

User Manual
of
Customs Mutual Administrative
Assistance System

Contents

1.	PREFACE	2
2.	PLATFORM INTRODUCTION	3
1)	System Functional Architecture.....	3
3.	USER LOGIN	4
4.	REQUEST FOR GACC	6
1)	Create Request	6
2)	Progress Tracking.....	10
5.	REQUEST FROM GACC	12
1)	Feedback Request	12
6.	NEWS	14
7.	DATA CENTER	15

1. Preface

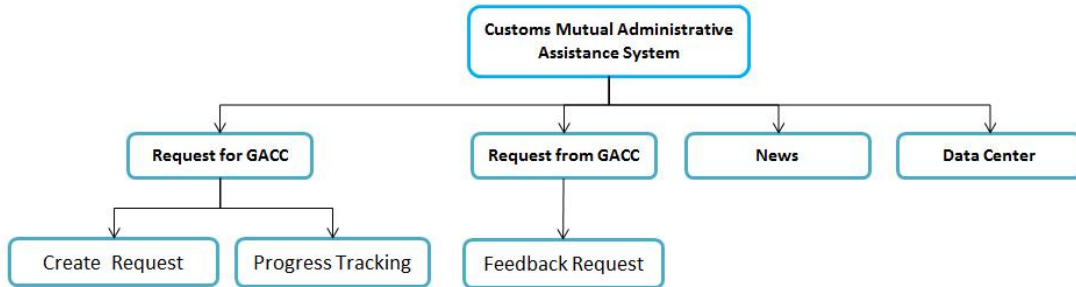
Thank you for using this user manual. In order to make you familiar with the functions of the system in your daily work and improve the efficiency of the system, we have prepared this user manual. Please read this operation manual carefully before using the system.

This operation manual is mainly prepared for the functions of the Customs Mutual Administrative Assistance System. With the future upgrading of the system, new functions will be added. At that time, we will inform the majority of users in other ways.

2. Platform Introduction

1) System Functional Architecture

This is the overall structure of the customs mutual administrative assistance system, as shown in the figure below:



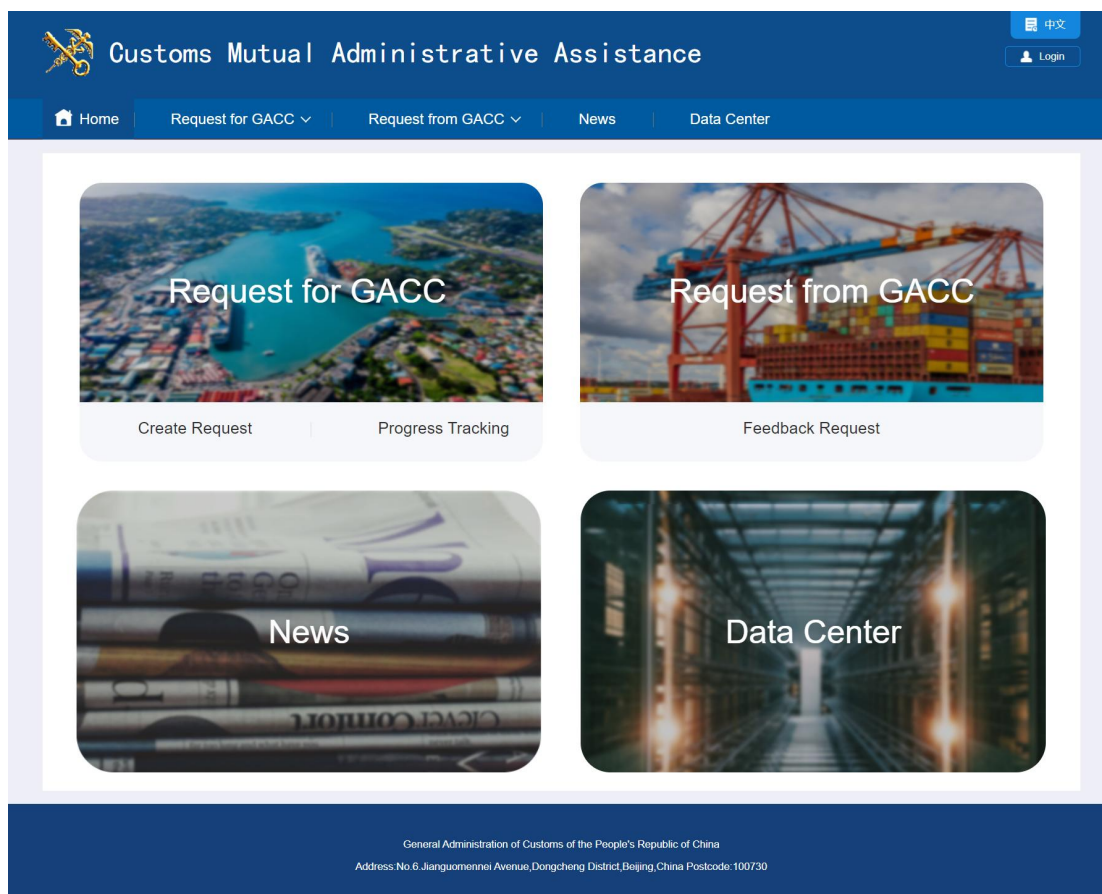
1. Request for GACC: it is mainly used for international customs departments to create requests for assistance in investigation online and send them to Customs of China through the system; Supporting online tracking of request processing progress and evaluation of feedbacks.
2. Request from GACC: it is used for the foreign side to receive and view the request of China Customs' requests for assistance in investigation and register the feedbacks online; Supporting viewing the China side's evaluation of the feedbacks.
3. News: it is used for foreign users to browse the news released on the system.
4. Data Center: it is used for foreign users to browse the data on the system, and download to use it.

