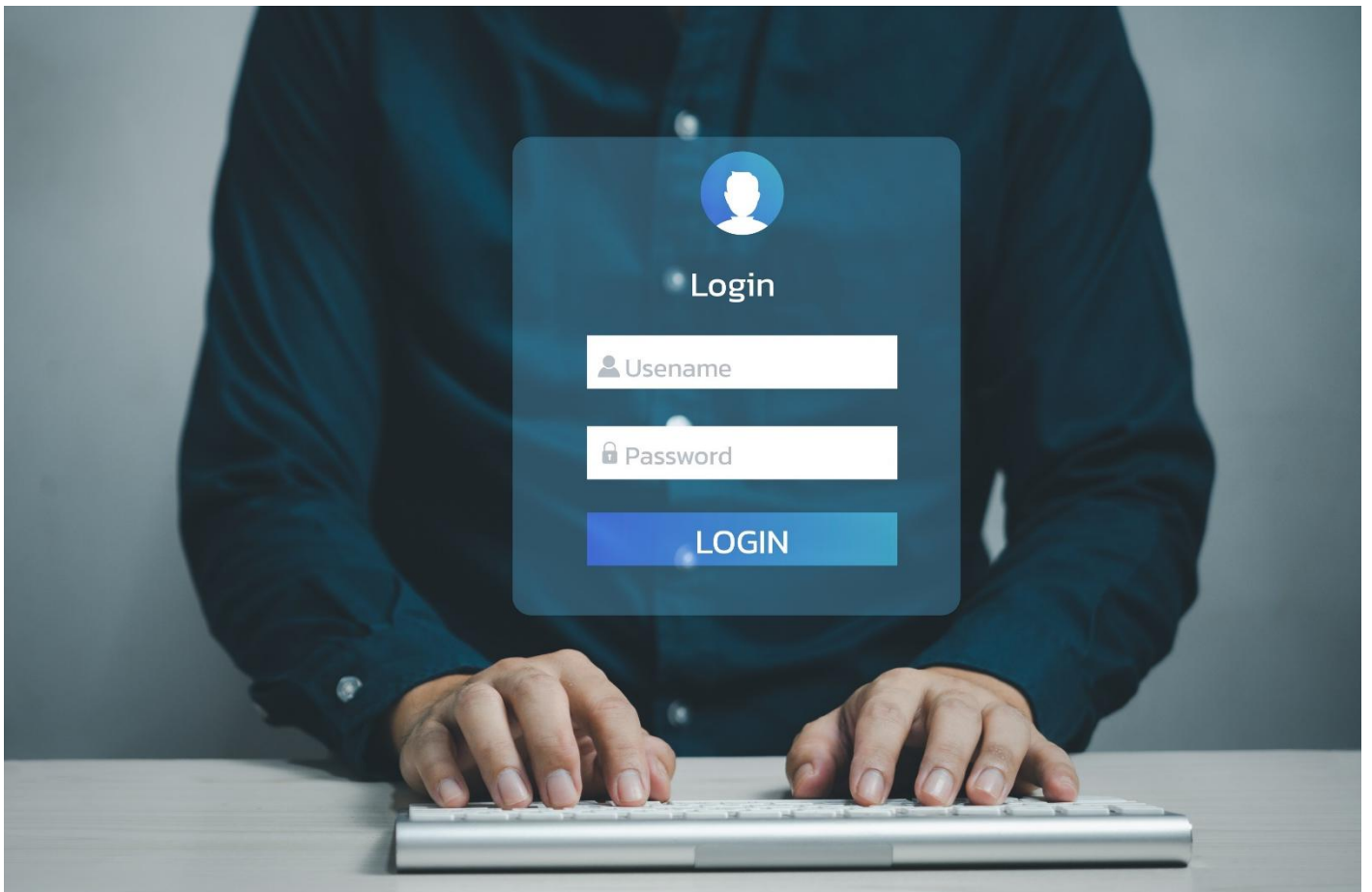# USER REGISTRATION GUIDE
