



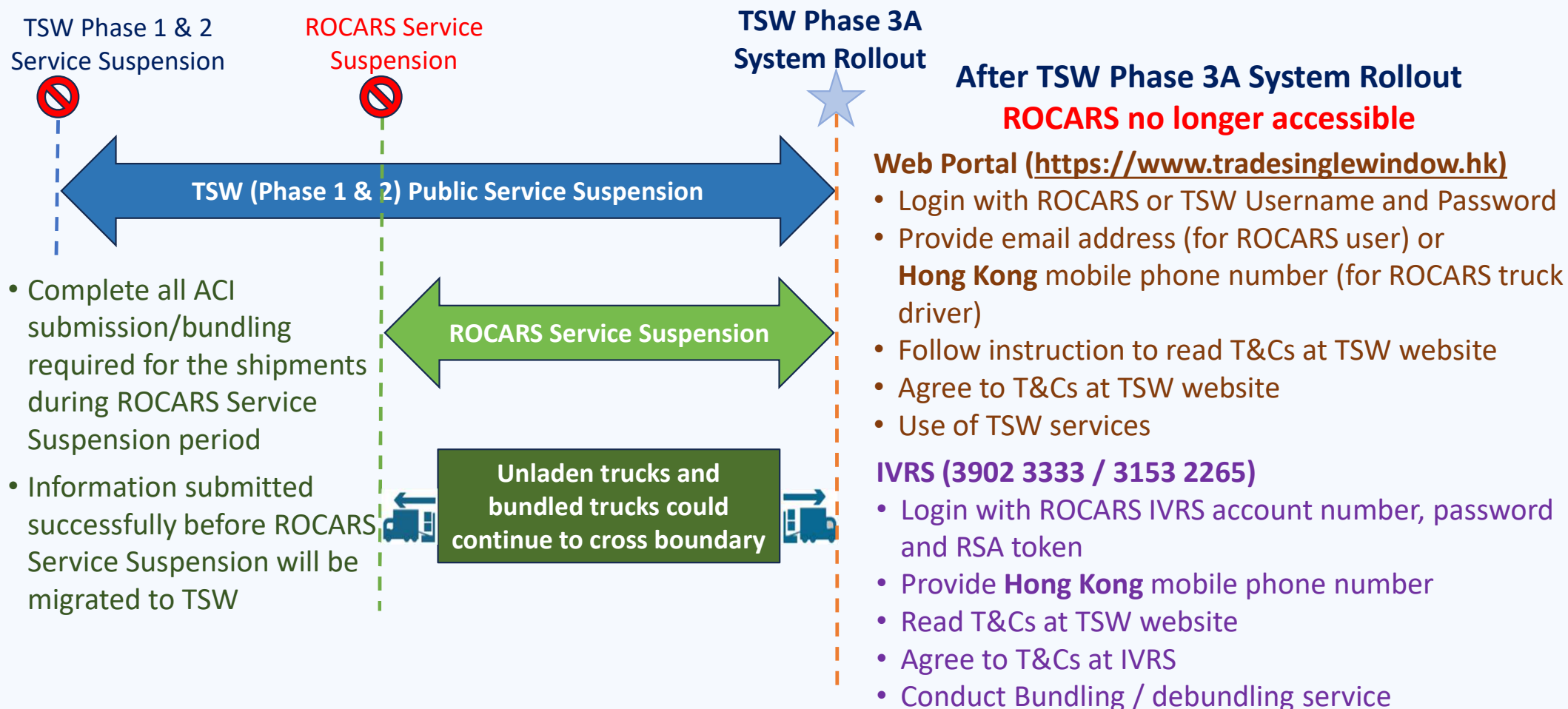
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Trade Single Window

Trade Single Window Phase 3 Briefing Overview



Direct Switch Over Arrangement

(Switching from ROCARS to Trade Single Window Phase 3A)



