.4) Other requirements;
- The efficiency of the brake: 50% of the axle weight.
 - Side slip test: +5 to -5 meters/km.
- 4) Vehicles and containers used to cross border transport goods at the Aranyaprathet-Poipet border must install the device in a manner that:
- 4.1) Cannot steal any products with secret or transport cargoes which not show in customs process.
- 4.2) Can be stamped with customs stamps and tracking devices easily and efficiently
- 4.3) Without any concealed area That can hide products.
- 4.4) Customs officers can easily check the container that is used to storage cargoes.
- 5) In addition to the vehicle registration number, all vehicles used in cross border transportation must show the registered country mark on the back side of vehicle and must not be show in same place with the vehicle registration number. The marks which show vehicle from Cambodia is “KH”, and the vehicle from Thailand is “T”.
- 6) Traffic rights exchange.
- 6.1) At present, each Party in the Memorandum of Understanding has the right to issue a license to transport roads across the Thai-Cambodian

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border for transportation of goods and passengers through the Aranyaprathet-Poipet border not exceeding 40 permits.

6.2) This cross border transport permit of Thai-Cambodian has effective for 1 year from the date of issue and cannot transfer the permit to other operator. One license is valid for one vehicle and the vehicle registration number must be same as the registration number specified in the license only including the actual license must be keep with the vehicle while transport on such route.

6.3) Road transport licenses must contain various details in English without using the national language as follows;

- Name of license/ name, sign, address, contact information, country of permit issued/ reference text of the memorandum of understanding/ country code and license number/ license validity/ License type and type of transport that are allowed/ For buses, identify the transportation route, amount of trip, maximum load of the vehicle/ details of the transport operator who received the license/ box for vehicle registration number/ issued place and date of permit/ permit approval, stamp, and signed.



National Transport Facilitation Committee, Thailand

GMS Road Transport Permit¹

This document is issued in accordance with Protocol 3 and Article 23 of the Agreement between and among the Governments of the Kingdom of Cambodia, the People's Republic of China, the Lao People's Democratic Republic, the Union of Myanmar, the Kingdom of Thailand, and the Socialist Republic of Viet Nam for the Facilitation of Cross-Border Transport of Goods and People.

Permit No.

Country Code	Permit Number	Bar Code
--------------	---------------	----------

Type of Permit/Transport Operation²: Scheduled passenger
 Non-scheduled passenger
 Cargo

1. Issuing Authority:

- 1.1 Name:
- 1.2 Address:
- 1.3 Contact Data³:

2. Beneficiary of the Permit⁴:

- 2.1 Name:
- 2.2 Address:
- 2.3 Contact Data:
- 2.4 Road Transport Operator's National License Number:

3. Particulars for Scheduled Passenger Transport Operations Only:

- 3.1 Itinerary:
- 3.2 Frequency of operations for the beneficiary:
- 3.3 Maximum Capacity (number of seats/persons):
- 3.4 Other Restrictions:

4. Period of Validity: from until

5. Allocated Vehicle Registration Number⁵:

Prime mover/Truck/Bus		Semi-trailer		Prime mover/Truck/Bus		Semi-trailer	
1		5		6		7	
2		8		9		10	
3		11		12		13	
4		14		15		16	

Place and date of Issuance:

Authentication (Seal/Stamp, Signature):

Figure 2-7. GMS Road Transport Permit of Thailand Front page

(ADB, 2011, pp. 185-186)

1. Warning: Counterfeiting is a criminal offence. This permit entitles its holder to perform cross-border road transport operations in the GMS region, subject to compliance with national laws of the Host Country, and the other conditions of the Agreement. The transport operator shall keep the original of this permit on board the vehicle at all times during cross-border transport operations for inspection and control purposes by authorities. This permit shall be valid only for the vehicle of which the registration number is entered on the permit form. Except for scheduled passenger transport operations, the Itineraries are restricted to the exit/entry point, routes, and corridors defined in Protocol 1 to the Agreement.
2. Please tick the type of transport operation.
3. Contact data may include: telephone number, fax number, email address, etc.
4. This permit is nominative and non-negotiable and non-transferable.
5. The validity of this permit shall be subject to the validity of the holder's transport operator license.
6. Other restrictions on this type of transport operations flowing from the arrangements on terms and conditions by the Country whose territory is traversed as per Article 5(b) of Protocol 3 to the Agreement.
7. Provided the permit was used before the expiry of its validity date by entering the territory of another GMS country than that of its holder transport operator, it shall remain valid until the completion of the transport operation by the return of the vehicle to its Home Country. A cross-border transport operation shall be completed by the exit of the vehicle from the Host Country territory within a period of 30 days from the date of entry in the Host Country territory. If the transport operator is unable to timely leave the Host Country territory, he/she shall inform the Host Country Competent Authority and may be required to file a request for extension.
8. Type of vehicle should be entered. Only the number(s) entered in the last box prevail(s). If the form has become full within its validity period, the issuing authority shall upon a simple request from its holder forthwith replace the original form.

Figure 2-8. GMS Road Transport Permit of Thailand Rear page

(ADB, 2011, pp. 185-186)

- 7) Documents that must be held with the vehicle all the times while staying in the recipient country as follows (Department of Land Transport, 2013);
- 7.1) For drivers and passengers, including passports or international travel documents and visas (If necessary)/ driving license and license translation certificate (Driver only)/ International driving license (Driver only)/ inbound-outbound documents/ other documents related to the laws and regulations of the recipient country.
 - 7.2) For vehicles, including vehicle registration certificate/ Thai-Cambodian cross-border transport permit/ passenger list/ vehicle inspection certificate/ temporary import customs clearance form for vehicles/ third party insurance of the recipient country/ other documents related to the laws and regulations of the recipient country.
 - 7.3) For products, including customs declaration form / packing list / invoice (If any) / truck bill (if any) / other documents related to the laws and regulations of recipient country.

2.3.5 Cambodia Traffic Law

Traffic law and regulation related to land transport traffic is subject to the Cambodia Law on Land traffic. This law is announced and formal used on December 2006. The detail of this law as below (Department of Land Transport, 2013);

- 2.3.1 Vehicle inspection and vehicle registration – In the past, the General Department of Transport department has responsibility about vehicle registration. Since 2007, there has been distribute the responsibilities to all of department that under the Ministry of Public Works and Transport in each of province. However, before the vehicle is registered the owner must check the condition of vehicle follow as specified standard criteria. Then

the vehicle owner will derive inspection certificate document for used in further registration. The details of vehicle inspection composed of; exhaust testing, speed meter test, side slip test, volume testing of engine and horn, lighting system and light intensity test in, Brake test, and test weight of vehicle. The vehicles will have checking as below requirement;

Table 2-1. Vehicle Verification Period

Type of Vehicle	Verification Period per Time
New Personal Vehicle	4 years
New Commercial Vehicle	2 years
Verified Personal Vehicle	Every 2 years
Verified Commercial Vehicle	Every 1 year

Vehicle Registration

The documents used in registration as below;

- Application document
- Import tax & duty document
- Vehicle inspection certificate
- Invoice from seller company
- Identification card.

Registration Process;

- Submit the registration request form
- Data Checking in the System
- Record data of vehicle in the system
- Issue temporary registration during process
- Issue registration and document for vehicle

2.3.6 Driving License for Foreigner

The kingdom of Cambodia allows legal immigrant, that have bilateral or multilateral meeting with them, who want to drive the vehicle in Cambodia can derived driving license into 2 methods as follows (Department of Land Transport, 2013);

- 1) Get driving license by examination as Cambodian people
- 2) Submit driving license that issued by country of the applicant to Ministry of Public Works and Transport, however, must strictly comply the traffic law by prepare the document as follows;

- Passports and Visas
- Diving license
- The permanent residence with official approved
- Health examination certificate and live in the Kingdom of Cambodia at least six months

If driving license is not in English or French, the license is required to translate in English or French and approved by the embassy, consulate, or other appropriate department. Lifetime of foreign driving license which request as 2) will expired within 1 year. For driving license with examination as Cambodian people, the validity will be same as Cambodian. When license is expired, the driver must exam again to get the license.

2.3.7 Payload and Vehicle Standard

As traffic law in section of 53, the maximum weight of cargo which transport by vehicle is not exceed than the recommend weight from vehicle company. Moreover, the maximum weight is also determined as below (Department of Land Transport, 2013);

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1) Maximum weight down onto axle of the car, trailer, or semi-trailer are limited as follow;

- 6 tons for vehicle with single axle with two wheels
- 11 tons for vehicle with double axles with four wheels
- 10 tons for vehicle with single axle with four wheels
- 19 tons for vehicle with double axles with eight wheels
- 24 tons for vehicle with tri axles with twelve wheels

2) Maximum Gross weight of vehicle is determining as follows;

- 16 tons for vehicle with double axles with six wheels consist of single front axle with two wheels and single rear axle with four wheels
- 25 tons for vehicle with tri axles with ten wheels consist of single front axle with two wheels and single rear axle with eight wheel
- 30 tons for vehicle with four axles with twelve wheel consist of two front axle with four wheels and two rear axles with eight wheels

3) The maximum weight limitation that allowed for truck with semi-trailer is not exceeding 40 tons. This trailer must consist of 5 axles or more.

4) The maximum weight limitation that allowed for semi-trailer must be in regulation as follow;

- 35 tons for semi-trailer with a total of 4 axles and sixteen wheels which consist of front axle with two wheels and rear axle with four wheels and semi-trailer part consist of two axles with eight wheels
- 40 tons for semi-trailer with 5 axle or more.

The other types of vehicle which is not identified as above, the truck must get the permit from Ministry of Public works and Transport before driven cross

the bridge. Driver must strictly comply as law and regulation of maximum weight as shown in marking at front of the bridge.

The size of vehicle must comply as below traffic law;









- Maximum width of vehicle is not exceeding 2.5 meters. And not exceed 3 meters for additional equipment.
- Maximum height is not exceeding 4.2 meters.
- Maximum length is not exceeding 12.2 meters.
- Maximum length of tractor with semi-trailer is not exceeding 16 meters.
- Maximum length of tractor with trailer is not exceeding 18 meters.

For technical standards of size and weight is specified in the regulation of the Ministry of Public Works and Transport.


Weight Limitation


The maximum payload of vehicle in commercial transportation of Cambodia according to the Annex of the Ministry of Public Works and Transport notification no.744 on November 1999 (Department of Land Transport, 2013).

Table 2-2. Truck Maximum Gross Weight

No.	Truck Type	Maximum Gross Weight	
		Road A	Road B
1		16 ton	16 ton
2		25 ton	20 ton
3		25 ton	20 ton
4		35 ton	30 ton
5		35 ton	30 ton
6		30 ton	30 ton
7		40 ton	35 ton
8		40 ton	35 ton

Note:

 = Single Axle, maximum weight to axle is not exceeding 10 tons.

 = Double Axles, maximum weight to axle is not exceeding 19 tons.

Road A = Main highway of country

Road B = Secondary highway of country

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2.4 Review Previous Study

2.4.1 Research of Transportation between Thailand-Cambodia

Jirawat Jaroensathapornkul studies the truck terminal project in Sakaeo province, said the Thai government should complete the project at Ban Nong-Ian as soon as possible by including it in the formation of a special economic zone in the province since Aranyaprathet customs cannot serve the major increase in border trade. Moreover, also recommend that Cambodian enterprises may be reluctant to transfer their products to the new customs house as they may have to bear more expenses. In this regard, the Thai government may offer temporary remedies for Thai entrepreneurs within a certain limit of time through a subsidy against the margin to maintain export prices at competitive levels to motivate Cambodian entrepreneurs to adapt their operations. (Jaroensathapornkul, 2017)

The Eastern Corridor (Bangkok – Aranyaprathet – Phnom Penh – Ho Chi Minh City) is the connectivity route of Land to Land and Sea to Land because this route has completed and many domestic network, especially the road has at least four lane road all of eastern region except the road no.304 to Aranyaprathet border still 2 lanes. For sea connectivity, this sea route fom Laem Chabang – Syhanouk ville – Sornhanouk ville of Cambodia and comfortable connect the Ho Chi Minh city, Vietnam. However, the route to Cambodia still has many limited factor especially the road condition from Poipet to Phnom Penh. The road still a dirt trail and potholes throughout the route and cannot transport with container. Otherwise, this route also lacks of rail transport connected between Aranyaprathet and Srisophon.

Moreover, the route from Bangkok - Trat – Koh Konh – Kampot – Phnom Penh can use transport as Land – Land or Sea – Land because there are 4 lanes road networks from Bangkok to Trat and 2 lanes from Trat to Khlong Luk. The sea network is

completed and used as coaster shipping network. The Sihanouk Ville is needed to develop with standard more than currently. (Sorat, 2005)

2.4.2 Research of Transportation under GMS-CBTA

Although there are many studies supporting cross border transportation, but almost studies in Europe and America, have a little bit research study in Asian routes especially Thai-Cambodia route. Mostly, cross border transportation research in Thai-Cambodia route, studied by Thai author.

Cross-border trade with Cambodia is commonly done in the bordering provinces, which are Sa Kaeo, Trad, Chantaburi, Surin, Sisaket, and Ubon Ratchathani. The total trade value was US\$ 1,909 million in 2010. Cross border trade was done the highest at Sa Kaeo and the second highest at Trad Province, Mostly, export value from Thailand to Cambodia is higher than from Cambodia to Thailand. The major export products are motorcycles and parts, sugar, vehicle tires, cement, and auto parts, while the major import products are scraped steel and cow skin. (Supatn, 2012)

In 2008, the GMS cross-border transport agreement (CBTA) was signed and ratified. The CBTA is a compact and comprehensive multilateral instrument that covers all the relevant aspects of cross-border facilitation including. (Infrastructure and Regional Integration Technical Working Group, 2015)

- Facilitation of border crossing formalities (single window and single stop customs inspection, coordinating of hours of operation; and exchange of advance information and clearance)
- Facilitate cross-border movement of people (multi-entry visa, recognition of driver license)
- Facilitate cross-border movement of goods (regional transit regime)
- Exchange of commercial traffic rights

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- Requirements for admittance of road vehicles
- Institutional Arrangements
- Setting up custom transit (guaranteeing system)
- And other issues related to road and bridge design standards, road signs and signals

Only 40 vehicles (30 trucks & 10 buses) from Thailand yearly are permitted as a fixed quota to enter into Cambodia. The majority still needs to unload their cargo in Poi Pet soon after the border, or only liberal for transportation at bordering provinces (at the sphere of 10 km around). More commitment to liberation on two-way border trade in future is still under negotiation between the governments, and concrete results are yet to be witnessed. (Solidiance, 2014)

Moreover, Dr.Jakkrit Duangpattra found that in Cambodia also lack of good customs service and development of good transport infrastructure. The detail are as follows, Poipet Border – considered being in a good condition, has some delay in CIQ process due to informal process. However, facility at the border would be expanded or developed to accommodate higher trade volumes. Road between Poipet and Panom Penh considered being in a good condition, but some parts have poor pavement conditions and are under improvement. In addition, traffic conditions inside some cities are unregulated well. The facilities along the road are insufficient, e.g., most gas stations and car repair are small with limited supply, no NGV station, etc. However, Cross border transportation from Aranyaprathet province to Potpet Province is the main and the biggest trade corridor that can transit goods from Thailand into Cambodia on inland transportation. (Department of Land Transport, 2013)

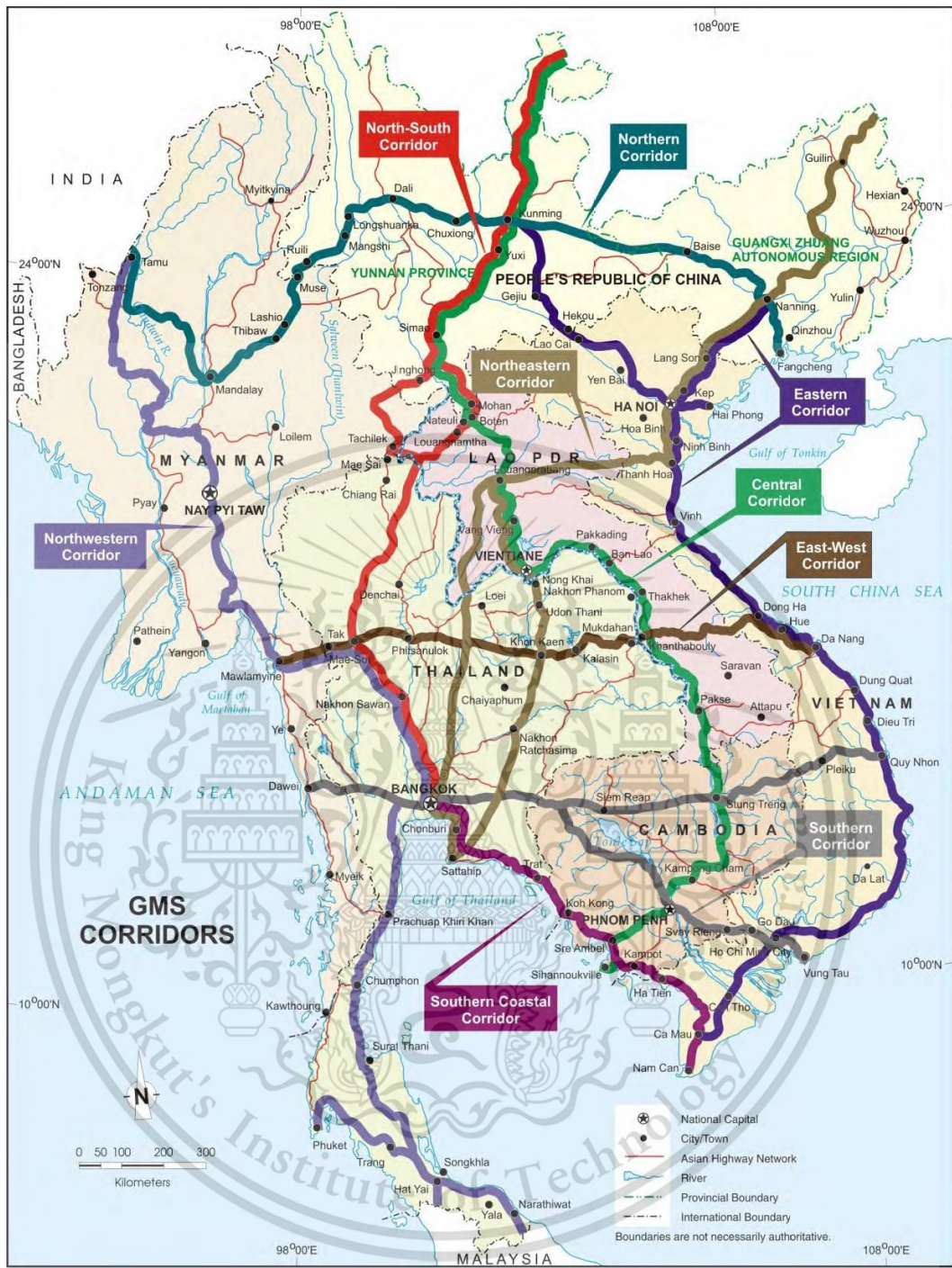


Figure 2-9. GMS CBTA Agreement Route

(Infrastructure and Regional Integration Technical Working Group, 2015)

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Jakkrit Duangpattra also comments about the insurance that the transportation between Thailand-Cambodia which under GMS-CBTA agreement has not insurance company can cover any accident may occur with truck and cargo in Cambodia. This reason makes transportation company hesitating to use their own trucks or Thai trucks driving into Cambodia through the designated route. Moreover, the traffic law and related regulation with transportation still different with Thailand such as vehicle weight. (Department of Land Transport, 2013)



CHAPTER 3

RESEARCH METHODOLOGY

The method is divided into two main issues are (1) to determine the framework of the study and (2) conducting the research method within the framework. For the content of methodology has amplified as follow;

3.1 Scope of Work

This research is studied and analysed information on international transportation problems under GMS CBTA. Firstly, study current border transportation between Thailand-Cambodia at Aranyaprathet customs, Poipet customs and general method that used in freight transport. Secondly, study transportation data under GMS CBTA permit on such route.

3.2 Research Methodology

For the method of research, the author collects the data both of primary data and secondary data by beginning studies the previous research, literature review, review related theory, and review secondary data which essentially use in freight transport and transport under GMS CBTA permit.

Next step is collect secondary data, even if cross border transportation has been researched both of public sector and private sector, however, the research of transportation under GMS CBTA permit on Thailand-Cambodia route is also not much research and also have many issue should be analyse because Cambodia is still not open for any author moreover, the author must take a lot of expense to be collect data on this route.

Then, collect primary data by survey and collect data from real situation as GMS CBTA on Thailand-Cambodia route. Moreover, design the questionnaire and interview

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the person whom involved with GMS CBTA transportation in Thailand-Cambodia route as below detail. Howsoever, the author determines the method to collect primary data as below detail:

- 1) **Survey**, the scope of transport has been set as designate route of GMS CBTA.

The scope of work can divide in 3 steps are;

- 1.1) GMS Cross-border and customs clearance in Thailand site.
- 1.2) GMS Cross-border and customs clearance in Poipet, Cambodia.
- 1.3) GMS CBTA Transportation on national No.5 road.

