ROYAL MALAYSIAN CUSTOMS DEPARTMENT

USER MANUAL

uCustoms

USER MANUAL

PHASE 4 – RESOURCE PLANNING (EXTERNAL USER)

30th June 2017 / Issue 1.2

DOCUMENT CONTROL

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15.04.2016	1.0	First Issue	Implemented QC Feedback	ICS
23.12.2016	1.1	Second Draft	Implemented changes referring to the application from 17.11.2016 to 23.11.2016.	ICS
30.06.2017	1.2	Second Issue	Implemented following change requests referring to system from 20.01.2017 to 30.06.2017: • CR-APP-0074-REG - Port Customs Station Profile. • CR-APP-53 - Inbox Notifications.	ICS

References

Document Number	Document Description
13.03.22	SDS Resource Planning Phase 4

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Abbreviations

Abbreviation	Expansion
AN	Appointment Number
CEA	Customs Examination Area

Definitions

Brinfo	Referring to Brilliance Information Sdn. Bhd.
ICS	Referring to Inspection and Control Services
MicroClear®	Referring to MicroClear® System
uCustoms	Referring to uCustoms Application

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Preface

About this Manual

This User Manual helps to understand and use the Resource Planning Module of uCustoms. It describes the features of Resource Planning Module, and explains the procedures to be followed for performing the system functions in the Resource Planning Module.

Prerequisites

The course assumes the attendees are to have basic knowledge on Customs operations and familiarity with the business terms related to Customs activities. Although this is not an absolute requirement, lack of basic Customs knowledge and familiarity may affect the learning rate of the course.

The uCustoms application is a standardized Web Application. Once the attendee learns the basic functions, using similar features will become easy and intuitive.

During the training, fictitious accounts will be provided for various type of users based on their specific roles.

Intended Users and their Roles

Resource Planning	
Users	**User Role Description**
Trader or Forwarding Agent	1. Create Appointment Details. i. View Remarks. ii. View Existing Appointments. 2. Submit Appointment Details. 3. Accept Generic Appointment Details. 4. Propose New Date and Time for Generic Appointment.

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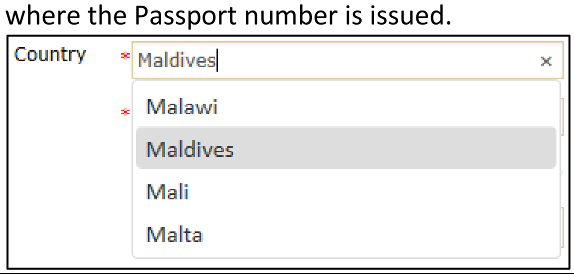
Typographical Conventions Used in Manual

The following table lists the typographical conventions used in this document.

Formatting/Writing Convention	Type of Information
Buttons, Form names, List names, Section names, Subsection names, Column names, Menus, Submenus, Figure Numbers, and Cross References appear in Title Case and are bold-faced.	Commands and Screen elements. Example: On the Government Stakeholders submenu, click **New**.
Blue text underlined.	URLs, links and hyperlinks. Example: http://www.customs.gov.my/en
Note: <text> Bold Note font and the text highlighted with grey.	Note refers to additional information related to the described content. Example: **Note**: Click the message count to navigate directly to the Inbox instead of viewing the message count details.
<*Field Name*:> - Italic	Field labels. Example: Enter the *Full Name*.
<**Glossary Term**> - Bold, Title Case	Glossary terms. Example: **Consignee** – A person or company to whom commodities are shipped.
Enter and select	Example: Enter and select the name of the Country from where the Passport number is issued. 
Split Image	If the image is long, then for better visibility of screen elements, the image is split into parts and the figure caption is added to the last part of the image.