ROCARS Accounts Migration Arrangement

1. Account Type

- Shipper
 - Truck Driver
- ➔ Individual
- Shipper Company
 - Agent Company
- ➔ Company / Organisation

2. Account Right

- Responsible Person
- ➔ Administrator
- Message Signatory
- ➔ User

3. Role

- Shipper
 - Shipper Company
 - Truck Driver
- ➔ Trader
- Agent Company
- ➔ Trader; and Agent

4. TSW Service(s) Auto-subscribed

- Shipper
 - Shipper Company
 - Agent Company
- ➔ ACI (Road)
- Truck Driver
 - Agent Company
- ➔ Bundling (Road)

New Account Registration

1. Go to Trade Single Window Portal (<https://www.tradesinglewindow.hk/user/register>)
2. Click “Registration” for new account registration
3. Fill in the required information to complete the registration

Ready the below information and documents in electronic format:

ALL ACCOUNTS

- + Identity Proof/iAM Smart/Digital Certificate; and
- + Email Address (optional for truck driver)

COMPANY / ORGANISATION ACCOUNTS

- ADMIN
 - + Company / Organisation’s Authorisation Letter
 - + Business Registration Certificate / Organisation Supporting Document
- USER
 - + Company / Organisation’s Authorisation Letter

TRUCK DRIVER ACCOUNTS

- + Vehicle Registration Document
- + Closed Road Permit (if provided in the form)
- + HKSAR Driving Licence
- + **Hong Kong** Mobile Phone Number (receiving OTP for registration, IVRS account and soft token setup and result of application if email is not provided)

Service Subscription

1. Login Trade Single Window Portal (<https://www.tradesinglewindow.hk/login>)
2. Click “Subscription” > “Subscribe Now” and select the desired service (s) to subscribe

Service	TSW Account Types Allowed	Supporting Documents Required	Approval
Advance Cargo Information (Road) ¹	All	Not Required	Not Required
Bundling (Road) ²	<ul style="list-style-type: none"> • Agent • Individual³ 	Individual / Truck Driver ONLY <ul style="list-style-type: none"> • Vehicle Licence • Closed Road Permit (if provided in the form) • HKSAR Driving Licence 	Individual ONLY

1. Advance Cargo Information (Road) service has been subscribed automatically for ROCARS's shipper and agent users.
2. Bundling (Road) service has been subscribed automatically for ROCARS's agent and truck driver users.
3. Individual can subscribe bundling service during registration, and approval will be processed in one-go.

ACI (Road)

1. Submit ACI (Road)

Go to “Cargo Information” > “Road” > “Advance Cargo Information (Road)” > “ACI (Road)”

- a) Direct inputting ACI details;
- b) Using template with pre-filled ACI details; or
- c) Uploading XML file for ACI submission

2. Bind multiple CCRNs into batch for subsequent enquiry and bundling

Go to “Cargo Information” > “Road” > “Advance Cargo Information (Road)” > “ACI (Road)” to search and select CCRNs to “Bind in Batch”

3. Respond to Customs’ query on submitted ACI

Go to “Cargo Information” > “Road” > “Advance Cargo Information (Road)” > “ACI (Road) Query and Response”



Bundling Service Workflow

To conduct bundling, select one of the following ways:

IVRS

1. Dial IVRS Hotline 3902 3333 / 3153 2265
2. Login with IVRS account number, password and RSA/ "FortiToken Mobile" security code
3. Follow the audio instruction to conduct bundling

OR

TSW Portal

1. Login TSW Portal with TSW username and password (for ROCARS user, use ROCARS ID and password)
2. Go to "Cargo Information" > "Road" > "Bundling (Road)" > "Submission of Bundling"
3. No RSA/ "FortiToken Mobile" security code required

Arrangement for Security Token

- ❖ Existing RSA token can be used until April 2029
- ❖ "FortiToken Mobile" app will be used for new registered account in TSW and will replace damaged or lost RSA token



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**If you are interested in more details,
welcome to join our hands-on training**

Please scan the QR code below to register