- 2) **Design the questionnaire** to collect useful data to analyse freight transportation on such route. The sample of questionnaire is collected the information from Department of Transport (DLT) because the transport operator whom selected by criteria of DLT can get the permit and use their truck to transport on agreed route and must extend permit year by year. The amount of operator in each year are not same, some company can continue the permit but some company cannot. For the sample of this research, author get information amount 20 companies from DLT.

The questionnaire will divide transport operator which used permit and do not use permit of GMS CBTA. After that the questionnaire will get information of problems, obstacles, suggestion, as percentage from these operators. For the operators who used permit, the questionnaire is divided into two groups are (1) the operator wants to extend the permit and (2) the operator don't want to extend the permit. After that the questionnaire will get information of problems, obstacles, suggestion, as percentage from these operators same as first sample.

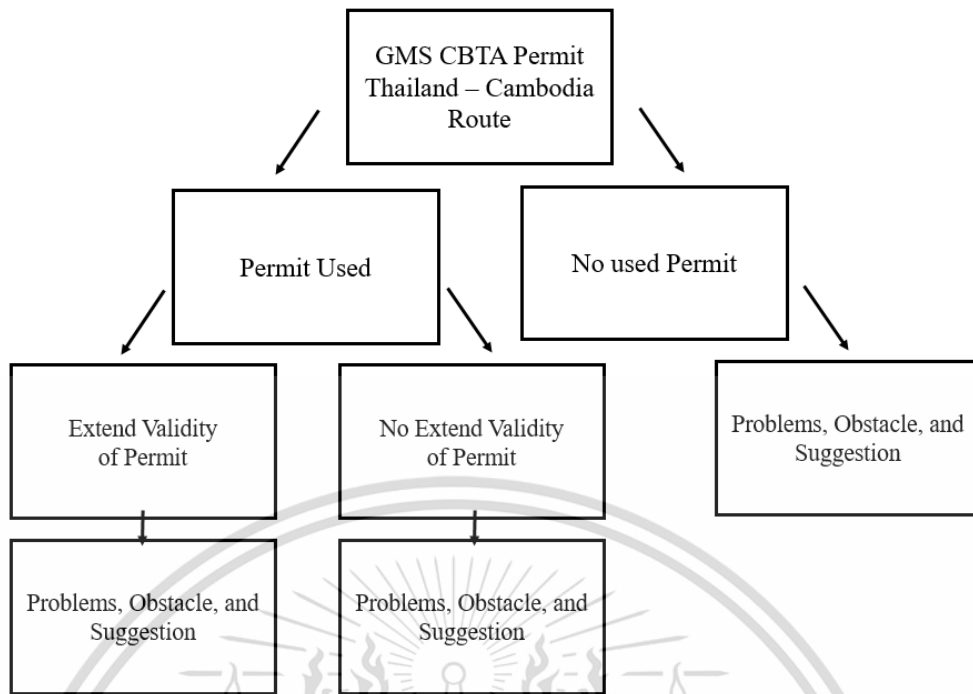


Figure 3-1. Procedure of Questionnaire Design

The criteria to identify problems, the author separate point into 5 level; 4.51-5.00 or More than 90% is the Maximum level of problems, 3.51-4.50 or 70-90% is the many level of problems, 2.51-3.50 or 50-70% is the medium level of problems, 1.51-2.50 or 30-50% is the few problems, and 0.00-1.50 or less than 30% is no problems and obstacle.

Table 3-1. Criteria of Problems

Criteria		
Average	Percentage (%)	Meaning
4.51-5.00	90%	Maximum Problems
3.51-4.50	70%	Many Problems
2.51-3.50	50%	Medium Problems
1.51-2.50	30%	Few Problems
0.00-1.50	0%	No Problems and Obstacle

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3) **Interview by Contact and Coordinate Related Organization both Private and Public Sectors.** The private sector consists of company whom derived the permit from DLT. The public sector consists of DLT staff whom involved with permit and cooperate with Cambodia site.

Finally, analysis data by take the data which collected as previous information, then use three side models of Value Discipline Model to be analyse. The author has an idea from Boonsup et al. (Panichayakarn, Soratana, & Longsa, 2017) which applied from three side models of Value Discipline Model of Michael et al. (Treacy & Wiersema , 1993). This model is characterized by triangular composed of 3 sides as follow;

- Route Leadership (RL) has apply from Product Leadership (PL) means the prominent point which is clearly difference from competitor.
- Operation Excellent (OE) means the efficiency of transportation process along the route.
- Customers Intimacy (CI) means satisfaction of transporter. to comparative advantage and disadvantage, analyse, and summarize.

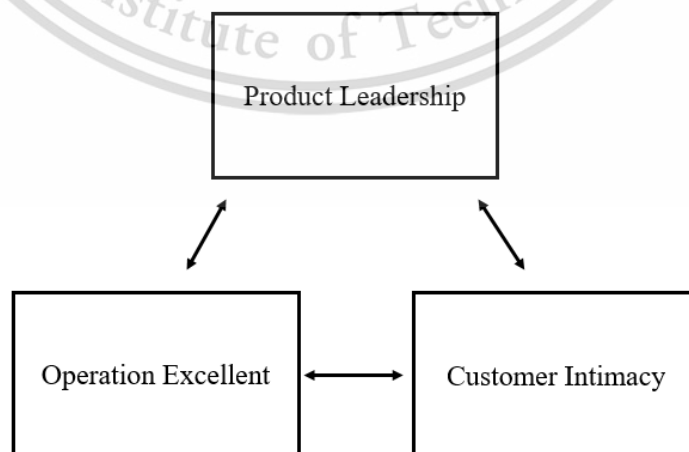


Figure 3-2. Value Discipline Model

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As above frame work and research methodology, the author can summarize method as below:

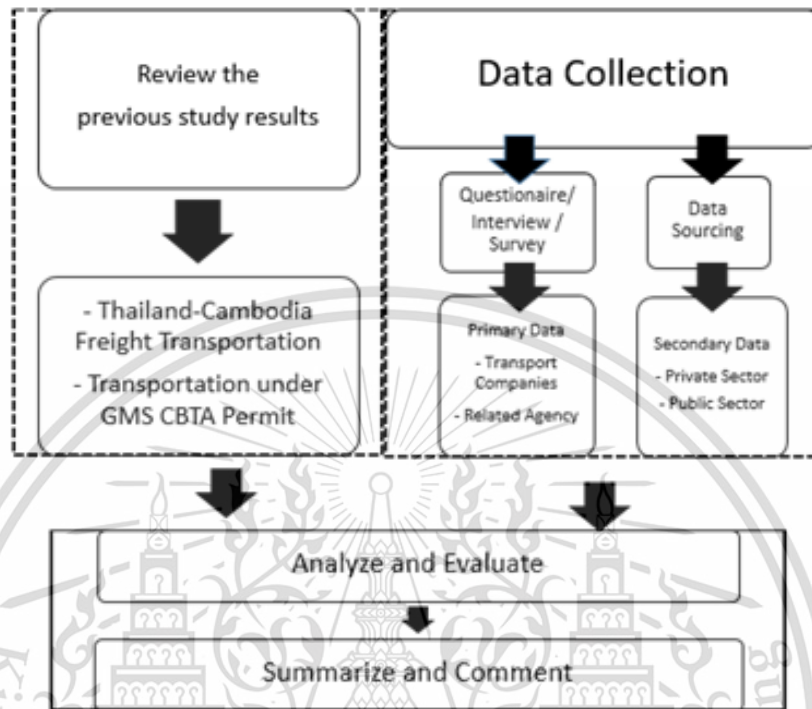


Figure 3-3. Summarize Methodology of Research

CHAPTER 4

RESULTS

4.1 Survey as Designated Route.

The author has designed the shipment as GMS CBTA route and make it properly with a customer in Thailand. The route started from the truck yard, then pick the cargoes before going to the border to do export clearance. After that, make an import clearance and transport cargo to destination in Cambodia. Total distance from truck yard until arrived destination is around 700 kilometers (one-way). This shipment uses 3 trucks to transport cargo.

4.1.1 Preparation of Route and Documents

Because the cost of transportation in Cambodia side is relatively high. Therefore, the author must find the customer that would like to safe cost for export to Cambodia by use GMS CBTA permit with Thai truck from origin place in Thailand to destination in Cambodia

The customer has inquiry to ship the empty bottle to Phnom Penh beer factory, this destination address located at Kampong Chhang province, Cambodia. However, even the final destination of GMS CBTA permit, Thai truck can transport to Phnom Penh but the place of destination of customer is not arrived at Phnom Penh. By this factory is far from Phnom Penh around 50 kilometers when measure distance from destination to central of Phnom Penh metropolis.

1) Routing

Thailand-Cambodia has long time of border trading and always have cross border transportation between two countries, however, for this research this is an importance study which prove ASEAN is come to correctly policy. Author uses truck

from Thailand, then driving under GMS CBTA permit or under GMS regulation to Cambodia site.

The permitted route as GMS CBTA agreement which can transport in Cambodia is determined for drive through only at Aranyaprathet-Poipet border and transportation along national no.5 road. The starting point in Cambodia is starting from Poipet to the ending point at Phnom Penh. For the process without permit, normally, the cargoes will be move or transfer from Thai truck to Cambodian truck in Poipet area because Thai truck cannot has permitted to drive into Cambodia more than 10 kilometres from Aranyaprathet border. But with GMS CBTA, Thai truck with GMS CBTA permit can drive through as agreed route.



Figure 4-1. Truck Carrying on Bottles of Drink

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The commodity which carry into destination are small empty bottles of beer. After these bottles has contained with beer, the customer will sell and export to others place. The package of bottle is pack on pallet. The quantity of bottle are 129,276 units, 54 pallets.



Figure 4-2. Drivers and Shipping Broker

2) Driver

For driver that used for driving in cross border to Cambodia, author has selected from experience of cross border driving and ability of Cambodian language.

The experience means they was drive into Thai border such as to Lao, Myanmar, or Cambodia border. Even if they are never access in deep side of these countries, but have experience to send cargoes across Thai border to borders of these countries.

Moreover, the ability of Cambodian language means they can speak and listen Cambodian or Khmer language. Their abilities made from these drivers has born or

lived in Buriram, Surin, and Srisaket province which has many Thai-Khmer people live and colonized here in the past.

As above criteria, author have 3 drivers that can drive into Cambodia;

- 1) Mr. Komkrich Vorasingh (10-wheel truck driver)
- 2) Mr. Rong Savaithong (Trailer driver)
- 3) Mr. Banjong Bootchumsang (Trailer driver)

3) Documentation

Normally, both of Thailand and Cambodia, they are not permitted for other nationality truck drive into their area except the truck that has special permitted in case by case from the government of both countries. That's mean author must prepare truck without any mistake for protect the problems that will don't permitted or abated drive into Cambodia as plan.

The permit request for GMS CBTA on Thailand-Cambodia route, as the department of land transport regulation of documentation and Country mark (T-sign sticker) for use the truck to international transport in the year of 2554 B.C., the truck must has paid annual tax completely and has the documents in transportation process as terms of agreement between Thailand and Cambodia as follow;

- 1) International Carriage License
- 2) Country mark (T-sign sticker)
- 3) Vehicle Inspection Certificate for use vehicle outside Kingdom of Thailand.
(English Version)
- 4) Vehicle Registration Certificate (English Version)
- 5) Driving License (English Version)
- 6) Identification card

- 7) Truck plate (English version)
- 8) Vehicle act (Cambodia have not Vehicle act for sell to abroad truck)
- 9) Cargo insurance (If any)
- 10) Personal Passport (Driver)
- 11) Power of Attorney for cross border transportation
- 12) Cargo documents; Invoice, Packing List, Customs document, Form-D, etc.

The author requests to DLT for GMS CBTA permit to use Thai truck to transportation in Cambodia and received 3 permit documents for 3 trucks composed of one ten-wheel truck and two trailer truck. However, validity of permit is only 1 year or beginning from September'25, 2015 until September'24, 2016. Detail of trucks as below;

- 1) 10 wheels truck, plate no. 77-3666 Bkk.
- 2) Trailer and chassis with container, plate no. 77-6618 Bkk and 76-9404 Bkk.
- 3) Trailer and chassis with container side curtain, plate no. 77-6619 Bkk and 76-9405 Bkk.

After derived GMS CBTA permit, the truck company can use their truck in cross border transportation. However, they must always check any licenses that will used in cross border transport because if the truck has some of document has been expire before go back to Thailand, may the truck stuck at the border and cannot go back to Thailand. Therefore, author creates checklist and indicate importance detail for easy to check before drive into Cambodia as below table.

Anyway, the documents of driver are also importance. The driver that drive in Cambodia must has individual passport. Moreover, the driving license must be new version or has English language in the license.

CBTA



National Transport Facilitation Committee, Thailand

GMS Road Transport Permit¹

This document is issued in accordance with Protocol 3 and Article 23 of the Agreement between and among the Governments of the Kingdom of Cambodia, the People's Republic of China, the Lao People's Democratic Republic, the Union of Myanmar, the Kingdom of Thailand, and the Socialist Republic of Viet Nam for Facilitation of Cross-Border Transport of Goods and People.

Country Code	Permit number	Bar code
T	1018	

Type of Permit/Transport Operation²: Scheduled passenger
 Non-scheduled passenger
 Cargo

1. Issuing Authority:

1.1 Name: Department of Land Transport
 1.2 Address: 1032 Phahonyothin Road, Chatuchak, Bangkok 10900, Thailand
 1.3 Contact Data: Tel/Fax : +66 2 271 8491, Email : 70transport@gmail.com

2. Beneficiary of the Permit³:

2.1 Name: J. Kiatchai Pattana Transport Co., Ltd.
 2.2 Address: 13/11 Mu 7, Khlong Si sub-District, Khlong Luang District, Pathum Thani Province, Thailand
 2.3 Contact Data: Tel. : +66 2 986 5262-8, Fax. : +66 2 986 5269, Website : www.gkc.co.th
 2.4 Road Transport Operator's National License Number: 102556.....⁵

3. Particulars for Scheduled Passenger Transport Operations Only:

3.1 Itinerary:
 3.2 Frequency of operations for the beneficiary:
 3.3 Maximum Capacity (number of seats/persons):
 3.4 Other Restrictions:⁶

4. Period of Validity: from 23/09/15 until 24/09/15⁷

5. Allocated Vehicle Registration Number⁸:

	Prime mover/ Truck/ Bus	Semi-trailer	Prime mover/ Truck/ Bus	Semi-trailer
1	77-6618 (01)	76-9404 (01)	5	
2			6	
3			7	
4			8	

Place and date of issuance: September 10th, 2015

Authentication (Seal/Stamp, Signature):

Thiravech
 (Mr Thiravech Wankumbhaeng)



Figure 4-3. GMS CBTA Permit


 เลขที่
 No. 005/2016
ราชอาณาจักรไทย
 KINGDOM OF THAILAND
 กรมการขนส่งทางบก กระทรวงคมนาคม
 DEPARTMENT OF LAND TRANSPORT, MINISTRY OF TRANSPORT
หนังสือรับรองการตรวจสภาพรถ
VEHICLE INSPECTION CERTIFICATE
 ใ้ให้เพื่อรับรองว่า รถที่มีรายละเอียดปรากฏตามรายการข้างล่างนี้ ได้ผ่านการตรวจสภาพ
 และมีสภาพมั่นคงแข็งแรงภายใต้กฎหมายของประเทศไทยในวันที่ผ่านการตรวจสภาพ
 This is to certify that vehicle with the following particulars was examined and passed
 the vehicle inspection on the date of examination deemed roadworthy under the laws governing
 vehicles in Thailand.

1	หมายเลขทะเบียนรถ	77-6618 BANGKOK
	Vehicle Registration Number	
2	หมายเลขตัวถังหรือโครงค้ำฉี	GXZ23KZ24-7001773
	Body or Chassis Number	
3	หมายเลขเครื่องยนต์	6SD1-410635
	Engine Number	
4	วันที่ตรวจสภาพรถ	4 AUG 2018
	Date of Inspection	
5	วันที่ออกหนังสือรับรอง	15 AUG 2018
	Date of Issue	
6	วันสิ้นอายุหนังสือรับรอง	30 SEP 2017
	Date of Expiry	

นายทะเบียน
 (Mrs. BOONRUJ S. RIMATANACHOKE)
 Chief of Transport Vehicle Registration Division
 Action behalf of Registrar

หนังสือรับรองฉบับนี้จะมีผลสมบูรณ์ได้ต้องมีตราประทับ / Not Valid without Department Seal

Figure 4-4. Vehicle Inspection Certificate



Ref. No. 001/2016

Department of Land Transport
Motor Vehicles Registration Office
1032 Paholyothin Road
Bangkok 10900 Thailand

VEHICLE REGISTRATION CERTIFICATE

TO WHOM IT MAY CONCERN :

This is hereby to certify that Vehicle Registration Description and concerned particulars are as follows :

Registration No. 77-6618 BANGKOK Type Body Type Make ISUZU
Colour WHITE GREEN YELLOW Body No. or Chassis No. GXZ23KZ24-7001773 Location
Front right side Engine Type ISUZU Engine No.6SD1-410635 Location Number of Cylinder
6 ,Horse Power 270 ,Axle 3 ,Wheel 6 ,Type 10 Unladen Weight 7700 Kg. Seat
Capacity Standing Capacity 0 Laden Weight or Axle Load 17300 Kg. Gross Vehicle
Weight 25000 Kg.

Transport Operator's Name J.KIATCHAI PATTAN'S TRANSPORT CO.,LTD
Testimonial of I.D. Card No. 282/2522 Date 10 June 2016 Age 1 Years, Nationality THAI
Address 13/11 M. 7 Sub-district KHLONG LUANG District KHLONG SI Province
PATHUMTHANI Postcode 12120 Tel 02-9865263 Transport Operation Type Licence
No. 11/2016 Valid Until 13 FEBRUARY 2021 which have been authorized by the Department
of Land Transport at BANGKOK Thailand since 14 FEBRUARY 2016 and tax payment is
valid until 30 September 2016


BOONRUK SIRWATANACHOKE

Chief of Transport vehicle Registration Division

Act on behalf of Registrar

10 June 2016

Figure 4-5. Vehicle Registration Certificate

4) Check list

When the truck started trip to transportation, all documents must prepare without mistake. If the document is not ready, may be the cause of lost the time and money such as; overnight charge from truck, postpone trip, and cannot be the schedule as appointment. Furthermore, if the truck is already go inside Cambodia, the expense may be double and the worst is the truck will be confiscated by Cambodian police.

Therefore, the most importance documents to cross border with GMS CBTA permit that author has followed the policy of agreement can be separated into 3 things; vehicle documentation, driver documentation, and customs documentation as below table.

Table 4-1. Truck Detail to Transport on AH1 Road, Cambodia

Truck Detail to transport on AH1 Road, Cambodia								
No.	Truck Registration Number		Type	Chassis Number	Engine No.	Truck Brand	GMS Road Transport Permit No.	Vehicle Passport (Expiry)
1	77-3666	Thailand	10 Wheel	FVM32S24-7000345	6HE1-409080	ISUZU	1020	
2	77-6618	Thailand	Trailer Haulage	GXZ23KZ24-7001773	6SD1-410635	ISUZU	1018	
	76-9404	Thailand	Semi-Trailer	SMM100526-0050	-	-		
3	77-6619	Thailand	Trailer Haulage	GXZ23KZ24-7001774	6SD1-410637	ISUZU	1019	
	76-9405	Thailand	Semi-Trailer	SMM100526-0051				

Moreover, the export and import document is also importance process which cannot miss. The author must prepare as follow;

- 1) For export from Thailand, check any document about export which consist of invoice, packing list, Form D, export document, power of attorney to give trucks cross border, driver and truck documents before 2-3 days.
- 2) For import to Cambodia, send Invoice, Packing list, and Form D to Cambodian shipping before 2-3 days. In case form D is used, the Form D document must send to Cambodian shipping before 7 days and wait until them finished this process before release the truck go. Otherwise are document to give Thai truck drive in Cambodia are; GMS permit, truck passport, driver passport, and others document as mention with translate to English.

Table 4-2. Available of Driver and Truck Check List to Cambodia

Available of Driver and Truck Check list for transit to AH1 Cambodia		
No.	Essential Document	Done
1	International Carriage License/ GMS Road Permit (Original)	
2	Country mark (T-sign Sticker)	
3	Vehicle Inspection Certificate for use vehicle outside Kingdom of Thailand. (English Version)	
4	Vehicle Inspection Certificate for use vehicle outside Kingdom of Thailand. (English Version)	
5	Vehicle Registration Certificate (English Version)	
6	Driving License (English Version)	
7	Identification card	
8	Truck plate (English version)	
9	Thai Vehicle act (Cambodia has not Vehicle act for sell to abroad truck)	
10	Cargo insurance (If any)	

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Table 4-2. Available of Driver and Truck Check List to Cambodia (Cont.)