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LIST OF FIGURES

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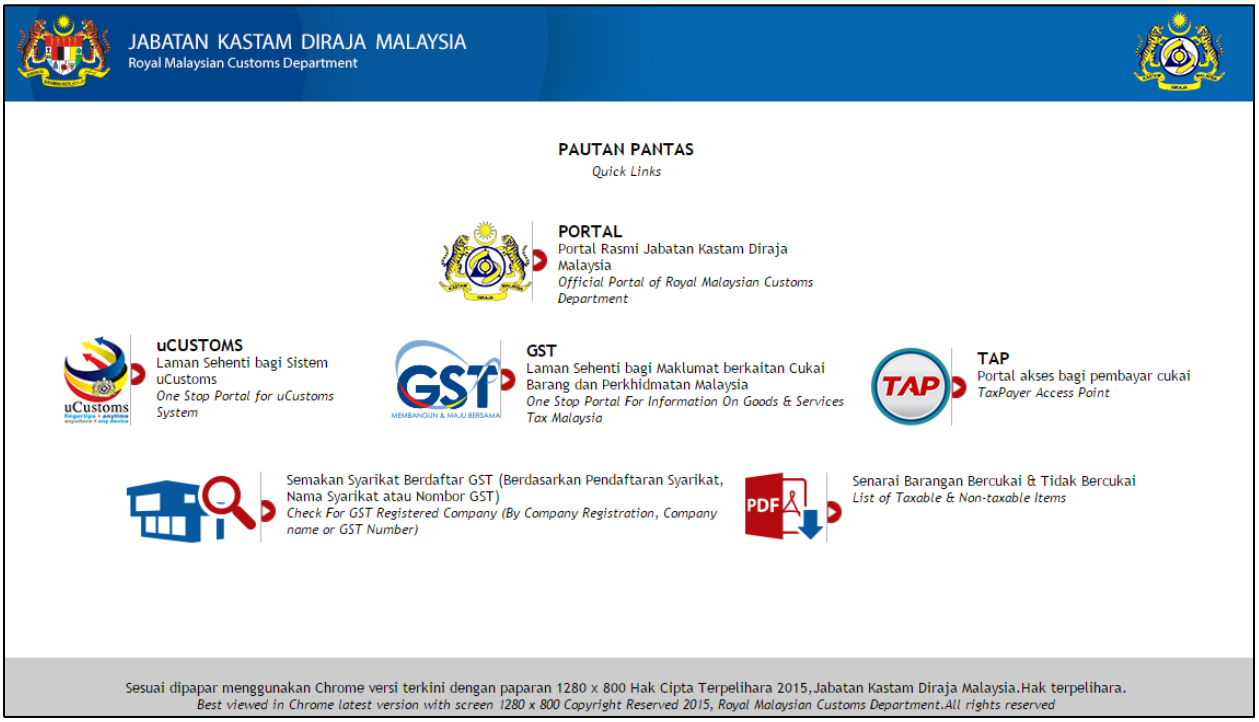
GETTING STARTED

Registered user can login to uCustoms by entering the Customs URL in the address bar of the web browser.

The **RMCD** home page appears as shown below:



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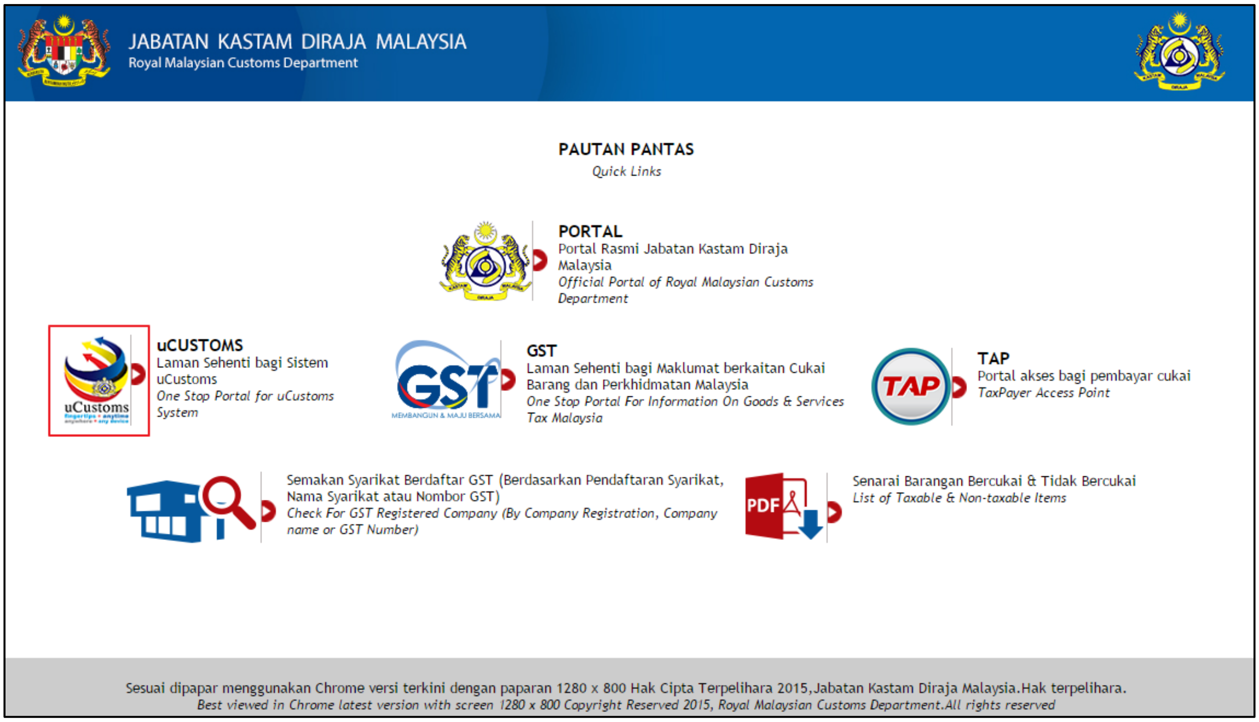
Logging in