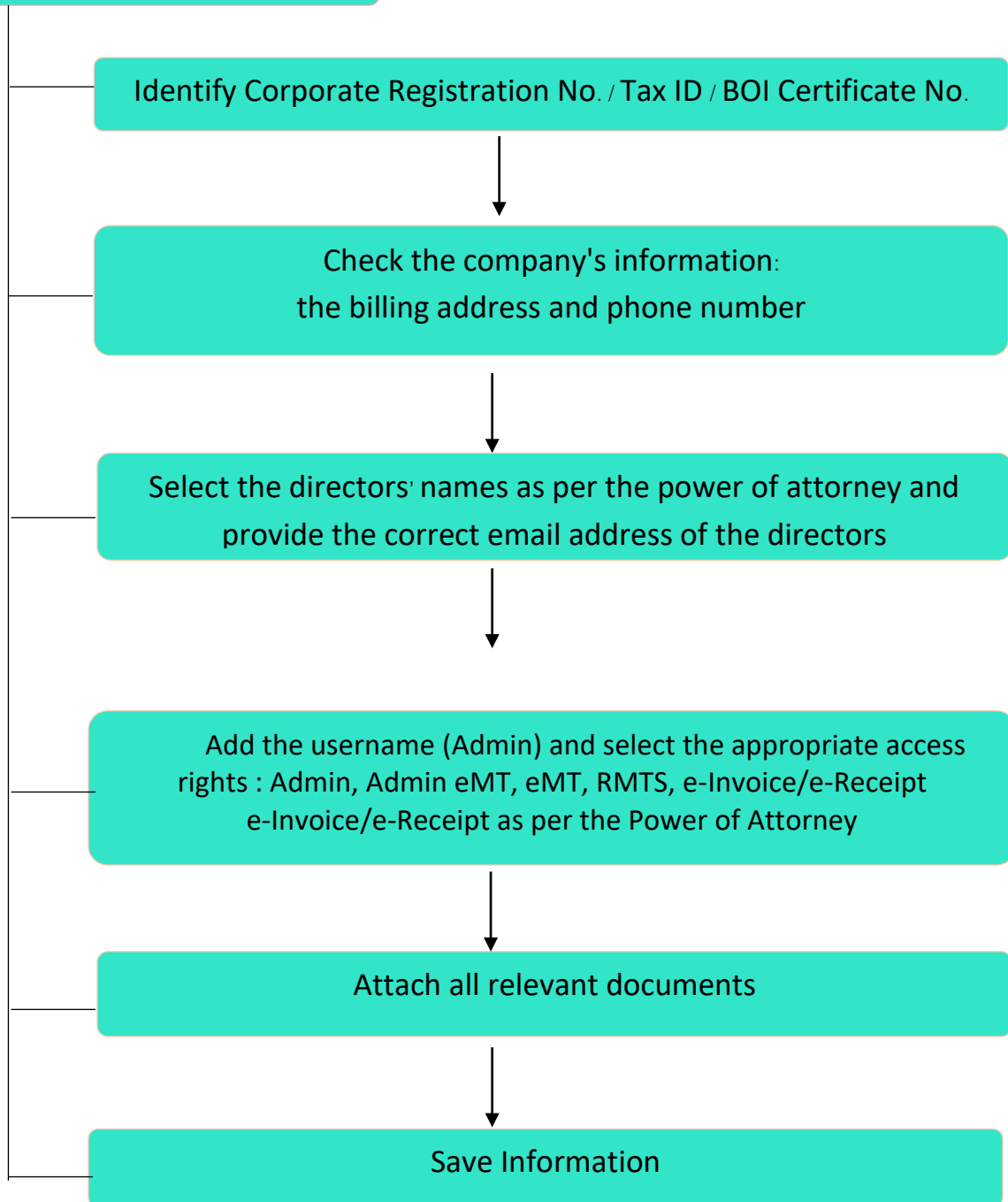
VIA IC USER MANAGEMENT SYSTEM