Available of Driver and Truck Check list for transit to AH1 Cambodia		
No.	Essential Document	Done
11	Truck Passport	
12	Personal Passport (Driver)	
13	Power of Attorney for cross border transportation of truck and driver (from truck owner)	
14	Cargo documents; Invoice, Packing List, Customs declaration document, Form-D, etc.	
15*	Permission driving document from Ministry of Transport of Cambodia	
16	Drive in and Drive out Document (from border customs)	

Note: no.15*, Cambodia agency will inform the purpose at Poipet customs to request permission from Ministry of Public Work and Transport of Cambodia (MPWT) for use permitted truck in AH1 route. Department of Land Transport of Thailand (DLT) has sent information of Thai truck to MPWT as quota, then they will use this information to match and check to give permission document.

4.1.2 Transportation

The total distance when counted beginning from truck yard in Thailand and go to place of receipt goods until final destination place in Cambodia (One-way trip), the distance is around 700 kilometers as below;

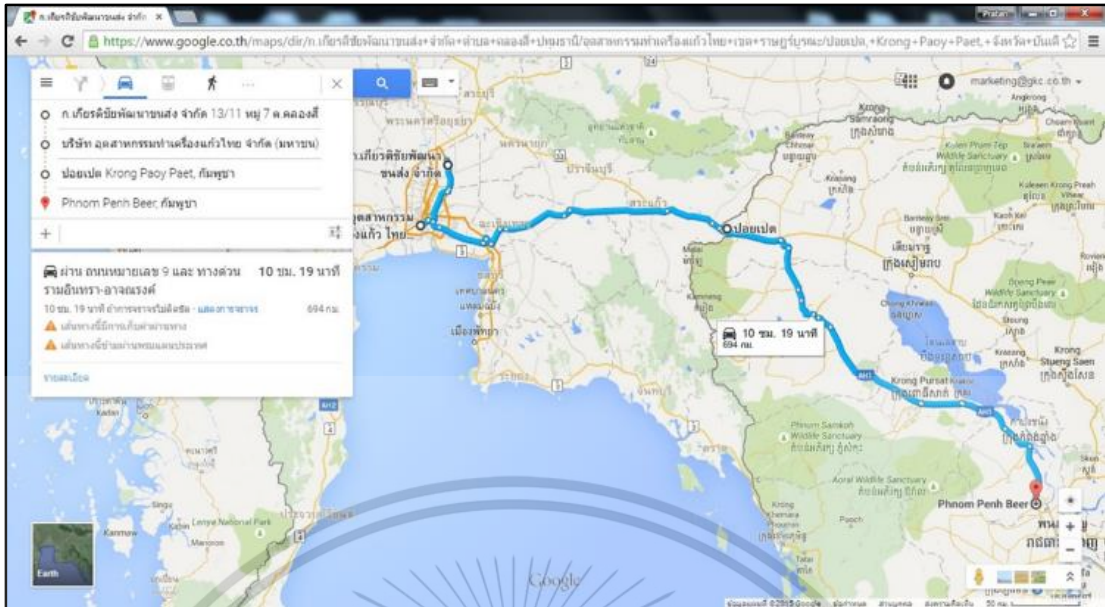


Figure 4-8. Designated Route of Survey (R1)

Main location and address are below;

- Truck Yard is located at Amphur Klong Luang, Pathum Thani Province, Thailand.
- Place of Loading is located at Ratburana, Bangkok, Thailand.
- Destination place is located at Phnom Penh Beer Co., Ltd., Kampongchanang Province, Cambodia.

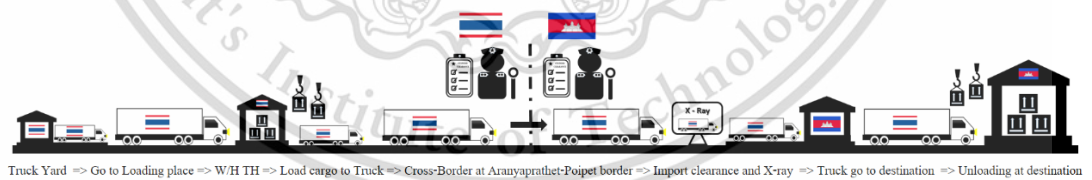


Figure 4-9. Step of transportation from Origin to Destination

Step of transportation;

- 1) *GMS Cross-border and customs clearance in Thailand site.* Truck yard in Thailand is located at Klongluang, Pathum thani. Then trucks pick up the cargoes at Ratburana road before going to Aranyaprathet-Poipet border at Srakaew province to do export clearance. After finished export customs clearance process, these trucks are

taking National No.5 road (NH5) of Cambodia which is connected with Aranyaprathet customs in Thailand site. Likewise, this road is also called AH1 as ASEAN highway name.

The distance from truck yard to place of receipt is around 68 Kilometer by use the Kanchanaphisek road (Route No.9), then go to Chalong Rat Expressway and Chalerm Maha Nakhon Expressway, and finally take exit 1-04 to go to Place of receipt at Rat Burana Road, Bangkok. The trucks are arrived at pick up place at origin around 10.30 am and finished almost one pm as plan.

Next process, these trucks will go to Aranyaprathet-Poipet border at Srakaew province. They are go back to Chalerm Maha Nakhon Expressway, then go to Bangna Trad road (Road No.34), road No.314, road No.365, road No.304, road No.359, and arrived road No.33 respectively. The road No.33 is the final road is connected to National No.5 road of Cambodia by Thailand site is finished at Aranyaprathet customs. This trip takes time around four to five hours and total distance is around 255 kilometers. The Trucks are arrived Aranyaprathet border at five pm. However, customs broker cannot do export process because it isn't working time of customs staff. Fortunately, nearby border around two kilometers on road No.33, there is parking lot which truck can park with safety.

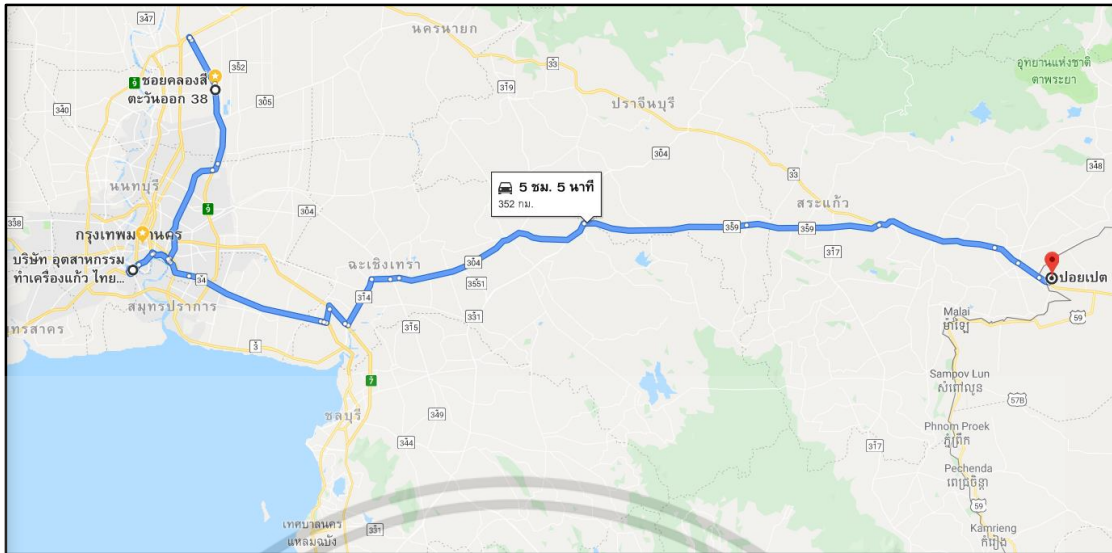


Figure 4-10. Distance in Thailand Site

Next day, around 8 am, customs broker is call to driver to get any documents and prepare cross border transport. Even if broker agent has been taken some documents previously, but didn't take original documents from driver; invoice, packing list, Form-D, and others. However, in this morning at border, author found many trucks to be queue and stop on the road in right lane. These trucks are waiting for cross-border same as our trucks.

The trucks take around four hours after Thai broker has been collect documents from shipper or exporter, the broker will call to drivers again to take them to be queue on the road same as other trucks. After trucks are arrived at Aranyaprathet customs, broker is wait at border to give the document that already approved from Thai customs and queue card to drivers. Customs staff will check documents and cargoes in container but this shipment hasn't open container to check cargo inside. After that the drivers drive trucks to go into Cambodia to do process onward. In this export shipment, customs broker has service every steps of export customs process.

2) *GMS Cross-border and customs clearance in Poipet, Cambodia.* After

trucks are arrived at Cambodia site. Cambodian broker which are waiting at Poipet

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border collects the documents which customs of Thailand issued for import process. Camcontrol is the department that checks cargo and calculate tax and duty which importer must pay to Cambodia government. After that Cambodian broker take documents are commercial invoice, packing list, truck bill, import declaration document, others (if any) for declaration process and pay any expense to the customs office. Then customs office is issued and authorized Letter which are mean Thai trucks have permitted to bring their cargoes to get inside Cambodia.

After that, drivers drive trucks to be an X-Ray at Container Scan Station of Poipet Customs and Excise office with staff of customs broker's company. This place is far from Poipet border around eight kilometers. After derived X-ray document, broker staff will take this document and take trucks back to warehouse for waiting to import customs process completely. More importantly, for cross border with GMS CBTA, customs broker in Cambodia must take our documents which is Department of Land Transport of Thailand is already registered and issued for the truck operator deriving quota. These documents, referred in previous chapter, will take by Cambodian broker for check and persistent with Poipet customs. They have list of Thai truck which is derived information of GMS CBTA truck from Ministry of Public Work and Transport of Cambodia. Then they check company name and truck number to be issued license and give permit to Thai truck in defined route, National No.5 road.



Figure 4-11. Trailer waiting for X-Ray



Figure 4-12. X-Ray Machine

Page 1 of 1

Container Information	
Vehicle	77-6618*40F
Number of Item	
Country of origin	THAILAND
Reason	
Content	EMPTY GLASS BOTTLE
Remark	THE CONTAINER IS FIXED TO THE TRUCK 77:6618 AND THE CONTAINER HAS NO NUMBER.
Cis Operator	sokladeth
Input Time	2015-09-30 12:15:50

Check Conclusion	
Conclusion	<input checked="" type="radio"/> No Suspect <input type="radio"/> With Suspect
Contents	

Figure 4-13. X-Ray Result document



Figure 4-14. X-Ray Result in container

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However, the worst in this shipment, because consignee would like to use Form D privilege for tax discount. And they do not prepare in advance, so the trucks must be park and wait for the process of Form D permission from Phnom Penh customs around seven days at customs broker warehouse. Because, in Cambodia system, they have no online system or e-Form D in Thailand, customs broker must take original Form D which is issued from Thailand to Phnom Penh customs for the permission of discount duty. Then take permitting Form D to go to Camcontrol department at Poipet customs.

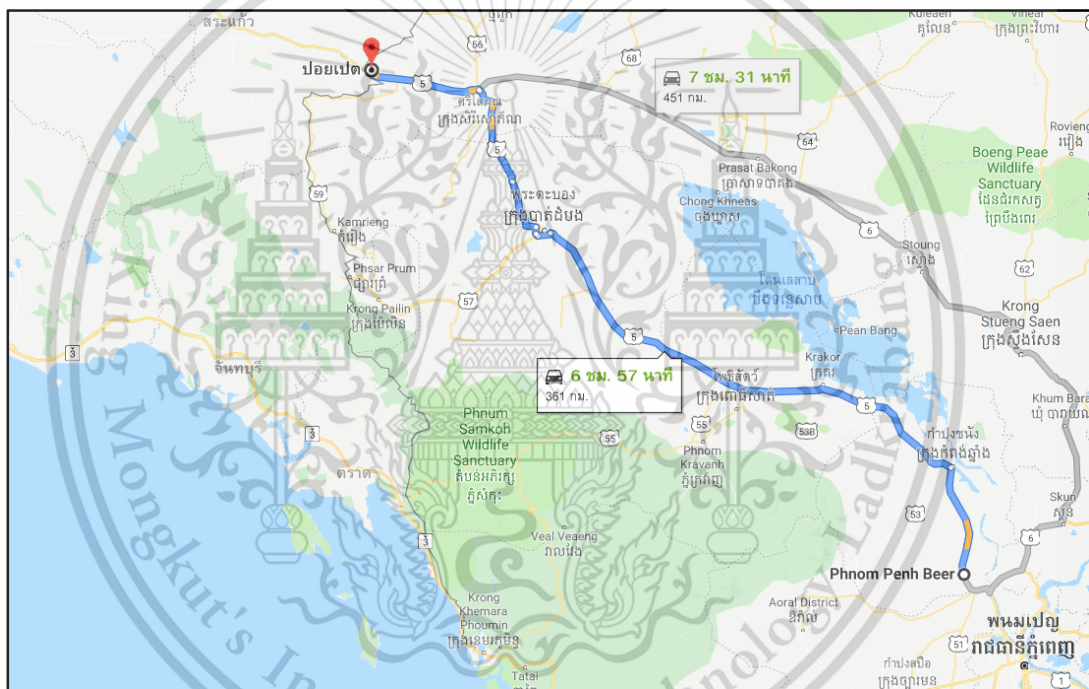


Figure 4-15. Distance from Poipet to Phnom Penh Beer Co., Ltd.

3) *GMS CBTA Transportation on national No.5 road.* After the process of import customer clearance and permitted for truck has been finished as GMS CBTA regulation, the driver can drive the truck through inside Cambodia more than temporary permitted area or more than ten kilometres. Distance from Poipet into destination is around three hundred sixty-four kilometres. The drivers must deliver their cargo to customer's factory at Phnom Penh Beer Co., Ltd. This factory is located at National

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Road No.5, Chamkar Svay Village, Sethei Commune, Samaky Meanchey District, Kampong Chhnang Province, Kingdom of Cambodia which is far from Central of Phnom Penh fifty Kilometers. This transport route takes around twelve hours in each of trip including truck take a rest around three hours and takes around two hours per truck for unloading by forklift (Cargoes on pallet).

4) Summarize of the survey. Even if the total distance between Thailand and Cambodia is not too different but in Cambodia site need 2 days for import clearance and transportation because the procedure of customs clearance is still manual. Moreover, mostly, road condition in Cambodia is still 2 lanes which make truck unable to speed. For transport cost, the expense of a ten-wheel truck is 23,700 baht/truck and trailer is 33,200 baht/trailer from origin to destination. Customs clearance cost in Thailand is 3,000 baht/truck/trailer which included any customs document, and customs clearance cost in Cambodia is 992 USD/truck/trailer which included any documents and escorts the trucks on the way as table 4-3.

Table 4-3. Distance, transport and customs clearance cost

Route	Distance (km)	Cost/truck	
		Transportation ^a	Customs Clearance ^b
Thailand site	330	23,700 Baht / 10w truck	3,000 baht / 10w truck
		33,200 Baht / Trailer	3,000 baht / Trailer
Cambodia site	365	-	992 USD/ 10w truck
			992 USD/ Trailer

^a Transport with GMS CBTA permit on both Thailand and Cambodia site.

^b Included documents, customs clearance, escort in Cambodia.

4.2 Questionnaires

The respondents are answer the questionnaire, all of them are the operator which derived or was get the GMS CBTA permit on Thailand-Cambodia route. The researcher got name list of operator from Department of Transport (DLT) amount 20 companies and 50% or 10 companies of respondents answer this questionnaire.

1) General part of questionnaire, the author summarizes the importance information as below

- Gender: 50% Male and 50% Female
- Position: 50% from Manager or Management, 30% from Supervisor or Leader, and 20% from Staff
- Period of service in ASEAN countries: 20% is less than 5 years, 30% from 5 to 10 years, 20% from 11 to 20 years, and 10% more than 20 years
- Head office is located in Bangkok and greater Bangkok 50%. And 10% for Central/West and 10% of East.
- Number of truck get GMS CBTA Permit TH-CM in the past to current; 1 – 5 trucks 30%, 5 – 10 trucks 20%, 11 – 15 trucks 10%, 16 – 20 trucks 10%, more than 20 trucks 30%.
- Current number of truck get GMS CBTA Permit TH-CM; 1 – 5 trucks 30%, 5 – 10 trucks 30%, 11 – 15 trucks 10%, 16 – 20 trucks 10%, more than 20 trucks 20%.
- Main type of transportation to Cambodia is Full truck load (FCL).
- Mostly, the operator is cross border to Cambodia less than 10 kilometer from Thailand border.

- 2) Part II: Characteristics of cross border transport of GMS CBTA operators
- Aranyaprathet-Poipet customs is the most favourite border, the operator 90% pass this border.
 - Full Container Load is the 1 transport type to cross border.
- 3) Part III: Usage of GMS CBTA permit on Thailand-Cambodia route
- The GMS CBTA permit is used 70% from components and never use the permit 30% of components.
- 4) Part IV: Characteristics of GMS CBTA permit usage
- 57.1% use permit 1-5 times, 14.3% use permit 6-10 times, 14.3% use permit 41-50 times, and 14.3% use permit more than 50 times,
 - Poipet is most frequency final destination with 57.1%, Phnom Penh is the second with 28.6%, and Serei Saophoan 14.3%.
 - Main type of transportation to Cambodia with GMS CBTA Permit is Full Truck Load (FCL).
 - All respondents or 100% of them still need to extend the validity of GMS CBTA permit.
- 5) Part V: Problems and obstacles of the components who use GMS CBTA permit and also want to use in the future.
- Problems level of GMS CBTA permit user. The average result of users is 3.13 point or 62.70%. This's mean the permit has problem with normal level. However, the most problems from components are in Cambodia site.
 - The maximum problem are they cannot communicate with driver. Second problem is no backhaul trip, and followed by truck insurance and light in night time on the road in Cambodia.

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- On the other hand, the minimum problems of permit user composed of truck cost, document in Thailand site, Thai shipping, and corruption in Thailand. Followed by road condition in Thailand and customs clearance in Thailand. And Cambodia shipping cost is the last minimum problem.
- 6) Part VI: Comment from the components who use GMS CBTA permit and also want to use in the future.
- The request for a license and conditions for renewal of rights must be quite complicated.
 - Should have coordinator while transport to Phnom Penh to take care truck along the way which can be contacted at any time when the incident occurs. May be the Thai government coordinates.
 - GMS CBTA is still unable to actual perform 100% due to the treat of Cambodian company, police, and the person whom want to get benefits from Thai truck. Thai driver do not dare to drive through inside, may require Cambodian to be escort which has more expense.
- 7) Part VII: Problems and obstacles of the components who use GMS CBTA permit but do not want to use in the future.
- No any components do not need to extend permit.
- 8) Part XIII: Comment from the components who use GMS CBTA permit but do not want to use in the future.
- No any components do not need to extend permit.
- 9) Part IX: Problems and obstacles of the components who never use GMS CBTA permit.

- Problems level that why no use permit company. The average result is 3.00 point or 60.00%. This's mean normal problems.
- The maximum problems that make these companies are not use permit are in Cambodia site. These problems are composed of truck insurance, cargo insurance, expertise route of driver, road condition, truck repair, and GPS tracking. Other problems are traffic in Cambodia and Differences in driving in Cambodia (Left steering wheel).
- On the other hand, the minimum problems that make operator are not use permit are transport cost in Cambodia. Other problems are destination of customer is not on GMS CBTA route, and currency problem. However, they're customer that want to use truck in this route.

10) Part X: Comment from the component who use GMS CBTA permit and also want to use in the future.

- The main problem of GMS CBTA is the law of each country are not same, causing transport operator to be confused whether they can use or not. Anyway, they're also use old license of Cambodia permit.
- Would like the government to set the clearly procedure of preparing documents and identify PIC for GMS CBTA permit with clearly including issue truck passport automatically when derived permit. Moreover, the government provides daily cargo insurance and vehicle insurance for the operator which has few volume of freight transport. This request will reduce cost of operator including provide tracking system in abroad site as well.

Table 4-4. Result of Questionnaire Part I, II, III, IV

Part: I	General Information	Amount	Percentage (%)
1.1)	Gender		
	Male	5	50%
	Female	5	50%
	Total	10	100%
1.2)	Age		
	Lower 30 years	5	50
	31 – 45 years	5	50
	46 – 60 years	0	0
	Over 60 years	0	0
	Total	10	100
1.3)	Position		
	Owner/ Director	0	0
	Management/ Manager	5	50
	Leader/ Supervisor	3	30
	Staff	2	20
	Other	0	0
	Total	10	100
1.4)	Type of Company		
	Agent	7	70
	Shipper	1	10
	Both Agent and Shipper	2	20
	Total	10	100
1.5)	Period of Domestic Business or Service		
	Lower 5 years	0	0
	5 - 10 years	0	0
	11 - 20 years	3	30
	21 - 30 years	3	30
	Over 30 years	4	40
	Total	10	100
1.6)	Period of Business or Service in ASEAN Countries		
	Lower 5 years	2	20
	5 - 10 years	5	50
	11 - 20 years	2	20
	Over 20 years	1	10
	Total	10	100
1.7)	Head Office Location		
	Bangkok Metropolitan	8	80
	Central/ Western	1	10
	Northern	0	0
	Northeast	0	0
	Southern	0	0
	Eastern	1	10
	Total	10	100

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Table 4-4. Result of Questionnaire Part I, II, III, IV (Cont.)