3. User login

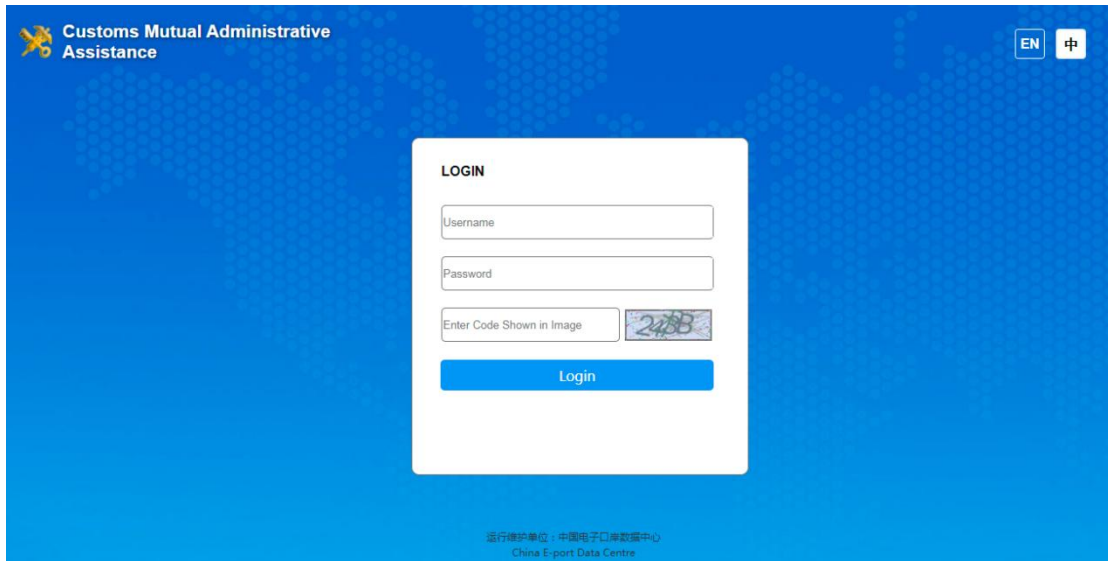
Open the browser and input the url:

<https://cmaa.chinaport.gov.cn/en/index.html>

Enter the homepage, as shown in the figure below:



Click on the module of "Request for GACC" or "Request from GACC", the system will automatically judge whether the user has logged in. If there is no login, it will enter the login interface:



After logged in with username and password, the system functions can be used normally.

Each function is described in detail in the following chapters.

4. Request for GACC

Function description:

It is used for the foreign customs to submit the request for assistance in investigation online and send it to the Customs of China; Supporting to track the processing progress and evaluate the processing results.