(IC User Management:IC-UM)

Registration Process for eMT Online and RMTS Online Users

User Registration

Identify Corporate Registration No. / Tax ID / BOI Certificate No.

↓

Check the company's information:
the billing address and phone number

↓

Select the directors' names as per the power of attorney and provide the correct email address of the directors

↓

Add the username (Admin) and select the appropriate access rights : Admin, Admin eMT, eMT, RMTS, e-Invoice/e-Receipt e-Invoice/e-Receipt as per the Power of Attorney

↓

Attach all relevant documents

↓

Save Information

Details of User Registration System Access

1. User Registration System Access (for Companies): Users can access the system via the IC's website by clicking the banner (homepage) in either of the two positions shown in the image below. Then, proceed with the following steps.

1.1 Fill the Corporate Registration Number (Tax ID) in the "Corporate Registration Number" field (Number 1)

1.2 Provide the BOI Certificate Number in the "BOI Certificate" field (Number 2).

ⓘ Note:

- Users with more than one BOI Certificate and privileges for both machinery and raw materials under the same certificate, please specify only one BOI Certificate number.
- Users with more than one BOI Certificate but separate privileges for machinery and raw materials, please specify both BOI Certificate numbers.

**Acknowledgment number cannot be used in place of BOI Certificate number. **

1.3 Click the "Check Privileges" button (Number 3) to access the system, as shown in *Figure 1*

Figure 1: User Registration System

2. Once successfully logged into the system, a document download page for the registration process will be displayed and users must ensure that all required documents are fully prepared before proceeding with the registration again, as shown in Figure 2.

    2.1 Agreement for RMTS System (Number 1)

    2.2 Agreement for eMT System (Number 2)

2.3 Power of Attorney (affixed with a 30-baht stamp duty) (Number 3)

2.4 Copies of Identification Cards or Passports of both the grantors and all authorized representatives.

2.5 Once all documents are prepared, check the box that states,

"I have fully prepared all necessary documents for registration" (Number 4)

2.6 Click the "Next" button (Number 5) to continue
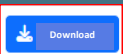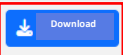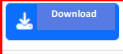

Figure 2: Download Documents Figure

3. Navigate to the company information detail page (the information will be derived from the BOI's BCD system), as illustrated in ***Figure 3.***

      3.1 Users must verify that all fields are accurately filled out:

Privileges Registered	➡	Unchangeable (Number 1)
Document Delivery Address	➡	Select as required (Number 2)
Tax Invoice Address	➡	Select as required (Number 3)
		If the office or factory address is not correct, please contact IC for correction via email : cus_service@ic.or.th
Company Information	➡	Unchangeable (Number 4)
BOI Certificate Information	➡	Unchangeable (Number 5)
Office Address	➡	Unchangeable (Number 6)
Factory Address	➡	Unchangeable (Number 7)

3.2 Click the "Next" button (Number 8)

Figure 3 : Company information detail figure

4.Select the names of the company directors as specified in the power of attorney, as shown in *Figure 4.*

> 4.1 Slide the button next to each director's name in the power of attorney to enter the director's email address (Number 1).
>
> 4.2 Click the "Add User" button to specify the primary contact person as per the power of attorney (Number 2).
>
> 4.3 Attach the supporting documents for registration (PDF format, not exceeding 2 MB) (Number 3).
>
> 4.4 Click the "Save Information" button (Number 4). The system will display a pop-up message confirming successful registration.
>
> 4.5 Wait for a response email from cus_service@ic.or.th, which will provide the Username and Password for accessing the User Management (UM) system at the following link: https://eservice.ic.or.th/webUMAdmin/

User Registration

Company Director

> ⓘ Instructions
> • Please select only the managing director or the authorized signatory as per the company's certificate of incorporation
> • Email addresses such as Hotmail, Gmail, Yahoo, Outlook, etc., are not allowed for registration

❶

e-mail * test@mmoott.com ✓

User email address must not be the same with that of others.

Personal Information (Authorized Representative) *

Rights to Access the IC User Management

❷ 👤 Add Users

For the initial registration, the company must designate at least one individual to receive Admin rights and e-Invoice/e-Receipt access.