1.8)	Truck Fleet Location (Answer more than one answer available)		
	Bangkok Metropolitan	7	33
	Central/ Western	4	19
	Northern	1	5
	Northeast	2	10
	Southern	2	10
	Eastern	5	24
Total		21	100
1.9)	Amount of all staff		
	Lower 50 staffs	0	0
	51 - 100 staffs	1	10
	101 - 200 staffs	3	30
	Over 200 staffs	6	60
	Total		10
1.10)	Amount of driver (Only driver of cargo truck)		
	Lower 25 drivers	0	0
	25 - 50 drivers	2	20
	51 - 75 drivers	0	0
	76 - 100 drivers	1	10
	Over 100 drivers	7	70
Total		10	100
1.11)	Amount of truck (Only cargo truck)		
	1 - 10 trucks	1	10
	11 - 30 trucks	1	10
	31 - 50 trucks	0	0
	51 - 100 trucks	3	30
	Over 100 trucks	5	50
Total		10	100
1.12)	Amount of all trucks that get or was get GMS CBTA permit on Thailand-Cambodia route. (Trailer and Chassis = 1 truck)		
	1 - 5 trucks	3	30
	5 - 10 trucks	2	20
	11 - 15 trucks	1	10
	16 - 20 trucks	1	10
	Over 20 trucks	3	30
Total		10	100
1.13)	Amount of all trucks that currently get GMS CBTA permit on Thailand-Cambodia route and the permit still not expired. (Trailer and Chassis = 1 truck)		
	No truck gets the permit	3	30
	1 - 5 trucks	3	30
	5 - 10 trucks	1	10
	11 - 15 trucks	1	10
	16 - 20 trucks	2	20
	Over 20 trucks	0	0
Total		10	100

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Table 4-4. Result of Questionnaire Part I, II, III, IV (Cont.)

1.14)	Type of truck that get or was get GMS CBTA permit on Thailand-Cambodia route (Trailer and Chassis = 1 truck) (Answer more than one answer available).		
	4 wheels truck/ Pick up truck	0	0
	6 wheels truck with container	4	18
	6 wheels truck with open top container	0	0
	6 wheels truck with stake bed	0	0
	6 wheels truck with tank	0	0
	6 wheels truck, car carrier type	0	0
	10/12 wheels truck with container	4	18
	10/12 wheels truck with open top container	0	0
	10/12 wheels truck with stake bed	0	0
	10/12 wheels truck with tank	0	0
	10/12 wheels truck, car carrier type	0	0
	Trailer/Semi-trailer with container	3	14
	Trailer/Semi-trailer with chassis	5	27
	Trailer/Semi-trailer with stake bed	4	18
	Trailer/Semi-trailer with tank	0	0
	Trailer/Semi-trailer, car carrier type	1	5
Other	0	0	
Total		21	100
1.15)	Type of truck get GMS CBTA Permit TH-CM in currently (Head and Chassis = 1 truck) (Answer more than 1 question)		
	No truck get permit	0	0
	4 wheels truck/ Pick up truck	0	0
	6 wheels truck with container	5	21
	6 wheels truck with open top container	0	0
	6 wheels truck with stake bed	0	0
	6 wheels truck with tank	0	0
	6 wheels truck, car carrier type	0	0
	10/12 wheels truck with container	5	21
	10/12 wheels truck with open top container	0	0
	10/12 wheels truck with stake bed	0	0
	10/12 wheels truck with tank	0	0
	10/12 wheels truck, car carrier type	0	0
	Trailer/Semi-trailer with container	2	8
	Trailer/Semi-trailer with chassis	7	29
	Trailer/Semi-trailer with stake bed	4	17
	Trailer/Semi-trailer with tank	0	0
Trailer/Semi-trailer, car carrier type	1	4	
Other	0	0	
Total		24	100

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Table 4-4. Result of Questionnaire Part I, II, III, IV (Cont.)

1.16)	Main commodity on Thailand-Cambodia route		
	Consumer	3	30
	Electronic	1	10
	Auto-Part/ Automotive	1	10
	Garment	1	10
	Agriculture	1	10
	Petrochemical	0	0
	Oil & Gas	1	10
	Raw material	1	10
	Other: Machine	1	10
	Total	10	100
1.17)	Characteristic in transportation on Thailand-Cambodia route		
	Direct Transport	10	83
	Consolidate	1	8
	Distribution	1	8
	Milk Run	0	0
	Other	0	0
	Total	12	100
Part: II	Characteristic of operator that get GMS CBTA permit on Thailand-Cambodia route (all customs) both operator that used and no used the permit.	Amount	Percentage (%)
2.1)	Which customs you use to transport to Cambodia? (Answer more than 1 answer available)		
	Aranyaprathet customs, Srakaeo	9	50
	Ban Nongprue customs, Srakaeo	0	0
	Ban Subtaree customs, Srakaeo	0	0
	Ban Tapraya customs, Srakaeo	0	0
	Ban Pakkark customs, Chantaburi	2	11
	Ban Laem customs, Chantaburi	3	17
	Ban Suansom, Chantaburi	0	0
	Ban Hadlek, Klongyai, Trad	4	22
	Chongsangum, Srisaket	0	0
	Chongchom, Surin	0	0
	Chongarnma, Ubonratchathanee	0	0
	Other	0	0
		Total	18
2.2)	Mostly, what kind of cargo transportation to Cambodia do you use?		
	Full Container Load (FCL)	10	100
	Less Container Load (LCL)	0	0
	Both equally	0	0
	Total	10	100

Table 4-4. Result of Questionnaire Part I, II, III, IV (Cont.)

2.3)	Mostly, what kind of cargo cross border transportation to Cambodia do you use? (Answer more than 1 answer available)		
	Transportation to Thailand border but not cross border to Cambodia.	4	22
	Cross border Transportation to Cambodia within 10 kilometer from Aranyaprathet border (Within relief zone).	8	44
	Cross border Transportation to Cambodia more than 10 kilometer from Aranyaprathet border (More than relief zone).	6	33
	Total	18	100
2.4)	Mostly, what characteristic of cargo cross border transportation to Cambodian consignee do you use? (Answer more than 1 answer available) W/H = Warehouse, TH = Thai, CM = Cambodia, CBT = Cross border, CNEE = Consignee		
	W/H TH => TH Truck => CBT TH/CM => TH Truck => CNEE	9	38
	W/H TH => CM Truck => CBT TH/CM => CM Truck => CNEE	1	4
	W/H TH => TH Truck => W/H Agent CM in TH => CBT TH/CM => Move Cargo to CM Truck => CM Truck => CNEE	3	13
	W/H TH => TH Truck => CBT TH/CM => W/H CM => Move Cargo to CM Truck => CM Truck => CNEE	6	25
	W/H TH => TH Truck => CBT TH/CM => W/H CM => Move Cargo to CM Truck => CM Truck => CNEE	4	17
	W/H TH => TH Truck => CBT TH/CM => W/H CM => Switch TH Container to CM Haulage => CM Truck => CNEE	0	0
	Other : Pick up cargo in Thailand and direct through Cambodia	1	4
	Total	24	100
Part: III	GMS CBTA Permit usage of operator Thailand-Cambodia on Aranyaprathet-Poipet (All answers is received or was received GMS CBTA permit)	Amount	Percentage (%)
3.1)	Did you use the privilege or was use the privilege of GMS CBTA permit on Thailand-Cambodia route?		
	Yes	7	70
	No	3	30
	Note: If yes, answer part 4,5, and 6 or 7 and if no, skip to part 8, 9.		
Total	10	100	

Table 4-4. Result of Questionnaire Part I, II, III, IV (Cont.)

Part: IV	The GMS CBTA permit behavior of operator on the Aranyaprathet-Poipet-Phnom Penh route. Those who are get the privilege can take the truck that is allowed to transport goods in Cambodia on the designated route. (Only operator that get the privilege and used/ was used GMS CBTA permit in cross border transportation on Aranyaprathet-Poipet-PhnomPenh and also want to use more and do not use in the future)	Amount	Percentage (%)
4.1)	Do you use or was use GMS CBTA permit every time when transportation to Cambodia?		
	Yes	5	71
	No	2	29
	Total	7	100
4.2)	How many time you use or was use GMS CBTA permit when transportation to Cambodia after received the permit?		
	1 - 5 times	4	57
	6 - 10 times	1	14
	11 - 20 times	0	0
	21 - 30 times	0	0
	31 - 40 times	0	0
	41 - 50 times	1	14
	More than 50 times	1	14
	Total	7	100
4.3)	Where is the destination when you use GMS CBTA permit to Cambodia on agreed route? (National Road no.5 or AH1) (Answer more than 1 answer available)		
	Poipet	6	46
	Serei Saophoan	1	8
	Battambang	1	8
	Pursat	0	0
	Kampong Chhang	1	8
	Phnom Penh	4	31
	Other	0	0
	Total	13	100
4.4)	Where is the most frequency destination when you use GMS CBTA permit to Cambodia on agreed route? (National Road no.5 or AH1)		
	Poipet	4	57
	Serei Saophoan	1	14
	Battambang	0	0
	Pursat	0	0
	Kampong Chhang	0	0
	Phnom Penh	2	29
	Other	0	0
	Total	7	100

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Table 4-4. Result of Questionnaire Part I, II, III, IV (Cont.)

4.5)	What is the most frequency truck you use for transport on Thailand-Cambodia route? (Answer more than 1 answer available)		
	4 wheels truck/ Pick up truck	0	0
	6 wheels truck with container	2	17
	6 wheels truck with open top container	0	0
	6 wheels truck with stake bed	0	0
	6 wheels truck with tank	0	0
	6 wheels truck, car carrier type	0	0
	10/12 wheels truck with container	3	25
	10/12 wheels truck with open top container	0	0
	10/12 wheels truck with stake bed	0	0
	10/12 wheels truck with tank	0	0
	10/12 wheels truck, car carrier type	0	0
	Trailer/Semi-trailer with container	1	8
	Trailer/Semi-trailer with chassis	4	33
	Trailer/Semi-trailer with stake bed	2	17
	Trailer/Semi-trailer with tank	0	0
	Trailer/Semi-trailer, car carrier type	0	0
Other	0	0	
Total	7	100	
4.6)	Mostly, what kind of cargo transportation to Cambodia on Aranyaprathet-Poipet-PhnomPenh with GMS CBTA permit do you use?		
	Full Truck Load (FCL)	7	100
	Less Container Load (LCL)	0	0
	Both equally	0	0
	Total	7	100
4.7)	Mostly, what characteristic of cargo cross border transportation to Cambodian consignee on Aranyaprathet-Poipet-PhnomPenh do you use? (Answer more than 1 answer available) W/H = Warehouse, TH = Thai, CM = Cambodia, CBT = Cross border, CNEE = Consignee		
	W/H TH => TH Truck => CBT TH/CM => TH Truck => CNEE	6	35
	W/H TH => TH Truck => W/H Agent CM in TH => CBT TH/CM => Move Cargo to CM Truck => CM Truck => CNEE	6	35
	W/H TH => TH Truck => CBT TH/CM => W/H CM => Switch TH Container to CM Haulage => CM Truck => CNEE	3	18
	W/H TH => TH => CBT TH/CM => W/H CM => Move Container & Cargo to CM Truck => CM Truck => CNEE	2	12
	Other	0	0
	Total	17	100

Table 4-4. Result of Questionnaire Part I, II, III, IV (Cont.)

4.8)	What is most frequency transportation with GMS CBTA permit to consignee in Cambodia?		
	W/H TH => TH Truck => CBT TH/CM => TH Truck => CNEE	3	50
	W/H TH => TH Truck => W/H Agent CM in TH => CBT TH/CM => Move Cargo to CM Truck => CM Truck => CNEE	2	33
	W/H TH => TH Truck => CBT TH/CM => W/H CM => Switch TH Container to CM Haulage => CM Truck => CNEE	1	17
	W/H TH => TH => CBT TH/CM => W/H CM => Move Container & Cargo to CM Truck => CM Truck => CNEE	0	0
	Other	0	0
	Total	6	100
4.9)	Do you still want to use GMS CBTA permit in Thailand-Cambodia route in the future?		
	Yes	7	100
	No	0	0
	Note: If yes, go to part 5 and 6. If no, go to part 5 and 7.		
	Total	7	100

Table 4-5. Result of Questionnaire Part V

Part V : Problems and obstacles in transporting goods using GMS CBTA Permit of operator that used / was used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh and still want to continue.							
Please check the X mark to indicate the uncertainty of the problem and the transportation of goods using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Most Problems	Average
5.1	Thai Shipping	1	5	1	0	0	2.00
5.2	Cambodia Shipping	1	1	2	3	0	3.00
5.3	Customs Clearance in Thailand	2	3	1	1	0	2.14
5.4	Customs Clearance in Cambodia	1	2	2	1	1	2.86
5.5	Truck document for cross border	4	1	2	0	0	1.71

Table 4-5. Result of Questionnaire Part V (Cont.)

Please check the X mark to indicate the uncertainty of the problem and the transportation of goods using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Most Problems	Average
5.6	Truck permit document in Cambodia	1	3	2	1	0	2.43
5.7	Truck cost in GMS CBTA route in Thailand	3	3	1	0	0	1.71
5.8	Truck cost in GMS CBTA route in Cambodia	2	0	3	1	1	2.86
5.9	Thailand Shipping cost	2	2	3	0	0	2.14
5.10	Cambodia Shipping cost	1	0	0	5	1	3.71
5.11	Language	0	1	2	3	1	3.57
5.12	Time period to transport (Start to End)	1	1	2	3	0	3.00
5.13	Cargo insurance in Cambodia	0	1	1	3	2	3.86
5.14	Truck insurance in Cambodia	0	1	1	2	3	4.00
5.15	Corruption in Thailand	3	1	3	0	0	2.00
5.16	Corruption in Cambodia	1	0	3	2	1	3.29
5.17	Expertise route in Cambodia	1	1	0	3	2	3.57
5.18	Road condition in Thailand	4	0	2	1	0	2.00
5.19	Road condition in Cambodia	0	1	1	3	2	3.86
5.20	Traffic in Thailand	1	1	3	1	1	3.00
5.21	Traffic in Cambodia	0	0	2	5	0	3.71
5.22	Traffic law in Thailand	1	3	1	2	0	2.57
5.23	Traffic law in Cambodia	1	0	1	4	1	3.57

Table 4-5. Result of Questionnaire Part V (Cont.)

Please check the X mark to indicate the uncertainty of the problem and the transportation of goods using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Most Problems	Average
5.24	Differences in driving in Cambodia	0	1	3	1	2	3.57
5.25	Overnight problem in Cambodia	1	0	0	5	1	3.71
5.26	Unloading at destination in Cambodia	0	1	2	3	1	3.57
5.27	Cargo received document in Cambodia	1	0	3	2	1	3.29
5.28	Backhaul trip	0	0	2	1	4	4.29
5.29	Truck weight in Cambodia	1	0	3	2	1	3.29
5.30	Truck repair shop in Cambodia	0	0	3	3	1	3.71
5.31	Fuel in Cambodia	0	0	4	3	0	3.43
5.32	Night light in Cambodia	0	0	2	3	2	4.00
5.33	Communication with Thai driver	0	0	0	4	3	4.43
5.34	GPS tracking in Cambodia	1	0	2	1	3	3.71

Table 4-6. Result of Questionnaire Part IX

Part IX : Problems and obstacles in transporting goods using GMS CBTA Permit of operator that no used / never used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh.							
Please check the X mark to indicate the uncertainty of the problem and the transportation of goods no using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Most Problems	Average
9.1	No customer want to use Thai truck go Cambodia	2	0	1	0	0	1.67
9.2	Customer destination is not on GMS CBTA route	1	1	1	0	0	2.00
9.3	No Cambodian shipping can work for GMS CBTA permit	0	1	2	0	0	2.67
9.4	High transportation cost in Cambodia	0	1	2	0	0	2.67
9.5	Corruption in Cambodia	0	1	0	2	0	3.33
9.6	Language	0	1	1	1	0	3.00
9.7	Time period to transport (Start to End)	0	1	2	0	0	2.67
9.8	Truck insurance in Cambodia	0	0	2	0	1	3.67
9.9	Cargo insurance in Cambodia	0	0	2	0	1	3.67
9.10	Expertise route in Cambodia	0	1	0	1	1	3.67
9.11	Road condition in Cambodia	0	1	0	1	1	3.67
9.12	Traffic in Cambodia	0	1	1	0	1	3.33
9.13	Traffic law in Cambodia	0	0	2	0	1	3.67

Table 4-6. Result of Questionnaire Part IX (Cont.)

Part IX : Problems and obstacles in transporting goods using GMS CBTA Permit of operator that no used / never used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh.							
Please check the X mark to indicate the uncertainty of the problem and the transportation of goods no using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Most Problems	Average
9.14	Differences in driving in Cambodia	0	1	1	0	1	3.33
9.15	Overnight problem in Cambodia	0	1	2	0	0	2.67
9.16	No Backhaul trip	0	2	1	0	0	2.33
9.17	Unloading at destination in Cambodia	0	1	2	0	0	2.67
9.18	Truck weight in Cambodia	0	0	3	0	0	3.00
9.19	Truck repair shop in Cambodia	0	0	2	0	1	3.67
9.20	Fuel in Cambodia	0	1	1	1	0	3.00
9.21	Night light in Cambodia	0	1	1	1	0	3.00
9.22	Communication with Thai driver	0	2	0	0	1	3.00
9.23	GPS tracking in Cambodia	1	0	0	0	2	3.67
9.24	Currency	1	1	1	0	0	2.00

Note: Questionnaire Part VII and VIII have no components answer because no one in criterion. For part VI and X are in Chapter 5.

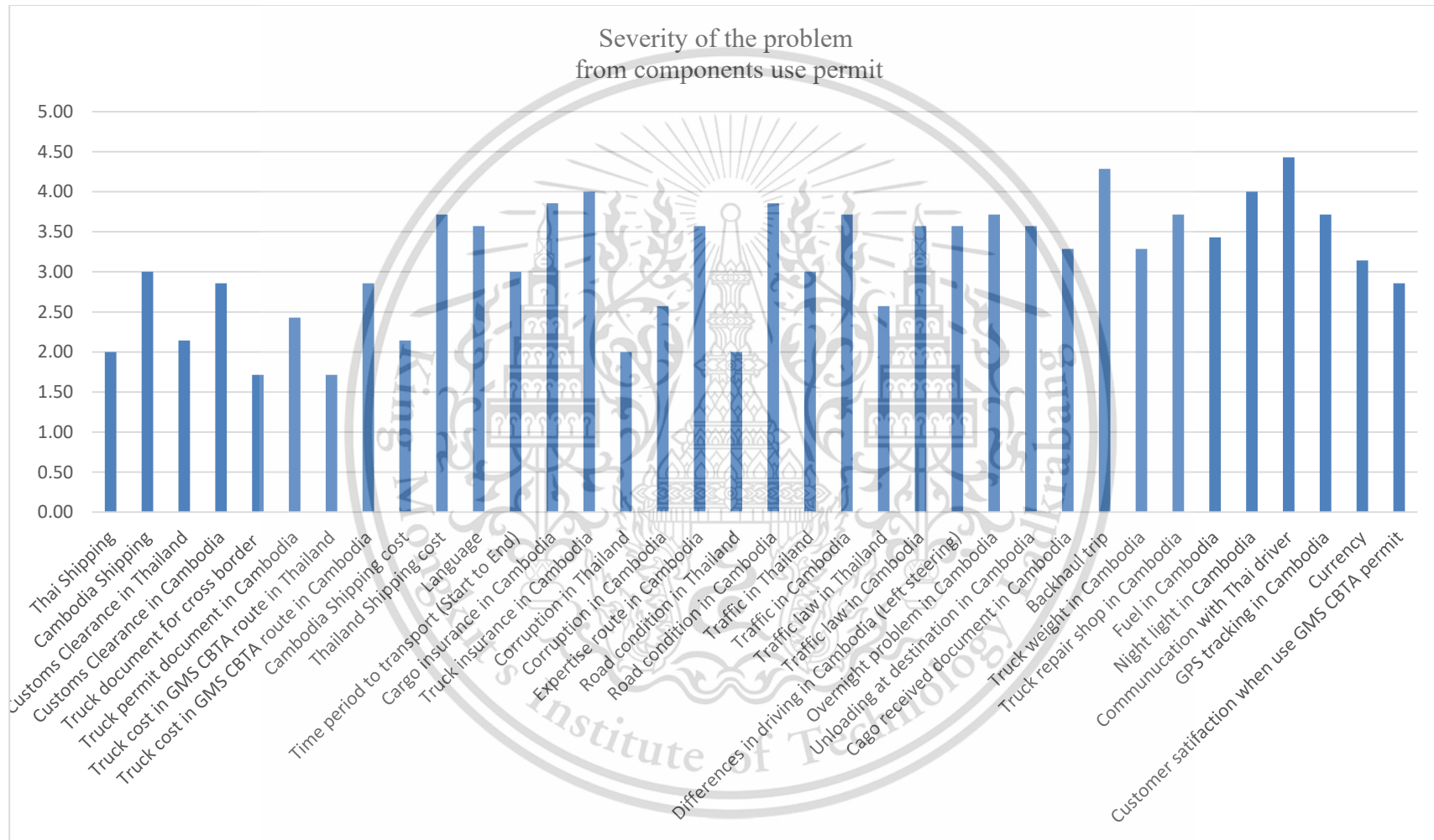


Figure 4-16. Part V: Problems and obstacle of the component who use GMS CBTA permit and also want to use in the future