1) Create Request

Function: It is used for foreign side to submit the request for assistance in investigation to the China's side and send it to the China Customs

Operation Wizard:

Click "Request for GACC" → "Create Request" to pop up the interface for the application of international customs investigation. The page is shown as follows:

The screenshot shows the website interface for 'Customs Mutual Administrative Assistance'. The header includes a logo, the title, and a language selector set to '中文'. The navigation menu has 'Home', 'Request for GACC', 'Request from GACC', 'News', and 'Data Center'. The main content area is divided into two columns. The left column is titled 'Edit Online' and features an illustration of a person at a computer. Below the illustration, it states: 'Input is the process of inputting the requested data item by item into the system through online filling. Complete the following three steps: 1. Fill in the request summary information; 2. Fill in the request information and cargo information; 3. Import the attached documents and other attachments.' The right column is titled 'Data Import' and features an illustration of a person with a large data block. Below the illustration, it states: 'Import is the process of uploading the requested data to the system in batches through Excel. Complete the following four steps: 1. Download the import template; 2. Fill in the relevant data according to the requirements of the template and save it; 3. Upload the filled Excel to the system; 4. Supplement the attached documents.' The footer contains the text: 'General Administration of Customs of the People's Republic of China Address: No.6 Jianguomennei Avenue, Dongcheng District, Beijing, China Postcode: 100730'.

Edit: Click "Edit Online" to pop up the interface for the application of

international customs investigation saved before. The page is shown as follows:

The screenshot displays the 'Customs Mutual Administrative Assistance' web application interface. The header includes a logo, the title, and a language selector set to '中文'. The navigation menu contains 'Home', 'Request for GACC', 'Request from GACC', 'News', and 'Data Center'. The main content area shows a three-step process:

- Step One:** Fill in the request summary information.
- Step Two:** Fill in the request information and cargo information.
- Step Three:** Import the attached documents and other attachments.

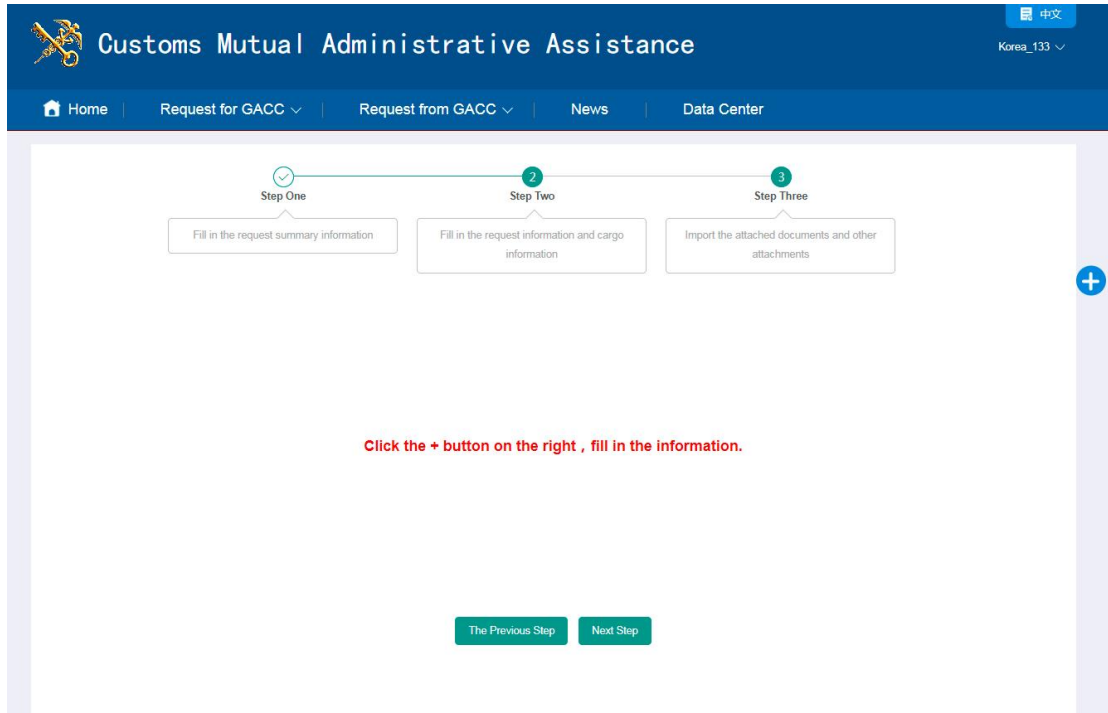
The form fields for Step One are as follows:

Requesting Date : *	2022-03-28	Requesting Country : *	ASEAN
Requesting Department : *	2	Authorized Signer : *	Korea_133
Designated Email : *	mail@are	Request Reference Number : *	
Requesting Type : *	Please Selected	Requesting Objective : *	Please Selected
Requesting Matter : *	Please Selected		

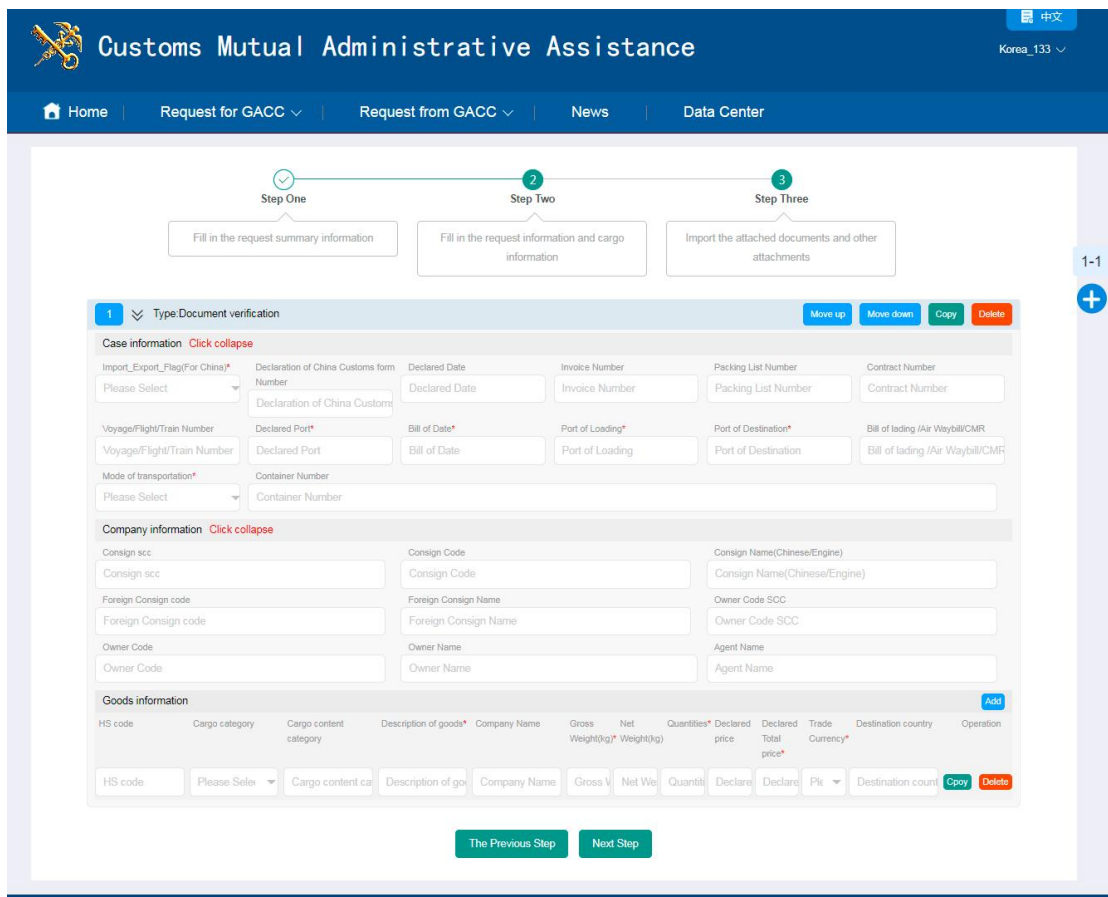
The AGREEMENT_BASIS field contains the text: "Memorandum of Understanding between the Governments of the People's Republic of China and Member States of the Association of Southeast Asian Nations on Customs Cooperation". A link "Change AGREEMENT_BASIS" is provided. At the bottom, there are two buttons: "The Previous Step" and "Next Step".