Name	Surname	e-mail	Rights				
			Admin	Admin-eMT	eMT	RMTS	e-Invoice/ e-Receipt
test	Test	mailtest@ic.or.th	✔	✔	✔	✔	✔

Documents for registration ** Supporting in PDF format, not exceeding 2 MB

Document name	Form upload
Agreement for RMTS System	Choose File Agreement for RMTS System.pdf ✓
Agreement for eMT Online System	Choose File Agreement for eMT Online System.pdf ✓
Power of Attorney	Choose File Power of Attorney_UM edit.pdf ✓
Copies of Identification Cards or Passports (foreigners) of both the grantor and all authorized representatives	Choose File Ex.Passss.pdf ✓

❸

📄 IC Privacy Policy

« Back   🖫 Save ❹ ➡

✓

Registration Completed

Please check your email for the registration result

« Back to the Registration

Figure 4 : Company information detail figure

Additional Explanation: Right Granted

ADMIN IC-UM: This person is authorized by the signatory director of the company to have the rights to manage the IC User Management (IC-UM) system, including designating permissions, adding users, and modifying the details of Admin, eMT Admin, eMT users, RMTS users, and e-Invoice/e-Receipt users; and to sign agreements for the use of the eMT Online system and/or RMTS.

ADMIN eMT: This person is responsible for identifying personnel to perform various tasks within the eMT Online system/ and participates in training and utilize the KM website services as designated by IC.

eMT System: This person is authorized by the signatory director of the company and possesses the following rights:
1. Access to the eMT Online system
2. Participation in Public Training activities as designated by IC.
3. Access to the KM website services as designated by IC.

RMTS System: This individual is also authorized by the signatory director of the company and holds the following rights:
1. Access to the RMTS Online system
2. Participation in Public Training activities as designated by IC.
3. Access to the KM website services as designated by IC.

e-Invoice/e-Receipt: This person is authorized by the signatory director of the company and is responsible for downloading invoices, checking the remaining deposit amounts, and receiving receipts/invoices that IC sends to the company via email, as specified.

IC User Management (IC-UM) Access Process

IC-UM for Company

Enter the Username (number 1) received from IC via email at
cus_service@ic.or.th.
Subject: IC-UM User Registration Confirmation

↓

The system will ask for password change for the initial login

↓

Add users and designate their rights:
Admin eMT, eMT, RMTS and/or e-Invoice/e-Receipt

↓

Save

↓

The users added to the IC-UM will receive the
Username/Password via emails according to their rights.
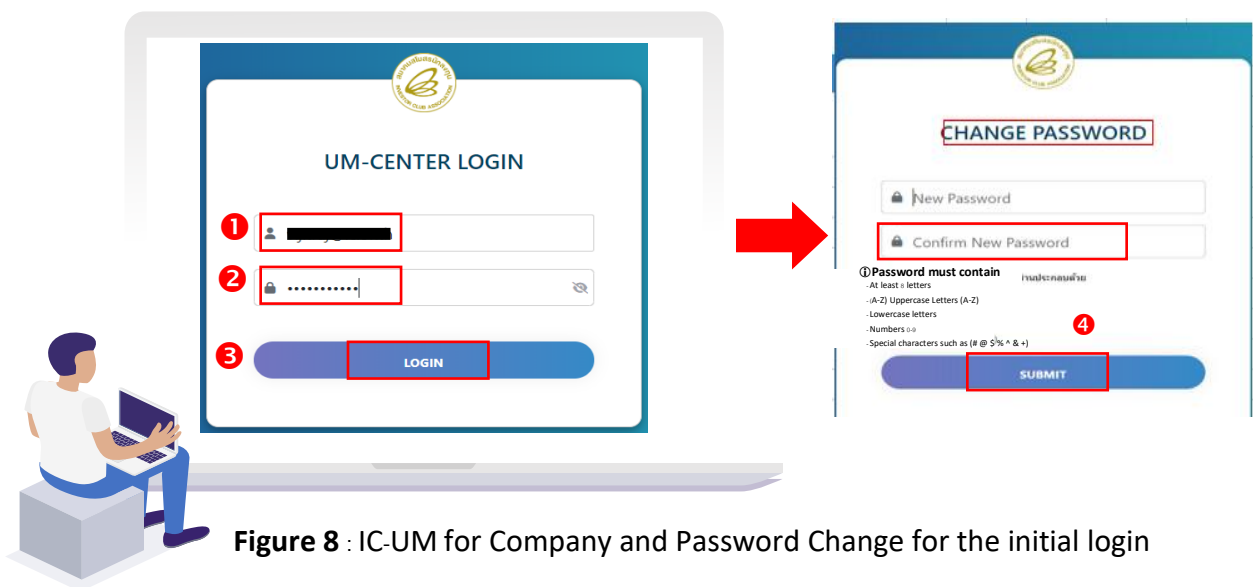
Details of IC-UM Use for Company