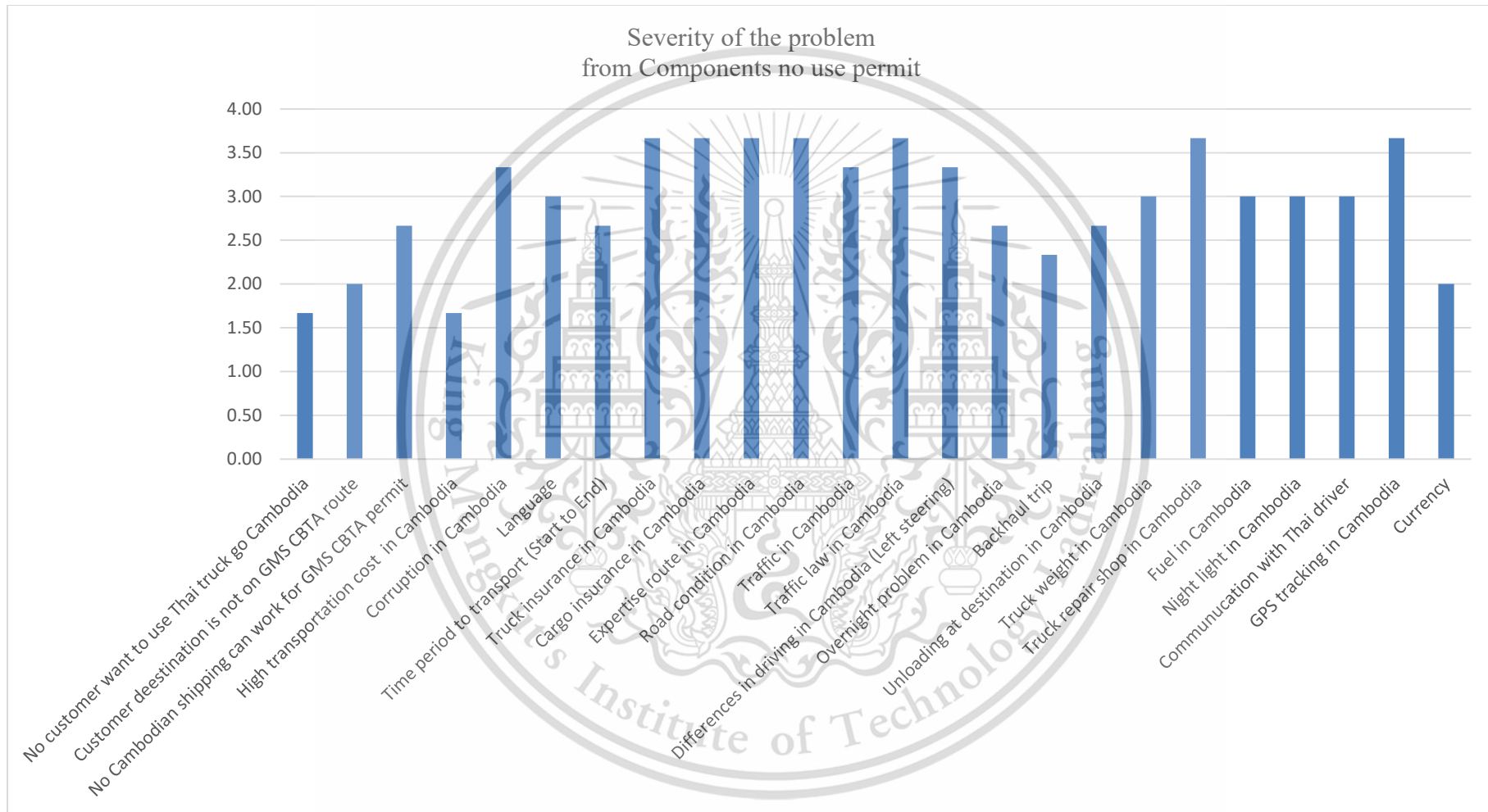


Figure 4-17. Part VII: Problems and obstacle of the component who never use GMS CBTA permit

4.3 Interview

The author has a good opportunity to interview staff from the Department of Land Transport (DLT), Mr. Therawech Nilkamheng. He said “Not too much operator uses their trucks to transport in this route as GMS CBTA. Maybe because of the problems of the standard of insurance, not good condition of the road, and traffic law in Cambodia.”

The author has comments from companies who use the permit. The interesting comment is when they need to extend the validity of the permit, they must prepare many documents and difficult with unclear procedure for preparing. Moreover, the GMS CBTA permit still cannot actual perform with 100% because the corruption and intimidation to Thai truck also are the big problems. The truck must be escorted from Cambodian all the way to protect any problem which has more expense because Thai driver cannot communicate with Cambodia police, this problem made the truck will be struck and stop if without escort. May be Thai government should be communicating with Cambodia government to protect the problem.

The companies who are not use permit also comment that the main problem of CBTA is the regulation of each of countries also not in same way. This problem made transport operator confuses that finally can they use the permit or not. While let the permit out but also not support for car carrier type, this problem made we cannot use the GMS CBTA permit to cross border. However, they use old permit of Cambodia permit. Moreover, they comment that the government should be support process of how to prepare application document to get the permit and identify contact person of relate department with clearly. If the government can provide automatically truck passport, cargo insurance and truck insurance as daily, and support operator to real time contact with their truck in Cambodia, will be reduce the expense of operator.

4.4 Analysis of data

The researcher can analysis data from information of previous result with three side models of Value Discipline Model. This model is characterized by triangular composed of 3 sides and can explain the advantage of each side as below;

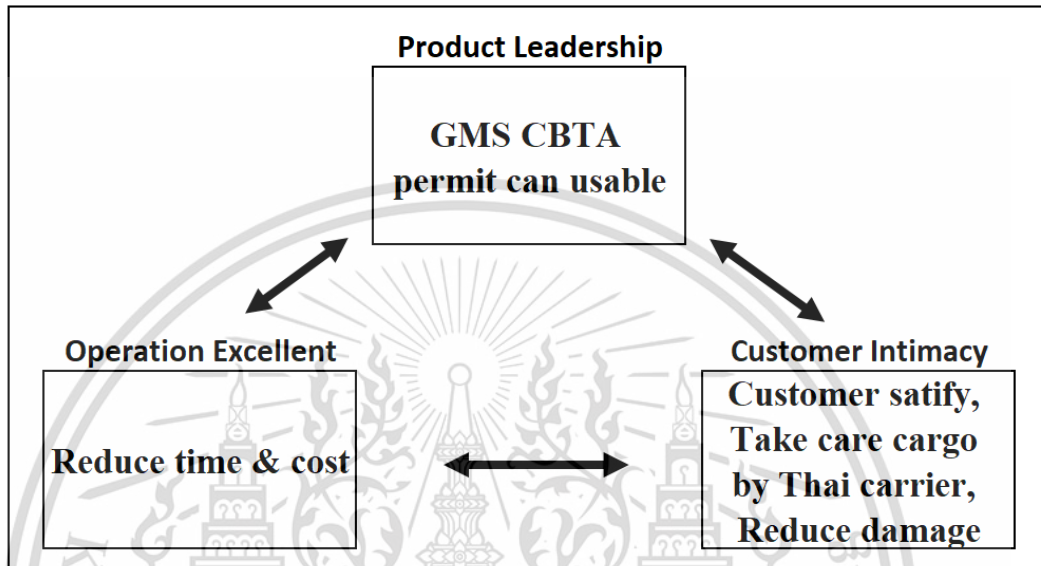


Figure 4-18. Result of Analysis with 3PL

The advantage of GMS CBTA permit can be concluded by above triangular;

- 1) Product Leadership (PL): GMS CBTA permit can be used as an agreement and make an advantage.
- 2) Operation Excellent (OE): Reduce transportation timing and cost in Cambodia.
- 3) Customers Intimacy (CI): Trustable from the customer with 100% cargo taken care and reduce damage from move cargo to Cambodia truck.

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusion

This research found the problems of GMS CBTA permit on Thailand-Cambodia from the user and the problems why the companies that have permit but are not use their privilege. Likewise, this research can conclude the problems of GMS CBTA permit from Thai user and the problems why the company that have permit but not use that most problems are in Cambodia site.

Company	Level of usage (%)	Level of problems (%)
Use Permit	70%	63.10%
No use permit	30%	60.00%

Table 5-1. Level of usage and problems of permit user and company no used

The component that use permit is 70% and 30% no use. The level of problems from components who use permit is 63.10% and 60.00% from no use permit company. The problem level from both of them is medium problems as criteria of analysis.

Criteria		
Average	Percentage (%)	Meaning
4.51-5.00	90-100%	Most Problems
3.51-4.50	70-90%	Many Problems
2.51-3.50	50-70%	Medium Problems
1.51-2.50	30-50%	Few Problems
0.00-1.50	0-30%	No Problem and Obstacle

Table 5-2. Evaluation Criteria

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Moreover, the result of questionnaire is not found most problems or 90-100% of percentage and also no problems and obstacle or 0-30% of percentage. However, the researcher lists the problem from many problems or 70-90% or 3.51-4.50 point of the result and few problem or 30-50% or 1.51-2.50 point to analyse the problems.

The many problems of user consist of Cambodia shipping cost, language, Cargo insurance, truck insurance, expertise route, road condition, traffic, traffic law, difference driving lane, overnight problems, unloading at destination, no backhaul trip, truck repair and maintenance shop, night light along the road, communication with Thai driver, GPS tracking. All of these problems are occurs in Cambodia site. On the other hands, the few problems consist of Thai shipping, customs clearance, truck document for cross border, truck permit, truck cost in GMS CBTA route in Thailand, Thailand shipping cost, corruption in Thailand, road condition in Thailand. Almost of above few problems are in Thailand site except truck permit document that must get the permit before drive in Cambodia. The below paragraph shown severity of the problem from user.

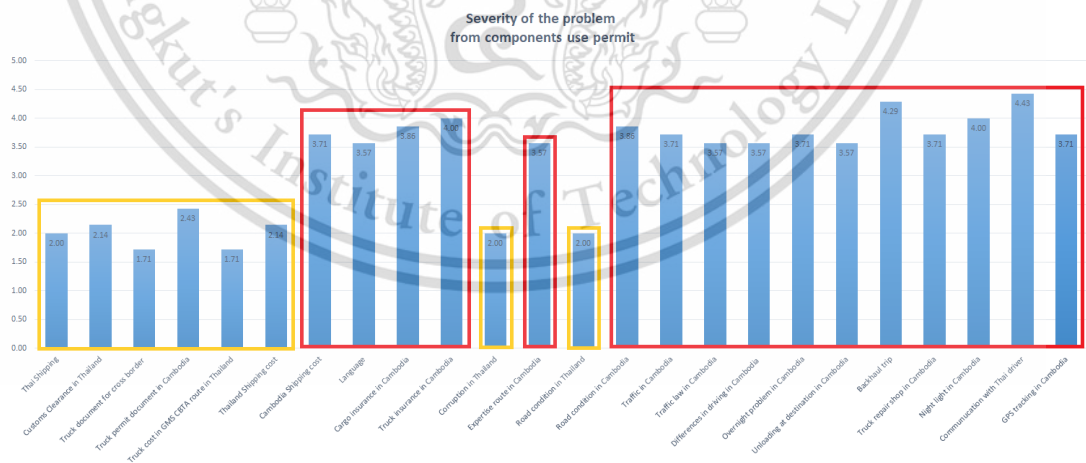


Figure 5-1. Most problems and few problems of permit user

For the problems of no user permit company that made these companies are not use the permit consist of truck insurance in Cambodia, cargo insurance in Cambodia, This material is reserved for educational use only, not allowed for commercial use.

expertise in Cambodia, road condition in Cambodia, traffic law in Cambodia, Truck repair shop in Cambodia, GPS tracking in Cambodia. On the other hand, the few problems of no user permit company consist of no customer want to use Thai truck go to Cambodia, customer destination in Cambodia, no back haul trip, and currency. The result of severity as below paragraph.

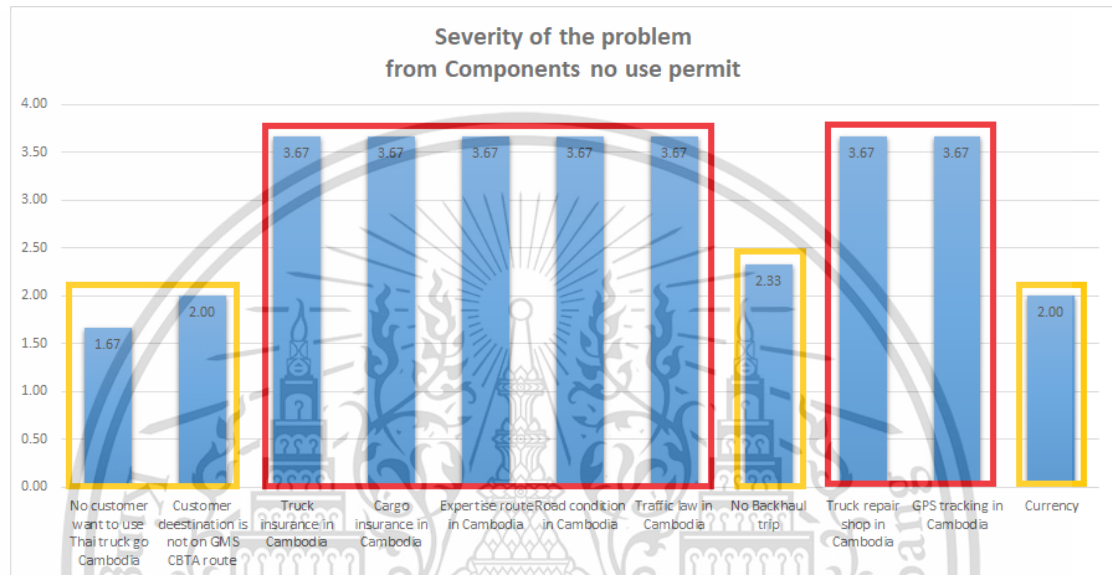


Figure 5-2. Most problems and few problems of companies no used permit

Furthermore, the researcher lists the most problem or maximum problems from permit user and the company who not use permit. The maximum problems from permit user consist of truck insurance in Cambodia, no backhaul trip, night light in Cambodia, and communication with Thai diver. The maximum of problems which made companies are no use permit composed of truck insurance in Cambodia, cargo insurance in Cambodia, expertise in Cambodia, road condition in Cambodia, traffic law in Cambodia, truck repair shop in Cambodia, GPS tracking in Cambodia. All maximum problems from all of them are in Cambodia site.

Therefore, researcher calculates and analyse the level of problems again by list only problems in Cambodia again to get the level only in Cambodia from user. The

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result is the point and percentage of problems are increasing. The average of point and percentage are 3.53 and 70.63% accordingly as below table. Moreover, the result shown level of problem is changed into the range of Many problems.

Description	Result
Average Point	3.53
Percentage of Problem	70.63%
Level of Problem	Many Problems

Table 5-3. Level of Problem in Cambodia site from GMS CBTA user

Researcher sorts the problems in Cambodia from GMS CBTA user as shown in paragraph. The top problem is communicating with Thai driver when truck drive inside Cambodia. Next problems consist of no backhaul trip, truck insurance, night light, cargo insurance, road condition, shipping cost in Cambodia, traffic, overnight problem, maintenance shop, GPS tracking, language, expertise route, traffic law, difference steering, and unloading at destination accordingly.

The top problems of Company do not use the permit consist of truck insurance, cargo insurance, expertise route, road condition, traffic law, maintenance shop, and GPS tracking.

This is worth noting that the top problems from both GMS CBTA user and not user are same problems.

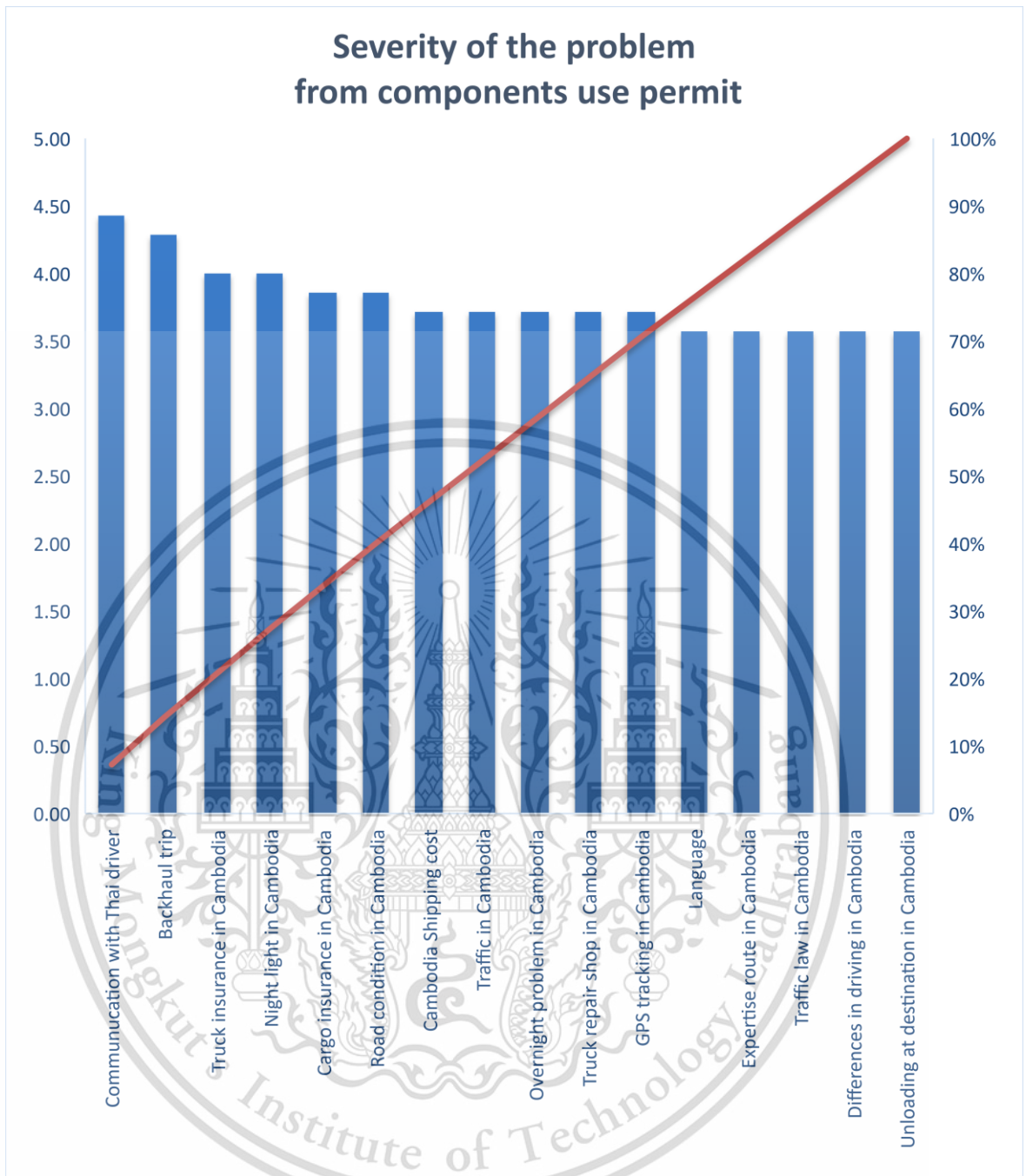


Figure 5-3. Sort of maximum problems of permit user

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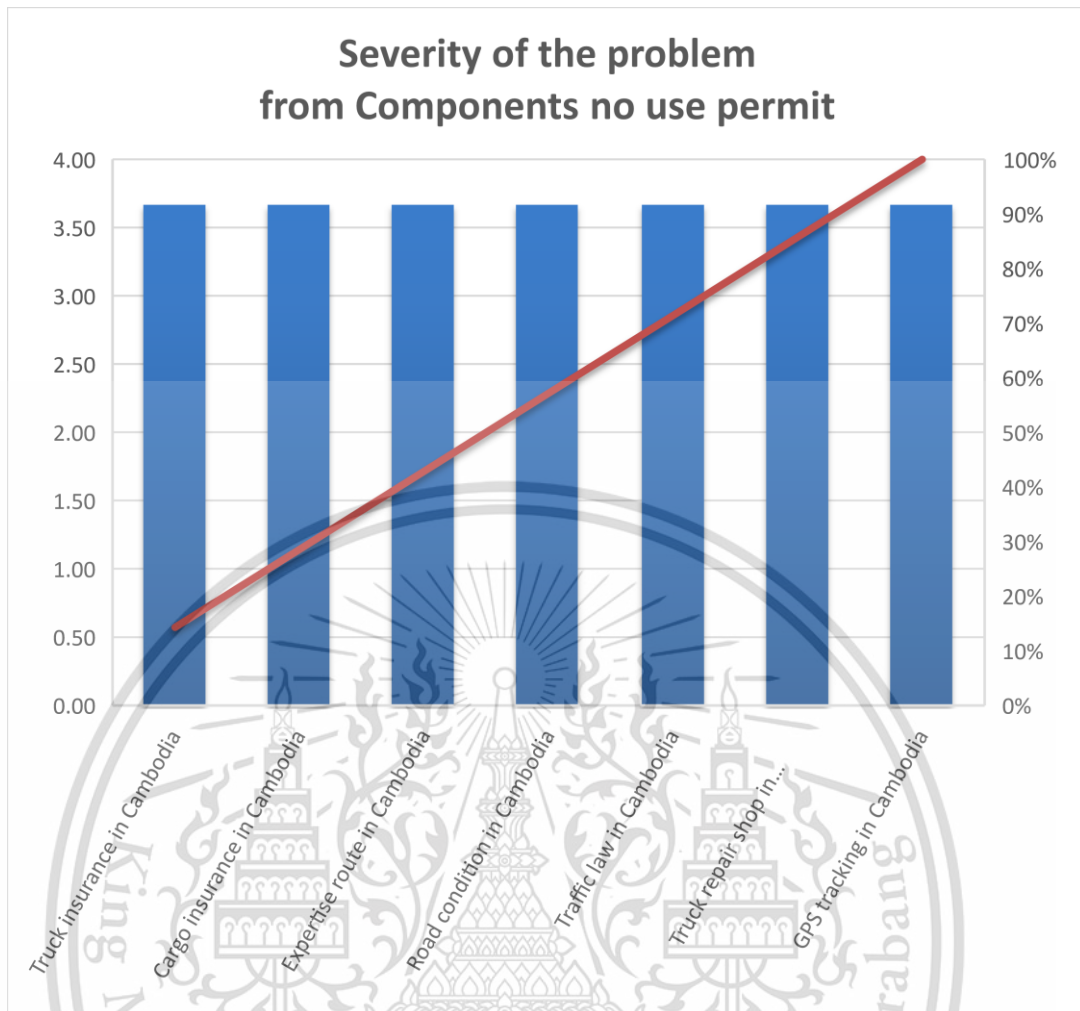


Figure 5-4. Sort of maximum problems of companies no used permit.