(1) Fill in the summary information of the assistant investigation: the fields marked with red asterisk are required. Fill in the Requesting Date, Requesting Country, Requesting Department, Authorized Signer, Designated Email, Request Reference Number, Requesting Type, Requesting Objective, Requesting Matter, AGREEMENT_BASIS.

(2) After filling in, click "Next Step".

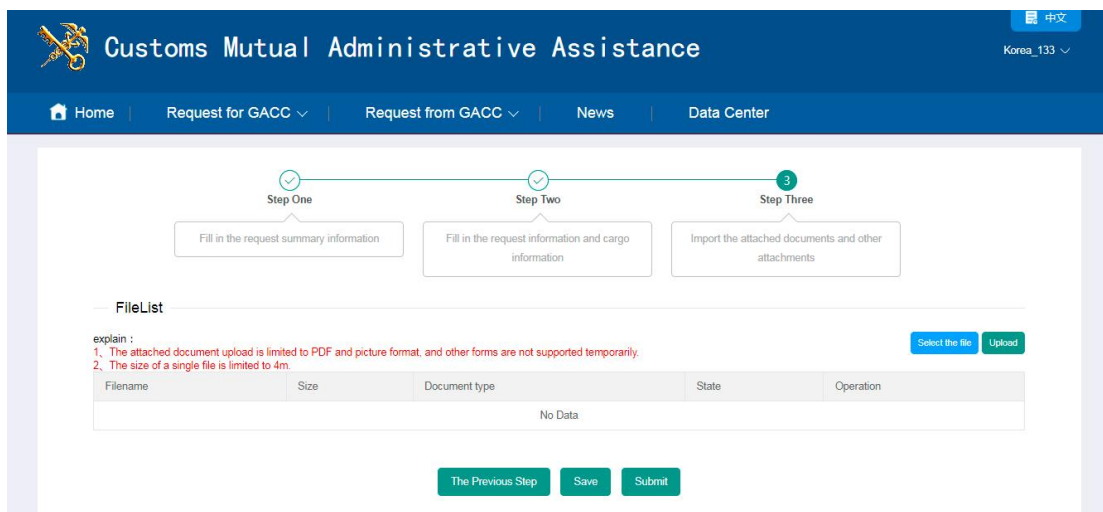


(3) Click the "+" on the right to enter the interface of the addition of the requesting details.



(4) Fill in the specific content of the request and note that the fields

marked with red asterisk are required. After filling in, click "Next Step".



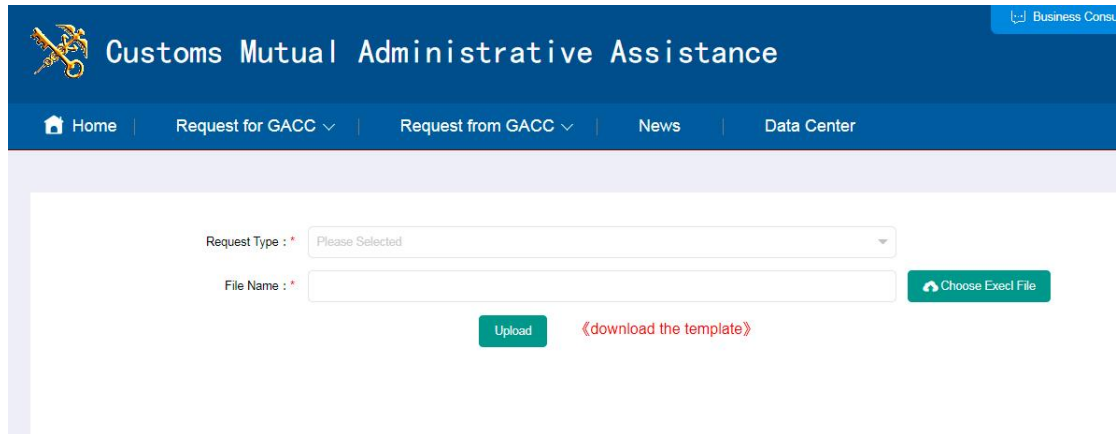
(5) Upload the attached documents. The documents that can be uploaded include: request letter for assistance in inspection (including signature), customs declaration form, invoice, bill of lading, packing list, contract, financial documents, certificate of origin, detailed list of goods costs, goods packing list, foreign statistical form (statistical verification), etc.

(6) Corresponding documents need to be provided for different types of requests.