1. IC-UM Login for Company: To enable registered users to manage, designate or change personnel with access rights to the Admin eMT, eMT, RMTS (IC Online), and/or e-Invoice/e-Receipt systems, only for those granted Admin rights can login through the web browser at https://eservice.ic.or.th/webUMAdmin/ , as shown in *Figure 8.*

      1.1 Enter the Username (number 1) received from IC via email at cus_service@ic.or.th.

      1.2 Enter the Password (number 2) received from IC via email at cus_service@ic.or.th.

      1.3 Click the "Login" button (number 3).

      1.4 The system will prompt a Password Change; proceed to change the password and click the Submit button (number 4).

Figure 8 : IC-UM for Company and Password Change for the initial login

2. Once logged in, the system displays information of the Admin who has registered for the services. The company can designate or change personnel with access rights to the Admin eMT, eMT, RMTS (IC Online), and/or e-Invoice/e-Receipt systems. Assigned personnel will receive a Username and Password to access the systems according to the rights registered by the company. The company can add an unlimited number of users, as shown in *Figure 9.*

    2.1 Click the "Add User" button (number 1) to enter details and set user access rights for the system. Once all information is entered, click Save or Cancel button (number 2) as required.

Figure 9 : Details of the registered company with an Admin ready for adding other usersระบบ

2.2 Click the ✏️ Icon if the user's details need modification (number 3). The system will display a screen for editing the user's details and adjusting their access rights for the Admin eMT, eMT, RMTS, e-Invoice/e-Receipt systems (please note that the email address and ID card number cannot be modified). Once you have made the necessary changes, click the Save button to record the updated user information. A pop-up will then appear to confirm the changes; click the Confirm button to validate the modifications, or click Cancel if you wish to discard the changes.

❸ **Confirmation of Changes**

You must log in to the system again after making changes, as the modified information pertains to your user profile. Do you confirm that you want to change the information?
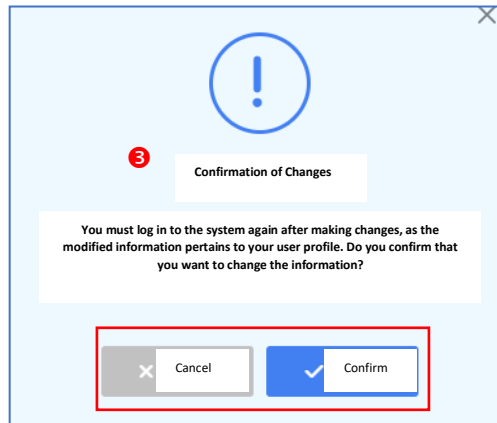
| ✕ Cancel | ✓ Confirm |

2.3 Click the Icon 🗑️ if wanting to remove a user (number 4). The system will display a pop-up notification asking you to confirm the deletion. Click the Confirm button to proceed with deleting the user. If you wish to cancel the action, click the Cancel button. After deletion, the removed user will no longer appear on the main screen of the system.

❺ **Confirm Reset Password**

Do you want to reset the selected password?
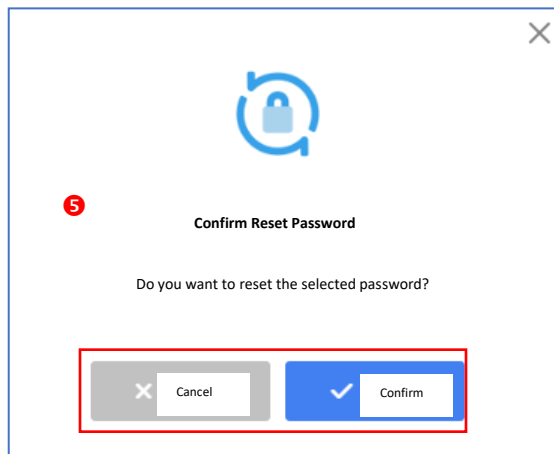
| ✕ Cancel | ✓ Confirm |

2.4 Click the 🔄 Reset Password Icon   if wanting to reset a user's password (number 5). The system will show a pop-up notification asking for confirmation to reset the password. Click the Confirm button to initiate the reset. If you wish to cancel the action, click the Cancel button. After resetting the password, a notification email containing the new password will be s̶e̶n̶t̶ ̶t̶o̶ ̶t̶h̶e̶ ̶u̶s̶e̶r̶ ̶e̶m̶a̶i̶l̶ ̶a̶d̶d̶r̶e̶s̶s̶.