Furthermore, because researcher surveys the route with truck. Therefore, the problems while truck drive into Cambodia with GMS CBTA permit have found as follow;

- 1) Bad of road conditions and two-way traffic make the transportation delay and take more time to send cargo to destination. Moreover, this problem can increase the chance of accident.
- 2) GPS tracking is a problem which can make the truck company hesitate to transport with GMS CBTA permit. The company cannot track the status of truck which may has a risky if the cargo is high value.

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- 3) Even if in Cambodia along this route have truck repair shops beside the road, but these shops are also cannot trust when compared with Thailand side.
- 4) For truck insurance, vehicle in Cambodia is also not too much do insurance. When Thai truck has accident, the truck will negotiate the money to fix the truck. In case cannot negotiate, both parties must go to police station and take the police to negotiate, Thai truck will be disadvantage because cannot speak khmer and most of Cambodia has some of relationship with police.
- 5) Cargo insurance, the cargo insurance is also the problem of Cambodia side. Normally, the insurance with truck is not cover when transport to Cambodia. Shipper must provide by themselves.
- 6) The language to communication is also one importance problem. Local Cambodian people cannot speak Thai and English. So that the truck company must hire escort person from shipping company when use Thai truck and driver inside to protect any problems. However, in this research is provided drivers that can speak khmer. These drivers born in the province near Cambodia border and can speak khmer. Even if not 100%, but can communicate with Cambodian people.
- 7) The corruption in Cambodia is also a problem from GMS CBTA operator. As experience of author, along the way of route have 3-4 points which escort staff must negotiate with police.

The above problems of road condition, cargo insurance, and truck insurance are also same problems as the researcher interviews with staff from Department of land transport and result from answer in questionnaire from operator.



Figure 5-5. Road condition on National no.5 road in Cambodia



Figure 5-6. Two-way traffic on National no.5 road

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5.2 Recommendations

GMS CBTA is the agreement of great-mekong countries which tries to develop logistics in these regions. Thai government try to promote to private sectors to use this privilege. The most important problem is how to communicate between government to government with efficiency from management to operation worker. Moreover, the insurance and legal in Cambodia still be the importance problem. Because mostly Cambodian truck still has no insurance, on the other hand, vehicle insurance from Thailand also don't cover Thai truck when cross border to Cambodia. In case of accident, this's hard to clear and disadvantage for Thai truck. If these problems still not solve, the result of problems is not to the government, but the private sector must be losing the money and opportunity when they try to use the GMS CBTA permit.

For further study, the topic of freight transport cost with GMS CBTA permit if compared with time and risk are also interesting to investigate when compare with normal method of current. Moreover, the dangerous goods (DG) is the interesting research in the future on designated route of GMS CBTA. Even if DG transport have the policies and regulations to compliance such as; The European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR), International Maritime Dangerous Goods (IMDG), International Air Transport Association (IATA). But Thailand are in the beginning level to be enforced. But in ASEAN area and still could not enforceable.

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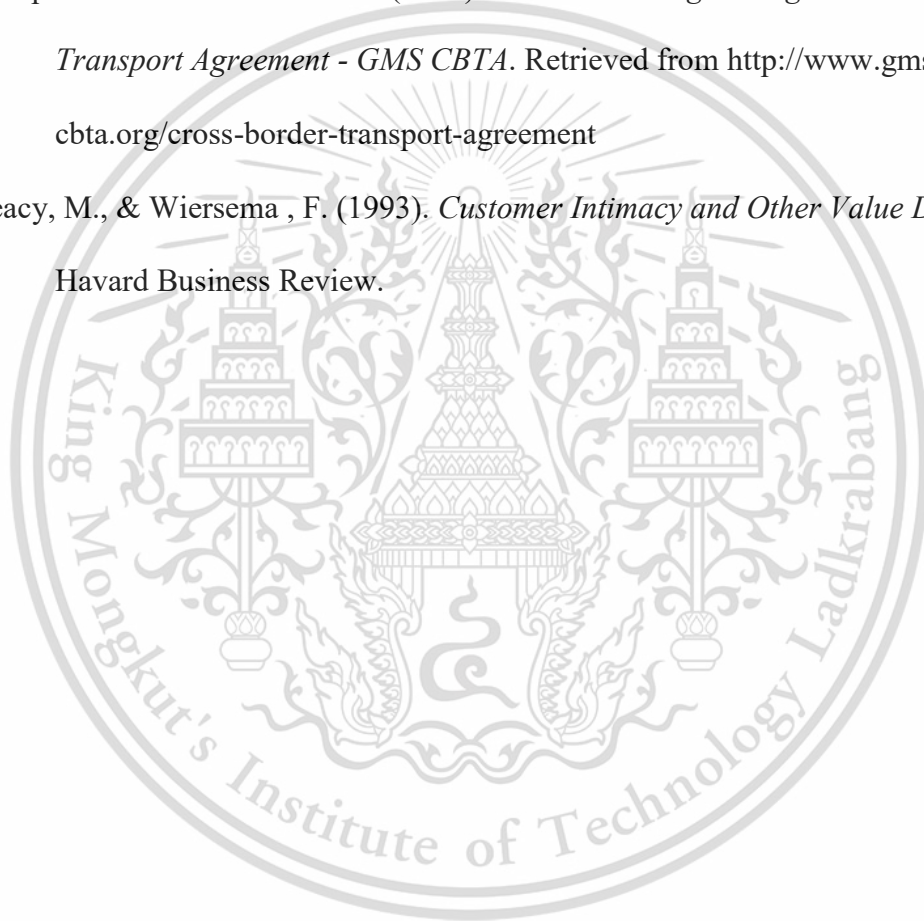
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APPENDIX A

QUESTIONNAIRE USED IN SURVEY

Table A.1.1 Questionnaire Form

Questionnaire to assess the use of cargo privilege under GMS CBTA Permit
on Thailand-Cambodia route of operator who get the license

This questionnaire is a part of thesis on **“International Freight Transportation Problems
under GMS CBTA Permit: Case Study of Thailand-Cambodia”**

Logistics and Supply Chain Management
King Mongkut’s Institute of Technology Ladkrabang

Rationale

This questionnaire is manipulated by Master degree student from the major of Logistics and Supply chain management, King Mongkut’s Institute of Ladkrabang. This questionnaire is a part of thesis on **“International Freight Transportation Problems under GMS CBTA Permit: Case Study of Thailand-Cambodia”** with the purpose of collect the date of GMS CBTA permit usage from the components which get the license the GMS CBTA permit on Aranyaprathet-Poipet_Pnom Penh from Department including problems and obstacle of transport privilege and acknowledge and comment from the operator who derived the license on such route.

With you or your company has been selected to be a representative to answer the questionnaire, the institute kindly request you to give your valuable time and information to be answer the questionnaire to be benefit for institute, Thai government, and also ASEAN in the future. Please be assured that all answers in this questionnaire will used in education and academic only, moreover will be concealed as secret as principle of academic data survey.

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Detail of Questionnaire

This questionnaire consists of 10 topics as follow;

Part 1 : General Information

Part 2: Characteristic of operator that get GMS CBTA permit on Thailand-Cambodia route (all customs) both operator that used and no used the permit.

Part 3: GMS CBTA Permit usage of operator Thailand-Cambodia on Aranyaprathet-Poipet (All answerers is received or was received GMS CBTA permit)

Part 4: The GMS CBTA permit behavior of operator on the Aranyaprathet-Poipet-Phnom Penh route. Those who are get the privilege can take the truck that is allowed to transport goods in Cambodia on the designated route. (Only operator that get the privilege and used/ was used GMS CBTA permit in cross border transportation on Aranyaprathet-Poipet-PhnomPenh and also want to use more and do not use in the future)

Part 5: Problems and obstacles in transporting goods using GMS CBTA Permit of operator that used / was used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh and still want to continue.

Part 6: Comment from the user of GMS CBTA permit and want to use permit in the future.

Part 7: Problems and obstacles in transporting goods using GMS CBTA Permit of operator that used / was used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh but do not want to continue.

Part 8: Comment from the user of GMS CBTA permit but do not want to continue permit.

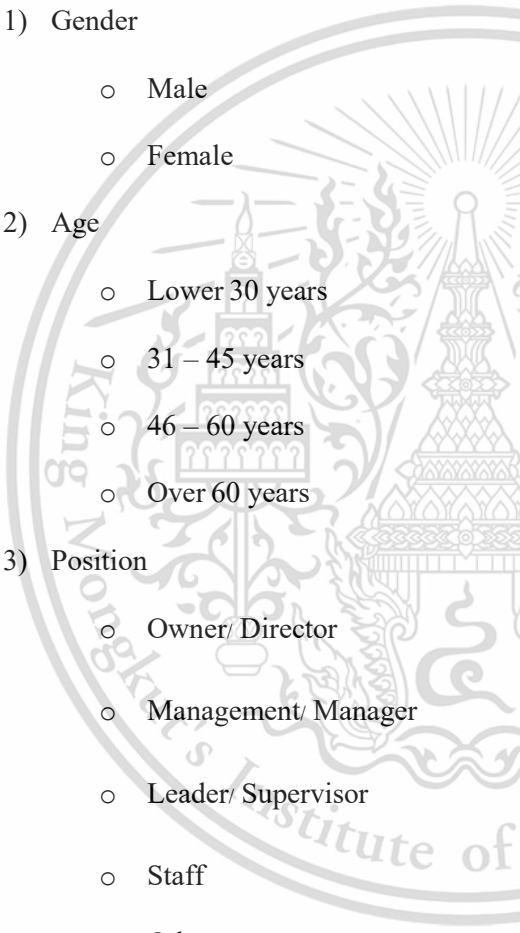
Part 9: Problems and obstacles in transporting goods using GMS CBTA Permit of operator that no used / never used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh.

Part 10: Comment from the operator is no use GMS CBTA permit.

How to Contact to Researcher.

If you have any questions, any comment, further information to recommend, or desire to contact to researcher, please call to Mr.Pratan Uttamapurna (Moo) telephone number +66 (0) 81-4949-569. Or send to following address: International College, King Mongkut's Institute of Technology Ladkrabang, Chalongkrung road, Ladkrabang Sub-district, Ladkrabang district, Bangkok, 10520. Or send any information to email: Ut.pratan@gmail.com.

Part 1 : General Information

- 
- 1) Gender
 - Male
 - Female
 - 2) Age
 - Lower 30 years
 - 31 – 45 years
 - 46 – 60 years
 - Over 60 years
 - 3) Position
 - Owner/ Director
 - Management/ Manager
 - Leader/ Supervisor
 - Staff
 - Other
 - 4) Type of Company/ Partnership
 - Agency
 - Shipper
 - 5) Period of Domestic Business or Service
 - Lower 5 years
 - 5 - 10 years

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- 11 - 20 years
 - 21 - 30 years
 - Over 30 years
- 6) Period of Business or Service in ASEAN Countries
- Lower 5 years
 - 5 - 10 years
 - 11 - 20 years
 - Over 20 years
- 7) Head Office Location
- Bangkok Metropolitan
 - Central/ Western
 - Northern
 - Northeast
 - Southern
 - Eastern
- 8) Truck Fleet Location (Answer more than one answer available)
- Bangkok Metropolitan
 - Central/ Western
 - Northern
 - Northeast
 - Southern
 - Eastern
- 9) Amount of all staff
- Lower 50 staffs
 - 51 - 100 staffs
 - 101 - 200 staffs
 - Over 200 staffs

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10) Amount of driver (Only driver of cargo truck)

- Lower 25 drivers
- 25 - 50 drivers
- 51 - 75 drivers
- 76 - 100 drivers
- Over 100 drivers

11) Amount of truck (Only cargo truck)

- 1 - 10 trucks
- 11 - 30 trucks
- 31 - 50 trucks
- 51 - 100 trucks
- Over 100 trucks

12) Amount of all trucks that get or was get GMS CBTA permit on Thailand-Cambodia route. (Trailer and Chassis = 1 truck)

- 1 - 5 trucks
- 5 - 10 trucks
- 11 - 15 trucks
- 16 - 20 trucks
- Over 20 trucks

13) Amount of all trucks that currently get GMS CBTA permit on Thailand-Cambodia route and the permit still not expired. (Trailer and Chassis = 1 truck)

- No truck gets the permit
- 1 - 5 trucks
- 5 - 10 trucks
- 11 - 15 trucks
- 16 - 20 trucks
- Over 20 trucks

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14) Type of truck that get or was get GMS CBTA permit on Thailand-Cambodia route

(Trailer and Chassis = 1 truck) (Answer more than one answer available).

- 4 wheels truck/ Pick up truck
- 6 wheels truck with container
- 6 wheels truck with open top container
- 6 wheels truck with stake bed
- 6 wheels truck with tank
- 6 wheels truck as Car Carrier
- 10 /12 wheels with container
- 10 /12 wheels with open top container
- 10 /12 wheels with stake bed
- 10 /12 wheels with tank
- 10 /12 wheels as Car Carrier
- Trailer/Semi-Trailer with container
- Trailer/Semi-Trailer with chassis
- Trailer/Semi-Trailer with stake bed
- Trailer/Semi-Trailer with tank
- Trailer/Semi-Trailer, car carrier type
- Other, please identify.....

15) Type of truck that currently get GMS CBTA permit on Thailand-Cambodia route

(Trailer and Chassis = 1 truck) (Answer more than one answer available).

- No truck gets the permit
- 4 wheels truck/ Pick up truck
- 6 wheels truck with container
- 6 wheels truck with open top container
- 6 wheels truck with stake bed
- 6 wheels truck with tank
- 6 wheels truck as Car Carrier

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- 10 /12 wheels with container
- 10 /12 wheels with open top container
- 10 /12 wheels with stake bed
- 10 /12 wheels with tank
- 10 /12 wheels as Car Carrier
- Trailer/Semi-Trailer with container
- Trailer/Semi-Trailer with chassis
- Trailer/Semi-Trailer with stake bed
- Trailer/Semi-Trailer with tank
- Trailer/Semi-Trailer, car carrier type
- Other, please identify.....

16) Main commodity on Thailand-Cambodia route

- Consumer
- Electronic
- Auto-Part/ Automotive
- Garment
- Agriculture
- Petrochemical
- Oil & Gas
- Raw material
- Other, please identify.....

17) Characteristic in transportation on Thailand-Cambodia route

- Direct Transport
- Consolidate
- Distribution
- Milk Run
- Other, please identify.....

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Part 2 : Characteristic of operator that get GMS CBTA permit on Thailand-Cambodia route (all customs) both operator that used and no used the permit.

18) Which customs you use to transport to Cambodia? (Answer more than 1 answer available)

- Aranyaprathet customs, Srakaeo
- Ban Nongprue customs, Srakaeo
- Ban Subtaree customs, Srakaeo
- Ban Tapraya customs, Srakaeo
- Ban Pakkark customs, Chantaburi
- Ban Laem customs, Chantaburi
- Ban Suansom, Chantaburi
- Ban Hadlek, Klongyai, Trad
- Chongsangum, Srisaket
- Chongchom, Surin
- Chong arnma, Ubonratchathanee
- Other, please identify.....

19) Mostly, what kind of cargo transportation to Cambodia do you use?

- Full Container Load (FCL)
- Less Container Load (LCL)
- Both equally

20) Mostly, what kind of cargo cross border transportation to Cambodia do you use?

(Answer more than 1 answer available)

- Transportation to Thailand border but not cross border to Cambodia.
- Cross border Transportation to Cambodia within 10 kilometer from Aranyaprathet border (Within relief zone).
- Cross border Transportation to Cambodia more than 10 kilometer from Aranyaprathet border (More than relief zone).

21) Mostly, what characteristic of cargo cross border transportation to Cambodian

consignee do you use? (Answer more than 1 answer available) W/H = Warehouse,

TH = Thai, CM = Cambodia, CBT = Cross border, CNEE = Consignee

- W/H TH => TH Truck => CBT TH/CM => TH Truck => CNEE
- W/H TH => CM Truck => CBT TH/CM => CM Truck => CNEE
- W/H TH => TH Truck => W/H Agent CM in TH => CBT TH/CM => Move Cargo to CM Truck => CM Truck => CNEE
- W/H TH => TH Truck => CBT TH/CM => W/H CM => Move Cargo to CM Truck => CM Truck => CNEE
- W/H TH => TH Truck => CBT TH/CM => W/H CM => Move Cargo to CM Truck => CM Truck => CNEE
- W/H TH => TH Truck => CBT TH/CM => W/H CM => Switch TH Container to CM Haulage => CM Truck => CNEE
- W/H TH => TH => CBT TH/CM => W/H CM => Move Container & Cargo to CM Truck => CM Truck => CNEE
- Other, please identify.....

Part 3 : GMS CBTA Permit usage of operator Thailand-Cambodia on Aranyaprathet-Poipet

(All answerers is received or was received GMS CBTA permit)

22) Did you use the privilege or was use the privilege of GMS CBTA permit on Thailand-Cambodia route?

- Yes
- No

Note: If yes, answer part 4,5, and 6 or 7 and if no, skip to part 8, 9.

Part 4 : The GMS CBTA permit behavior of operator on the Aranyaprathet-Poipet-Phnom Penh route. Those who are get the privilege can take the truck that is allowed to transport goods in Cambodia on the designated route. (Only operator that get the privilege and used/ was used GMS CBTA permit in cross border transportation on Aranyaprathet-Poipet-PhnomPenh and also want to use more and do not use in the future)

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23) Do you use or was use GMS CBTA permit every time when transportation to Cambodia?

- Yes
- No

24) How many time you use or was use GMS CBTA permit when transportation to Cambodia after received the permit?

- 1 - 5 times
- 6 - 10 times
- 11 – 20 times
- 21 - 30 times
- 31 - 40 times
- 41 - 50 times
- More than 50 times

25) Where is the destination when you use GMS CBTA permit to Cambodia on agreed route? (National Road no.5 or AH1) (Answer more than 1 answer available)

- Poipet
- Serei Saophoan
- Battambang
- Pursat
- Kampong Chhang
- Phnom Penh
- Other, please identify.....

26) Where is the most frequency destination when you use GMS CBTA permit to Cambodia on agreed route? (National Road no.5 or AH1)

- Poipet
- Serei Saophoan
- Battambang
- Pursat

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- Kampong Chhang
- Phnom Penh
- Other, please identify.....

27) What is the most frequency truck you use for transport on Thailand-Cambodia route?

(Answer more than 1 answer available)

- 4 wheels truck/ Pick up truck
- 6 wheels truck with container
- 6 wheels truck with open top container
- 6 wheels truck with stake bed
- 6 wheels truck with tank
- 6 wheels truck as Car Carrier
- 10 /12 wheels with container
- 10 /12 wheels with open top container
- 10 /12 wheels with stake bed
- 10 /12 wheels with tank
- 10 /12 wheels as Car Carrier
- Trailer/Semi-Trailer with container
- Trailer/Semi-Trailer with chassis
- Trailer/Semi-Trailer with stake bed
- Trailer/Semi-Trailer with tank
- Trailer/Semi-Trailer, car carrier type
- Other, please identify.....

28) Mostly, what kind of cargo transportation to Cambodia on Aranyaprathet-Poipet-

PhnomPenh with GMS CBTA permit do you use?