(7) Click the "Save" button to save the filled request information, and the system will automatically verify whether the filling meets the requirements.

(8) Click the "Submit" button to submit the completed request information to the China's side.

Data Import: Click the "Data Import" link to pop up the template import interface, as shown below:



(1) Click the <Download the template> link to download the template that can be uploaded to the system.

(2) Select the appropriate template according to the data to be reported, organize the data according to the template requirements, and save Excel at the same time.

(3) Select the appropriate "Request Type", select the directory of the Excel file, and click Upload.

(4) If the sorted template content passes system verification, the system indicates that the template has been uploaded successfully. If the modified template does not meet system requirements, the file download failure description Excel is displayed.

(5) Adjust the data in the template according to the prompts and upload it again until it succeeds.

2) Progress Tracking

Function: It is used by the foreign side to follow up the progress of the request submitted to the China's side, and supporting operations such as viewing, modifying and submitting.

Operation Wizards:

Click "Request for GACC" → "progress tracking" to enter the progress

tracking page, which is shown in the following figure:

The screenshot shows the 'Request for GACC' tracking page. At the top, there is a search bar with fields for 'Request Reference Number', 'Requesting Type', 'start time', and 'end time'. Below the search bar, there is a table with the following columns: 'No.', 'State', 'Request Reference Num...', 'Requesting Type', 'Requesting ...', 'N...', 'Authorized Sign...', and 'Operation'. The table contains 10 rows of data, each with a 'check' button in the 'Operation' column. The footer of the page includes the text '中华人民共和国海关总署'.

No.	State	Request Reference Num...	Requesting Type	Requesting ...	N...	Authorized Sign...	Operation
1	Receiving	12332aaa	Document verificat...	2022-03-28	1	Korea_133	check
2	Feedback	123321233	Dynamic check of ...	2022-03-28	2	Korea_133	check feedback evaluate result
3	Receiving	0112200	Origin verification	2022-03-28	2	Korea_133	check
4	Receiving	asean032502	Origin verification	2022-03-25	1	Korea_133	check
5	Receiving	asean032501	Origin verification	2022-03-25	1	Korea_133	check
6	Receiving	65675	Document verificat...	2022-03-25	1	Korea_133	check
7	Receiving	asen123	Document verificat...	2022-03-25	1	Korea_133	check
8	Receiving	k20220311	Document verificat...	2022-03-11	1	Korea_133	check
9	Receiving	asean03	Enterprise verificat...	2022-03-11	1	Korea_133	check
10	Receiving	ces0311	Enterprise verificat...	2022-03-11	1	Korea_133	check

Enter the search conditions, such as the Request Reference Number, the Requesting Type, and the reporting time period, to query the concerned assistance request data.

Select a request data, and you can view, modify, submit, or evaluate it according to the current status of the request.

Check: Click the "Check" button to view the details of the assistance request submitted to China's side.

Modify: Click the "modify" button to modify the assistant query request in draft status.

Submit: Click the "submit" button to submit the assistance request in draft status to China's side

Evaluate: Click the "evaluate" button to evaluate the assisted query requests with feedback status.

5. Request from GACC

Function description:

It is used for the foreign side to receive and view the China's side's requests for assistance in investigation, and register the feedbacks online; Supporting to view the China's side's comments on the feedbacks.

1) Feedback Request

Function: It is used for the foreign side to receive and view the China's side's request for assistance in investigation, and register the feedbacks online; Supporting to view the China's side's comments on the feedback.

Operation Wizards:

Click "Request from GACC" → "Request Feedback" to enter the interface of China's side assisted investigation request list, and the page is shown in the following figure:

The screenshot displays the 'Customs Mutual Administrative Assistance' web application. The header includes a logo, the title, and a language selector set to '中文'. The navigation menu contains 'Home', 'Request for GACC', 'Request from GACC', 'News', and 'Data Center'. Below the menu is a search bar with the following fields: 'Request Reference Number', 'start time', 'end time', an 'Inquiry' button, and a 'reset' button. The main content area is titled 'Request from GACC' and contains a table with the following data:

No	State	Requesting ...	Request Reference Num...	Respects people	Contact via mail	Requesting Ty	Operation
1	Feedback	2022-03-11	china20220311	上海经办人	dong@163.com	Document verific	check
2	Feedback	2022-03-07	B20220307jj	上海经办人	345@qq.com	Origin verificati	check
3	Feedback	2022-03-28	123321222	开发人员	asd@aa.cn	Origin verificati	check

Enter the search conditions, such as the Request Reference Number and the reporting time period, to query the concerned assistance request data.