❹ **Confirm Deletion**

Do you want to delete the selected item?

| ✕ ยกเลิก | ✓ ยืนยัน |

Cancel   Confirm
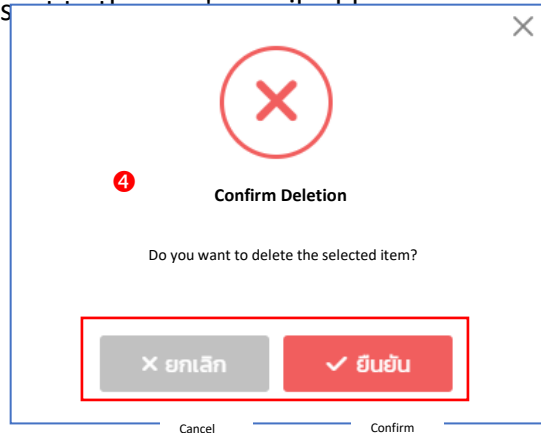
3. To log out, click the triangle icon located in the top right corner, and then click the Sign Out button (number 6).

System Test   ▼ ❻

[→ Sign out
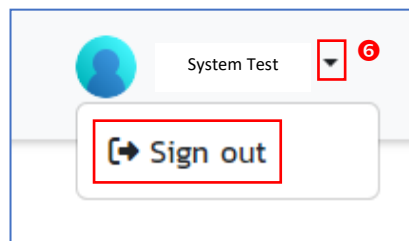
Once the company has designated personnel to have access rights to the

Admin eMT, eMT, RMTS (IC Online), and/or e-Invoice/e-Receipt systems as desired,

the company can log in to the eMT Online and RMTS (IC Online) systems using the Username and Password received.

Access to the systems will be available starting from July 1, 2024, onwards.****

Operational Guidelines

1. The company data is linked from the BOI Central Database (BCD) of the Office of the Board of Investment (BOI). If incorrect information is detected, please contact the BOI to request corrections.

2. In the selection of BOI Certificate to serve as representative cards for registration, **choose cards that confer privileges related to both machinery and raw materials. More than one card can be selected**, but only cards with an active status will be accepted.

3. Document Preparation: All related documents must be stamped with the company seal and signed by an authorized person or their representative before being compiled into a PDF file.

4. The power of attorney must be affixed with stamp duty valued 30 baht.

5. Selection of Authorized Directors: The names of the directors with signing authority must match those listed in the company certification (details specified in Section 3 of the company certification).

6. Telephone Number Entry: Only one phone number can be entered. If the telephone number has an extension, do not include a hyphen; instead, indicate the extension by stating "Ext."

7. Email Address can be either the company email address or personal email addresses such as Hotmail, Gmail, Yahoo, and Outlook for communication.

8. If an incorrect email address results in not receiving a response, please contact IC at: cus_service@ic.or.th.

9. User Rights Allocation: The number of users should not exceed 10.

10. For the initial registration, the company must designate at least one individual to receive Admin rights and e-Invoice/e-Receipt access.

11. Admin Rights Assignment: Admin rights should only be granted to company personnel. If the company employs a customs broker or shipping agent, the designated Admin personnel may grant additional rights to the shipping agent within the scope defined by the company.

12. After the company registers for user services, IC will take three business days to verify the information and notify the company of the results.

13. If the company wishes to change the address for receiving receipts/invoices beyond the office or factory address, please contact IC via email: cus_service@ic.or.th.

14. In case the company's address information is incorrect, please rectify the information before saving it.

For further inquiries and additional details, please contact the Customer Support Unit (CSU) at telephone number 02 666 9111, press 1, or via email at csu@ic.or.th