- Full Truck Load (FCL)
- Less Container Load (LCL)
- Both equally

29) Mostly, what characteristic of cargo cross border transportation to Cambodian consignee on Aranyaprathet-Poipet-PhnomPenh do you use? (Answer more than 1 answer available) W/H = Warehouse, TH = Thai, CM = Cambodia, CBT = Cross border, CNEE = Consignee

- W/H TH => TH Truck => CBT TH/CM => TH Truck => CNEE
- W/H TH => TH Truck => W/H Agent CM in TH => CBT TH/CM => Move Cargo to CM Truck => CM Truck => CNEE
- W/H TH => TH Truck => CBT TH/CM => W/H CM => Switch TH Container to CM Haulage => CM Truck => CNEE
- W/H TH => TH => CBT TH/CM => W/H CM => Move Container & Cargo to CM Truck => CM Truck => CNEE
- Other, please identify.....

30) What is most frequency transportation with GMS CBTA permit to consignee in Cambodia?

- W/H TH => TH Truck => CBT TH/CM => TH Truck => CNEE
- W/H TH => TH Truck => W/H Agent CM in TH => CBT TH/CM => Move Cargo to CM Truck => CM Truck => CNEE
- W/H TH => TH Truck => CBT TH/CM => W/H CM => Switch TH Container to CM Haulage => CM Truck => CNEE
- W/H TH => TH => CBT TH/CM => W/H CM => Move Container & Cargo to CM Truck => CM Truck => CNEE
- Other, please identify.....

31) Do you still want to use GMS CBTA permit in Thailand-Cambodia route in the future?

- Yes
- No

Note: If yes, go to part 5 and 6. If no, go to part 5 and 7.

Part 5 : Problems and obstacles in transporting goods using GMS CBTA Permit of operator that used / was used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh and still want to continue.

Please check the X mark to indicate the uncertainty of the problem and the transportation of goods using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Maximum Problems
1)	Thai Shipping					
2)	Cambodia Shipping					
3)	Customs Clearance in Thailand					
4)	Customs Clearance in Cambodia					
5)	Truck document for cross border					
6)	Truck permit document in Cambodia					
7)	Truck cost in GMS CBTA route in Thailand					
8)	Truck cost in GMS CBTA route in Cambodia					
9)	Cambodia Shipping cost					
10)	Thailand Shipping cost					
11)	Language					
12)	Time period to transport (Start to End)					
13)	Cargo insurance in Cambodia					
14)	Truck insurance in Cambodia					

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15)	Corruption in Thailand					
16)	Corruption in Cambodia					
17)	Expertise route in Cambodia					
18)	Road condition in Thailand					
19)	Road condition in Cambodia					
20)	Traffic in Thailand					
21)	Traffic in Cambodia					
22)	Traffic law in Thailand					
23)	Traffic law in Cambodia					
24)	Differences in driving in Cambodia (Left steering)					
25)	Overnight problem in Cambodia					
26)	Unloading at destination in Cambodia					
27)	Cargo received document in Cambodia					
28)	Backhaul trip					
29)	Truck weight in Cambodia					
30)	Truck repair shop in Cambodia					
31)	Fuel in Cambodia					
32)	Night light in Cambodia					
33)	Communication with Thai driver					
34)	GPS tracking in Cambodia					

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Part 6 : Comment from the user of GMS CBTA permit and want to use the permit in the future.

Part 7 : Problems and obstacles in transporting goods using GMS CBTA Permit of operator that used / was used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh but do not want to continue.

Please check the X mark to indicate the uncertainty of the problem and the transportation of goods using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Maximum Problems
1)	Thai Shipping					
2)	Cambodia Shipping					
3)	Customs Clearance in Thailand					
4)	Customs Clearance in Cambodia					
5)	Truck document for cross border					
6)	Truck permit document in Cambodia					
7)	Truck cost in GMS CBTA route in Thailand					
8)	Truck cost in GMS CBTA route in Cambodia					
9)	Cambodia Shipping cost					
10)	Thailand Shipping cost					
11)	Language					
12)	Time period to transport (Start to End)					

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13)	Cargo insurance in Cambodia					
14)	Truck insurance in Cambodia					
15)	Corruption in Thailand					
16)	Corruption in Cambodia					
17)	Expertise route in Cambodia					
18)	Road condition in Thailand					
19)	Road condition in Cambodia					
20)	Traffic in Thailand					
21)	Traffic in Cambodia					
22)	Traffic law in Thailand					
23)	Traffic law in Cambodia					
24)	Differences in driving in Cambodia (Left steering)					
25)	Overnight problem in Cambodia					
26)	Unloading at destination in Cambodia					
27)	Cargo received document in Cambodia					
28)	Backhaul trip					
29)	Truck weight in Cambodia					
30)	Truck repair shop in Cambodia					
31)	Fuel in Cambodia					
32)	Night light in Cambodia					
33)	Communication with Thai driver					
34)	GPS tracking in Cambodia					

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Part 8 : Comment from the user of GMS CBTA permit but do not want to continue permit.

Part 9 : Problems and obstacles in transporting goods using GMS CBTA Permit of operator that no used / never used GMS CBTA Permit to transport cargo routes Aranyaprathet-Poipet-Phnom Penh

Please check the X mark to indicate the uncertainty of the problem and the transportation of goods no using GMS CBTA Permit		1 – No problems and obstacle	2 – Few Problems	3 - Medium Problems	4 - Many Problems	5 - Maximum Problems
1)	No customer want to use Thai truck go Cambodia					
2)	Customer destination is not on GMS CBTA route					
3)	No Cambodian shipping can work for GMS CBTA permit					
4)	High transportation cost in Cambodia					
5)	Corruption in Cambodia					
6)	Language					
7)	Time period to transport (Start to End)					
8)	Truck insurance in Cambodia					
9)	Cargo insurance in Cambodia					
10)	Expertise route in Cambodia					
11)	Road condition in Cambodia					

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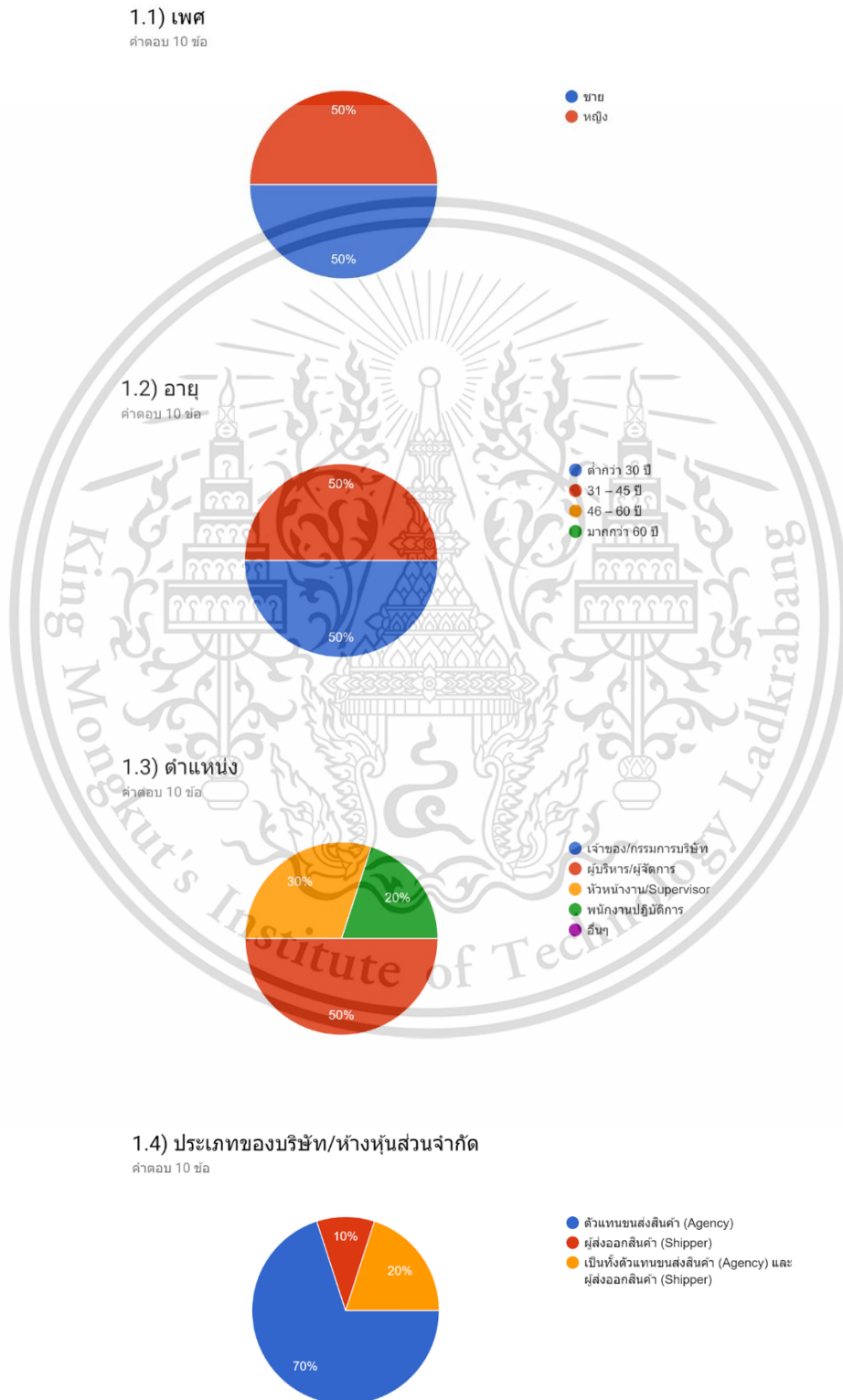
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12)	Traffic in Cambodia					
13)	Traffic law in Cambodia					
14)	Differences in driving in Cambodia (Left steering)					
15)	Overnight problem in Cambodia					
16)	Backhaul trip					
17)	Unloading at destination in Cambodia					
18)	Truck weight in Cambodia					
19)	Truck repair shop in Cambodia					
20)	Fuel in Cambodia					
21)	Night light in Cambodia					
22)	Communication with Thai driver					
23)	GPS tracking in Cambodia					
24)	Currency					

Part 10 : Comment from the operator is no use GMS CBTA permit.

Figure A.1.1 Result of Questionnaire Part 1, 2, 3, 4 from Google Online (Thai Version)

ส่วนที่ 1 : ข้อมูลทั่วไป

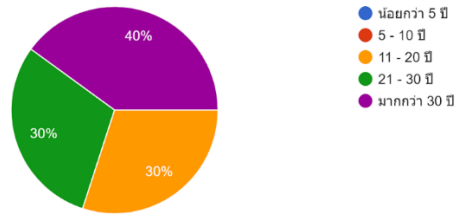


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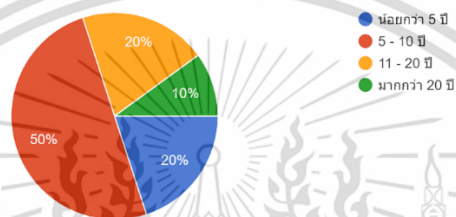
1.5) ระยะเวลาในการประกอบกิจการ/ ให้บริการ ภายในประเทศ

คำตอบ 10 ข้อ



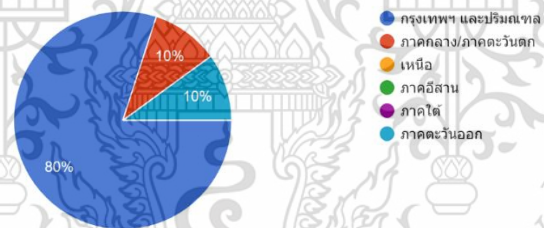
1.6) ระยะเวลาในการประกอบกิจการ/ ให้บริการ ระหว่างประเทศในภูมิภาคอาเซียน

คำตอบ 10 ข้อ



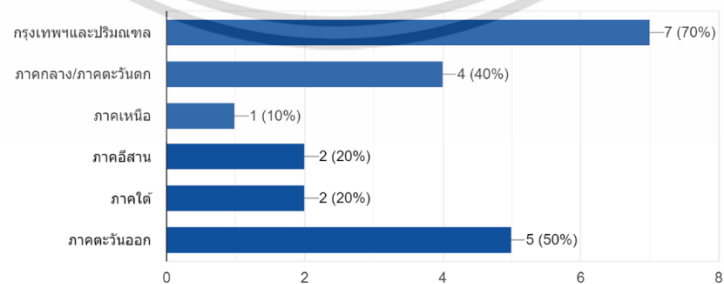
1.7) ที่ตั้งสำนักงานใหญ่

คำตอบ 10 ข้อ



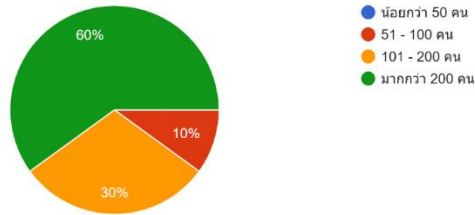
1.8) ที่ตั้ง Fleet รถ หรือสถานที่จอดรถขนส่งของท่าน (ตอบได้มากกว่า 1 ข้อ)

คำตอบ 10 ข้อ



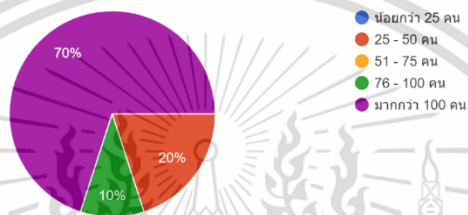
1.9) จำนวนพนักงานทั้งหมด

คำตอบ 10 ข้อ



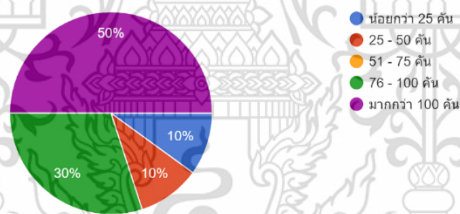
1.10) จำนวนพนักงานขับรถทั้งหมด (เฉพาะพนักงานขับรถขนส่งสินค้า)

คำตอบ 10 ข้อ



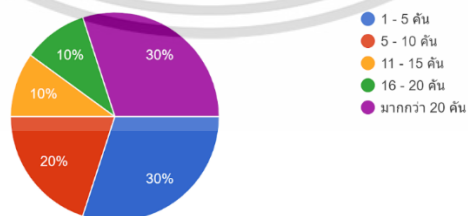
1.11) จำนวนรถทั้งหมด (เฉพาะรถที่ใช้ในการขนส่งสินค้า)

คำตอบ 10 ข้อ

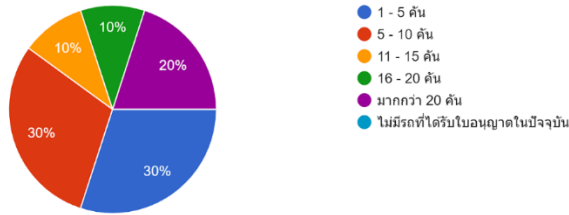


1.12) จำนวนรถรวมกันทั้งหมดที่ได้รับ/เคยได้รับ ใบอนุญาต GMS CBTA Permit ในเส้นทาง ไทย-กัมพูชา (รถเทอร์เรลเลอร์/ฟ่วง หัวและหาง รวมกัน = 1 คัน)

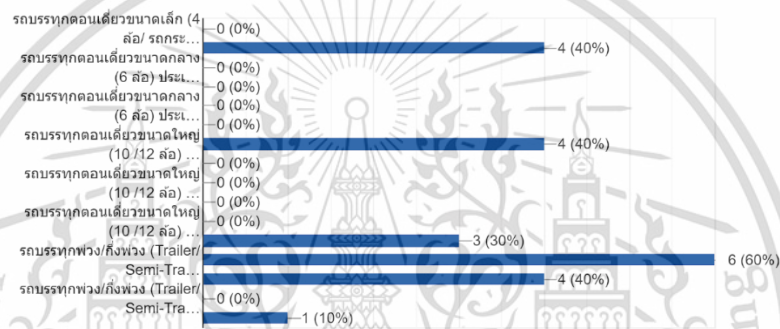
คำตอบ 10 ข้อ



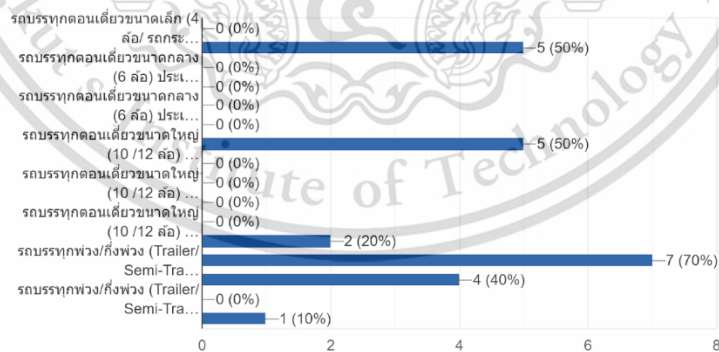
1.13) จำนวนรถที่ได้รับใบอนุญาต GMS CBTA Permit ในเส้นทาง ไทย-กัมพูชา ในปัจจุบัน (ใบอนุญาต GMS CBTA ยังไม่หมด...เลอร์/พ่วง หัวและหาง รวมกัน = 1 คัน)
คำตอบ 10 ข้อ



1.14) ประเภทรถที่ได้รับ/เคยได้รับ ใบอนุญาต GMS CBTA Permit ในเส้นทาง ไทย-กัมพูชา (รถเทรลเลอร์/พ่วง หัวและหาง รวมกัน = 1 คัน), เลือกได้มากกว่า 1 ข้อ
คำตอบ 10 ข้อ

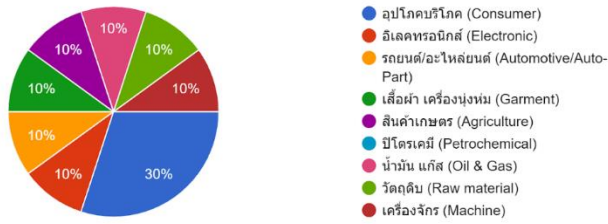


1.15) ประเภทรถในปัจจุบันที่ได้รับใบอนุญาต GMS CBTA Permit ในเส้นทาง ไทย-กัมพูชา (รถเทรลเลอร์/พ่วง หัวและหาง รวมกัน = 1 คัน), เลือกได้มากกว่า 1 ข้อ
คำตอบ 10 ข้อ



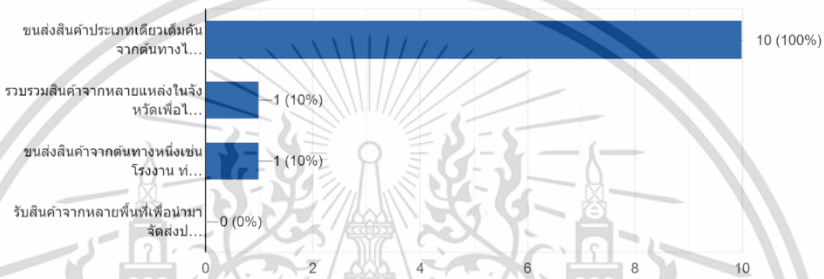
1.16) ประเภทสินค้าหลักที่ขนส่งเส้นทาง ไทย - กัมพูชา

คำตอบ 10 ข้อ



1.17) ลักษณะการขนส่งสินค้าสินค้าไปกัมพูชา

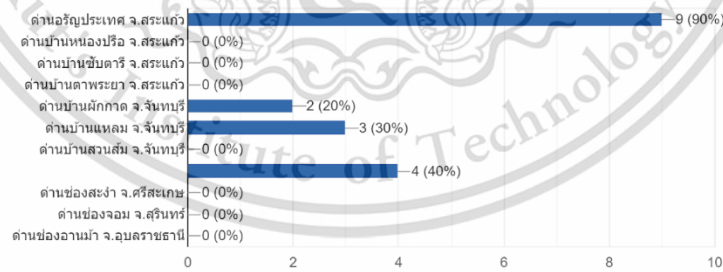
คำตอบ 10 ข้อ



ส่วนที่ 2 : ลักษณะการขนส่งสินค้าของผู้ประกอบการที่ได้รับใบอนุญาต GSM CBTA Permit เส้นทาง ไทย-กัมพูชา ทั้งผู้ประกอบการที่ใช้สิทธิ์และไม่ใช้สิทธิ์ (ทุกด้านศุลกากร)

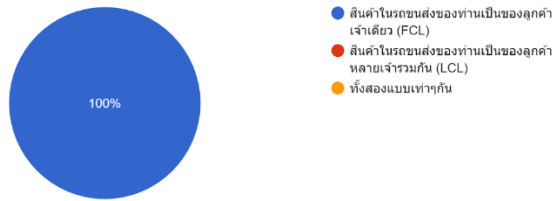
2.1) ท่านขนส่งสินค้าไปกัมพูชา โดยผ่านด่านศุลกากรใด (ตอบได้มากกว่า 1 ข้อ)