Select a request data, and you can view, send feedbacks, view evaluation according to the current status of the request.

Check: Click the "Check" button to view the details of the assistance request submitted from China's side.

Feedback: Click the "feedback" button to fill in the feedbacks online for the assistance query request with no feedback.

Evaluate: Click the "feedback" button to view the feedback submitted by the China's side.

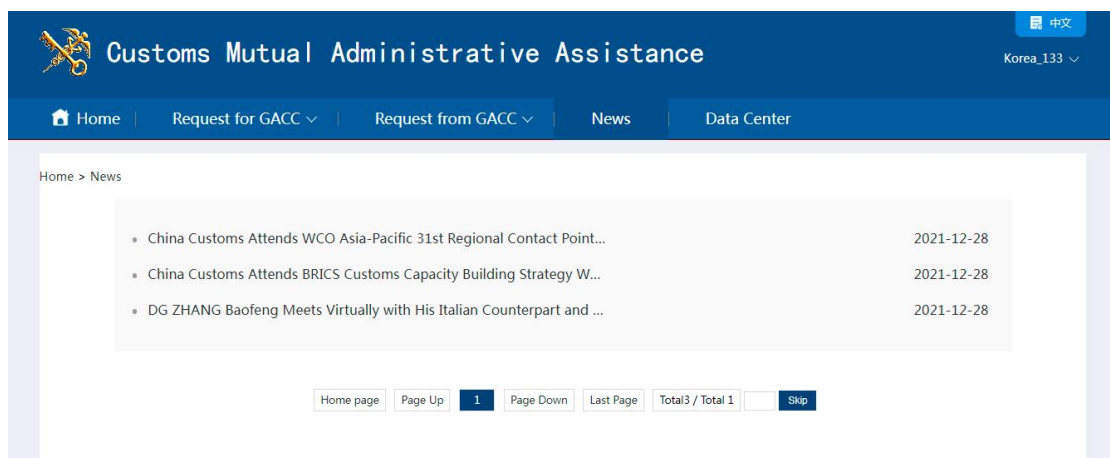
6. News

Function description:

It is used for foreign users to browse the news released on the system.

Operation Wizards:

Click "News" to enter the homepage -> news interface, and the page is shown in the below:



You can browse relevant news according to your interest.

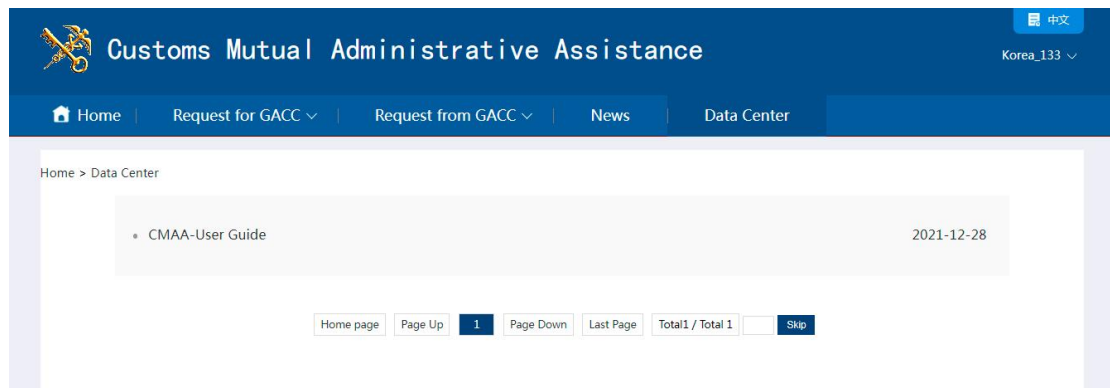
7. Data Center

Function description:

It is used for foreign users to browse the information on the system and download it for use.

Operation Wizards:

Click "Data Center" to enter the homepage -> Data Center interface, and the page display is shown in the below:



You can browse and download relevant materials as needed, such as system operation manual, etc.