คำตอบ 10 ข้อ



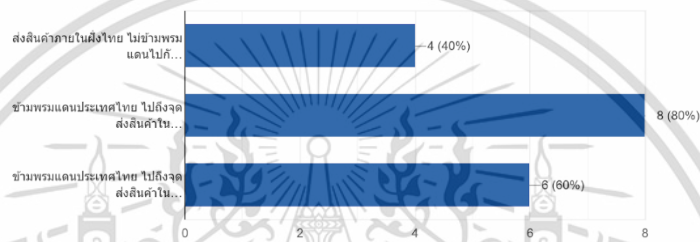
2.2) โดยส่วนมาก การขนส่งสินค้าไปกัมพูชาของท่าน มีลักษณะการขนส่งสินค้าแบบใด

คำตอบ 10 ข้อ



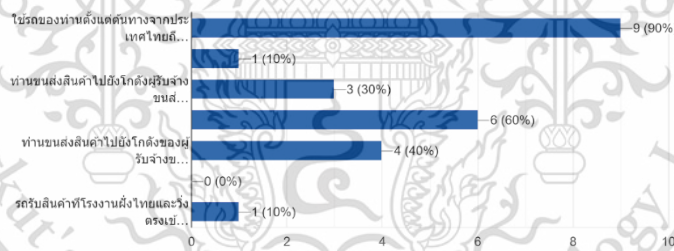
2.3) โดยส่วนมาก การขนส่งสินค้าไปกัมพูชาของท่าน มีลักษณะการข้ามแดนแบบใด (เลือกได้มากกว่า 1 ข้อ)

คำตอบ 10 ข้อ



2.4) โดยส่วนมาก ท่านขนส่งสินค้าไปยังผู้รับสินค้าในกัมพูชา โดยวิธีการขนส่งสินค้าแบบใด (ตอบได้มากกว่า 1 ข้อ)

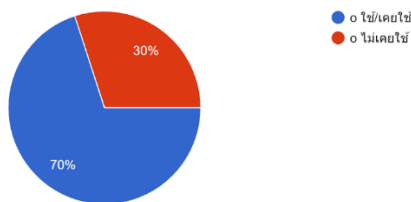
คำตอบ 10 ข้อ



ส่วนที่ 3 : การใช้สิทธิ GMS CBTA Permit ของผู้ขนส่งสินค้า ไทย-กัมพูชา เฉพาะบนเส้นทาง อรัญประเทศ-ปอยเปต-พนมเปญ

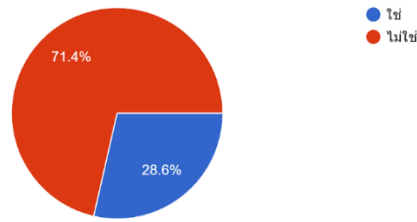
3.1) หลังจากที่ท่านได้รับใบอนุญาตหรือเคยได้รับใบอนุญาต ท่านได้ใช้/เคยใช้ สิทธิ GMS CBTA Permit ในเส้นทาง ไทย-กัมพูชา หรือไม่

คำตอบ 10 ข้อ



4.1) ท่านใช้/เคยใช้ สิทธิ GMS CBTA ในการขนส่งสินค้าเข้ากัมพูชาทุกครั้ง
ใช่หรือไม่

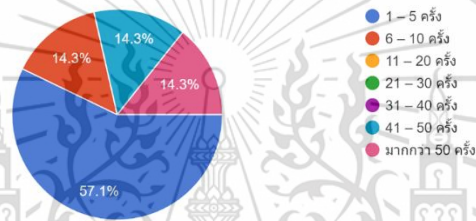
คำตอบ 7 ข้อ



4.2) ท่านใช้/เคยใช้ สิทธิ GMS CBTA

ในการนำรถข้ามแดนเข้าไปส่งสินค้าเข้ากัมพูชา บ...ังสันจำนวนกี่ครั้งนับตั้งแต่ได้รับสิทธิ

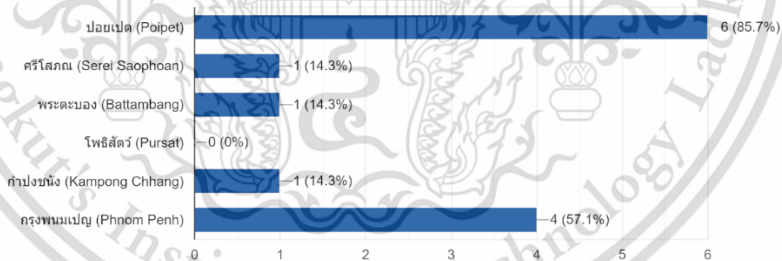
คำตอบ 7 ข้อ



4.3) ท่านได้ใช้/เคยใช้ สิทธิ GMS CBTA

เพื่อเข้าไปส่งสินค้าในกัมพูชามนเส้นทางที่...ังหวัดใดในกัมพูชา (ตอบได้มากกว่า 1 ข้อ)

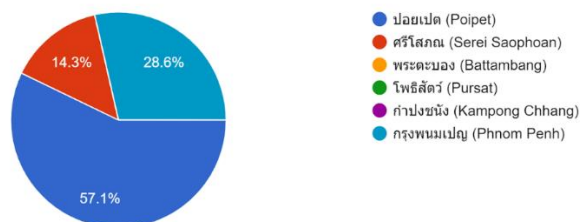
คำตอบ 7 ข้อ



4.4) ท่านได้ใช้/เคยใช้ สิทธิ GMS CBTA

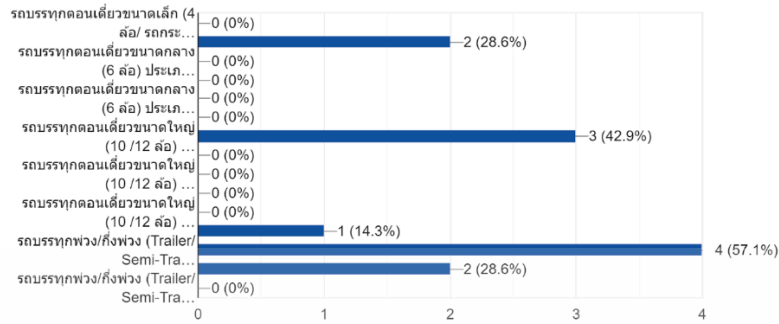
เพื่อเข้าไปส่งสินค้าในกัมพูชามนเส้นทางที่...งปลายทางที่จังหวัดใดในกัมพูชามากที่สุด

คำตอบ 7 ข้อ



4.5) โดยส่วนมาก ท่านใช้รถประเภทใดในการขนส่งสินค้าบนเส้นทางนี้ (เลือกได้มากกว่า 1 ข้อ)

คำตอบ 7 ข้อ



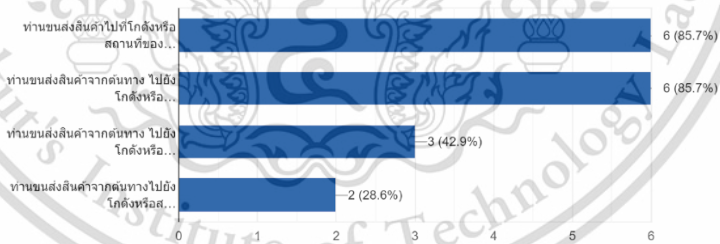
4.6) ส่วนมาก ท่านขนส่งสินค้าไปกัมพูชา บนเส้นทางอรัญประเทศ-ปอยเปต-พนมเปญ โดยใช้สิทธิ์ GMS CBTA ในรูปแบบใด

คำตอบ 7 ข้อ

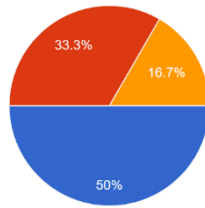


4.7) ท่านขนส่งสินค้าไปยังผู้รับสินค้าในกัมพูชา โดยใช้สิทธิ์ GMS CBTA บนเส้นทางอรัญประเทศ-ปอยเปต-พนมเปญ โดยนำแบบใดบ้าง (ตอบได้มากกว่า 1 ข้อ)

คำตอบ 7 ข้อ



4.8) ท่านขนส่งสินค้าไปยังผู้รับสินค้าในกัมพูชา โดยใช้สิทธิ์ GSM CBTA บนเส้นทางอรัญประเทศ-ปอยเปต-พนมเปญ โดยวิธีการขนส่งสินค้าแบบใดมากที่สุด
 คำตอบ 6 ข้อ



- ท่านขนส่งสินค้าไปยังโกดังหรือสถานที่ของผู้รับสินค้าในกัมพูชา (Consignee) โดยใช้รถของท่านตั้งแต่ต้นทางถึงปลายทาง
- ท่านขนส่งสินค้าจากต้นทางไปยังโกดังหรือสถานที่ของผู้รับจ้างขนส่งสินค้าของในกัมพูชา (Agency) และใช้รถของผู้รับจ้าง
- ท่านขนส่งสินค้าจากต้นทางไปยังโกดังหรือสถานที่ของผู้รับจ้างขนส่งสินค้าในกัมพูชา
- ท่านขนส่งสินค้าจากต้นทางไปยังโกดังหรือสถานที่ของผู้รับจ้างขนส่งสินค้าในกัมพูชา

4.9) ปัจจุบัน ท่านยังต้องการใช้สิทธิ์ GSM CBTA Permit ในเส้นทางบนเส้นทางอรัญประเทศ-ปอยเปต-พนมเปญ นี้ต่อไปในอนาคตหรือไม่
 คำตอบ 7 ข้อ



APPENDIX B

Conference Paper at The 5th International Conference on Engineering,
Applied Sciences and Technology (ICEAST 2019).

International Freight Transportation Problems Under GMS- CBTA: Case Study of Thailand-Cambodia

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Abstract. The governments of Thailand and Cambodia have enacted a policy under the GMS agreement to facilitate and increase trade and transport capacity. One of the key components is to improve land transport performance on the designated routes between Bangkok and Phnom Penh under the GMS-CBTA. However, the policy has not been considered effective as expected because licensed logistic companies still do not use that privilege. They also use the traditional method in which cargo is transhipped by local trucks at the borderline. In light of the problem, this study systematically investigated the root causes of the agreement ineffectiveness. Some recommendations for improving the performance of operation are given.

Keywords. Cross border, GMS-CBTA, Land transport, Thailand, Cambodia.

1. Introduction

Presently, the growth of border trade between Thailand and Cambodia is increasing every year, which now Thailand as much as 145,799.82 million baht/year in the year of 2018 [1]. The most favorite way to transport cargoes is land transportation. The governments of the two countries have implemented the policy under the ASEAN agreement to increase transport potential. The current major policy is to operate an agreement of land transport on the agreed routes between Thailand-Cambodia that called Greater Mekong Sub-Region Cross Border Transport Agreement or R1 route (GMS CBTA) [2].

According to the Transportation Institute (2013) [3], they studied the transport route from Aranyaprathet – Poipet – Phnom Penh, found that Aranyaprathet border delays frequently occur in customs clearance. The Poipet border has some delay in the CIQ process, and the road between Poipet - Phnom Penh is in poor conditions. Many transport companies found the problems about the misunderstanding of legal issues and bad coordination between the two countries make the agreement inefficiencies. Furthermore, Cambodia has the problem of high logistics cost when compared with those in other countries in the region and the world [4]. However, Cambodia government has tried to improve the logistics sector in the country and the rolling out of the Automated System for Customs Data (ASYCUDA). The goal of this improvement is to enable easier, cheaper, and faster transport of goods across borders into and from Cambodia [5].



Figure 1. ASEAN agreement routes between Thailand-Cambodia (R1).

Even if the government of both countries try to develop cross-border transportation policy and also infrastructure along agreement route. But with above problems, therefore, this is interesting things for researcher to study, investigate the problems, and also explore advantage and disadvantage of GMS-CBTA to give information to transport operator, government of both countries, and people who interested to be improve and recheck before operate and do any new policy for the best benefit of Thai and Cambodian people. Likewise, many researchers have been studied land transportation on such route but still don't have any research about cross-border transportation under GMS CBTA.

2. Method

The method is divided into two main issues are to determine the framework of the study and conducting the research method within the framework. For the content of methodology has amplified as follow;

2.1. Frame Work

This research is studied and analyzed information on international transportation problems under GMS CBTA. Firstly, study current border transportation between Thailand-Cambodia at Aranyaprathet customs, Poipet customs and general method that used in freight transport. Secondly, study transportation data under GMS CBTA permit on such route.

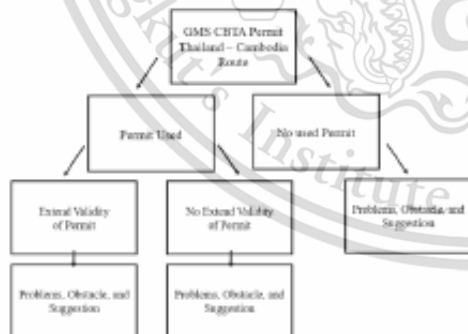


Figure 2. Procedure of questionnaire design.

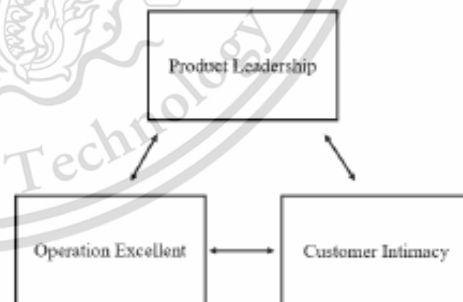


Figure 3. Value Discipline Model.

2.2. Research Methodology

For the method of research begins from study the previous research, literature review, review related theory, and review secondary data used in freight transport. Then, survey and collecting primary data that essentially used in transport under GMS CBTA permit to comparative advantage and disadvantage, analyze, and summarize. Otherwise, other methods for collecting data are questionnaire design, interview, and analysis data permit by following three side models of Value Discipline Model which composed of Product Leadership (PL), Operation Excellent (OE), and Customers Intimacy (CI) [6].

3. Results

3.1. Survey as Designated Route.

The researcher has designed the shipment as GMS CBTA route and make it properly with a customer in Thailand. The route started from the truck yard, then pick the cargoes before going to the border to do export clearance. After that, make an import clearance and transport cargo to destination in Cambodia. Total distance from truck yard until arrived destination is around 700 kilometers (one-way). This shipment uses 3 trucks to transport cargo. The scope of transport as Figure 4.

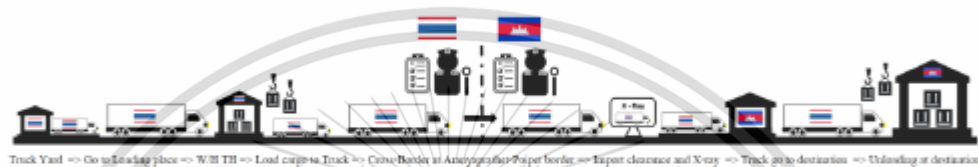


Figure 4. Step of transportation from Origin to Destination.

3.1.1. *GMS Cross-border and customs clearance in Thailand site.* Truck yard in Thailand is located at Klongluang, Pathum thani. Then trucks pick up the cargoes at Ratburana road before going to Aranyaprathet-Poipet border at Srakaew province to do export clearance. After finished export customs clearance process, these trucks are taking National No.5 road (NH5) of Cambodia which is connected with Aranyaprathet customs in Thailand site. Likewise, this road is also called AH1 as ASEAN highway name.



Figure 5. Designated Route of Survey (AH1) in Thailand.

Figure 6. Designated Route of Survey (AH1) in Cambodia.

3.1.2. *GMS Cross-border and customs clearance in Poipet, Cambodia.* After trucks have arrived in Cambodia. Cambodian broker which are waiting at Poipet border collects the documents which customs of Thailand issued for the import process. Camcontrol is the department that checks cargo and calculates

tax and duty which importer must pay to Cambodia government. Then customs office is issued and authorized Letter which means Thai trucks already get the permit to bring their cargoes to Cambodia.



Figure 7. Document of X-Ray.



Figure 8. X-Ray at Container Scan Station.

After that, drivers drive the trucks to go to X-Ray at Container Scan Station of Poipet Customs and Excise office. Importantly, customs broker takes our GMS permit document which issued from DLT to checked and persistent with Poipet customs. Then they check company name and truck number in their list to be issued the license and give the permit to Thai truck for transport on NH5.

3.1.3. GMS CBTA Transportation on national No.5 road.



Figure 9. Unloading at factory in Kampong Chhnang Province.

After finished import customer clearance process and get the permitted for the trucks as GMS CBTA regulation, the driver can drive the truck through inside Cambodia more than temporary permit area or more than ten kilometers to deliver cargoes to customer's factory at Phnom Penh Beer Co., Ltd. This factory is located at Kampong Chhnang Province, Cambodia which far from Central of Phnom Penh around fifty Kilometers. However, even we have the permitted, but our Cambodian agency sends their staff goes with the trucks to escort the trucks along the way.

Table 1. Distance, transport and customs clearance cost

Route	Distance (km)	Cost/truck	
		Transportation ^a	Customs Clearance ^b
Thailand site	330	23,700 Baht / 10w truck	3,000 baht / 10w truck
		33,200 Baht / Trailer	3,000 baht / Trailer
Cambodia site	365	-	992 USD/ 10w truck
			992 USD/ Trailer

^a Transport with GMS CBTA permit on both Thailand and Cambodia site.

^b Included documents, customs clearance, escort in Cambodia.

3.1.4. Summarize of the survey. Even if the total distance between Thailand and Cambodia is not too different but in Cambodia site need 2 days for import clearance and transportation because the procedure of customs clearance is still manual. Moreover, mostly, road condition in Cambodia is still 2 lanes which make truck unable to speed. For transport cost, the expense of a ten-wheel truck is 23,700 baht/truck and trailer is 33,200 baht/trailer from origin to destination. Customs clearance cost in Thailand is 3,000 baht/truck/trailer which included any customs document, and customs clearance cost in Cambodia is 992 USD/truck/trailer which included any documents and escorts the trucks on the way as in figure 4.

3.2. Questionnaires.

The researcher chooses the data that importance and interesting from 50% of respondents. The GMS CBTA permit is used 66.7% from components and never use the permit 33.3% of components. All respondents or 100% of them still need to extend the validity of GMS CBTA permit.

Table 2. Level of the company that use and no use GMS CBTA permit from questionnaire.

Company	Level of usage (%)	Problems of GMS CBTA	
		Level of problems (%)	Main Problems ^a
Use Permit	67%	74.89%	Language, cargo insurance, truck insurance, expertise and risky of route, road condition, traffic condition, traffic law, opposite driving lane, unloading at destination, no backhaul, light in night time, communication with driver, and GPS tracking
No use permit	33%	46.39%	Cargo insurance, truck insurance, expertise and risky of the route, road condition, traffic condition, traffic law, opposite driving lane, maintenance, light in the night time, and communication with the driver

^a These problems are in Cambodia site.

3.2.1. Problems level of GMS CBTA permit user. The average result of users is 3.74 point or 74.89%. This's mean the permit has many problems. However, the most problems from components are in Cambodia site composed of shipping cost, language, cargo insurance, truck insurance, expertise and risky of the route, road condition, traffic condition, traffic law, opposite driving lane, unloading at destination, no backhaul, light in night time, communication with driver, and GPS tracking. The level of these problems are between 3.51-4.50 point or 70-90%. This means they have many problems.

3.2.2. Problems level that why no use permit company. The average result is 2.32 point or 46.39%. This's mean few problems. The most problems that make these companies are not using permit is in Cambodia site composed of cargo insurance, truck insurance, expertise and risky of the route, road condition, traffic condition, traffic law, opposite driving lane, maintenance, light in the night time, and communication with the driver. The level of problem is between 2.51-3.50 point or 50 – 70 %. This means they have moderate problems.

3.3. Interview

The researcher has a good opportunity to interview staff from the Department of Land Transport (DLT), Mr. Therawech Nilkamheng. He said "Not too much operator uses their trucks to transport in this route as GMS CBTA. Maybe because of the problems of the standard of insurance, not good condition of the road, and traffic law in Cambodia."

The researcher has comments from companies who use the permit. The interesting comment is when they need to extend the validity of the permit, they must prepare many documents and difficult with unclear procedure for preparing. Moreover, the corruption and intimidation to Thai truck is the big problem. The truck must be escorted from Cambodian all the way to protect any problem which has more expense.

3.4. Analysis of data

The advantage of GMS CBTA permit can be concluded by triangular: 1) Product Leadership (PL). GMS CBTA permit can be used as an agreement and make an advantage. 2) Operation Excellent (OE). Reduce transportation timing and cost in Cambodia. 3) Customers Intimacy (CI). Trustable from the customer with 100% cargo taken care and reduce damage from move cargo to Cambodia truck.

4. Conclusions and Recommendations

4.1. Conclusions

The study found that the problems of GMS CBTA permit on Thailand-Cambodia are the road conditions, GPS tracking, truck repair, truck insurance, cargo insurance, language, corruption, and backhaul. Moreover, still found the problems of GMS CBTA permit from an operator that composed of the validity of the permit is a short time, permit extension is complicated, and coordination between two governments and support from government is not good enough.

4.2. Recommendations

GMS CBTA is the agreement of great-mekong country which tries to develop logistics in these regions. Thai government try to promote to private sectors to use this privilege. The most important problem is how to communicate between government to government with efficiency from management to operation worker. If these problems still not solve, the result of problems is not to the government, but the private sector must be losing the money and opportunity when they try to use the permit.

Otherwise, this research still not investigate and compare the exact cost for transportation between use or not use the permit. Therefore, this is interesting if getting study cost structure in the future.

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