To login to uCustoms:

1. On the **RMCD** home page, click **uCUSTOMS** as shown below.



Or

2. On the **RMCD** portal, select **eSERVICES** menu and then click **uCustoms** as shown below.

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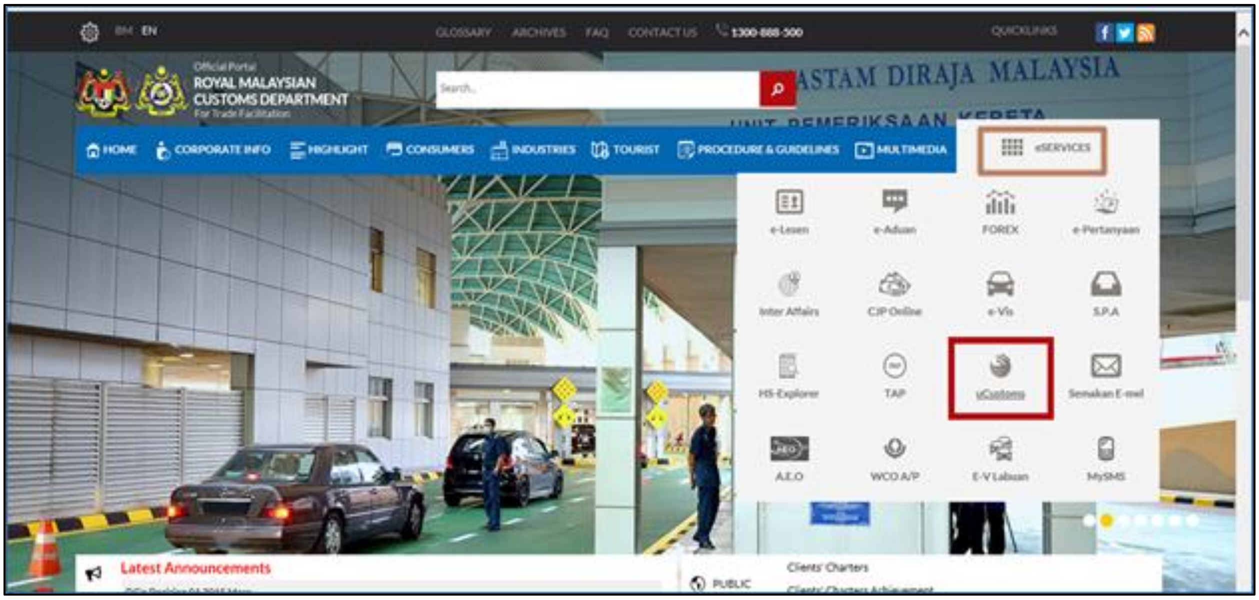

3. On the **uCustoms** home page, click **Login** as shown below.

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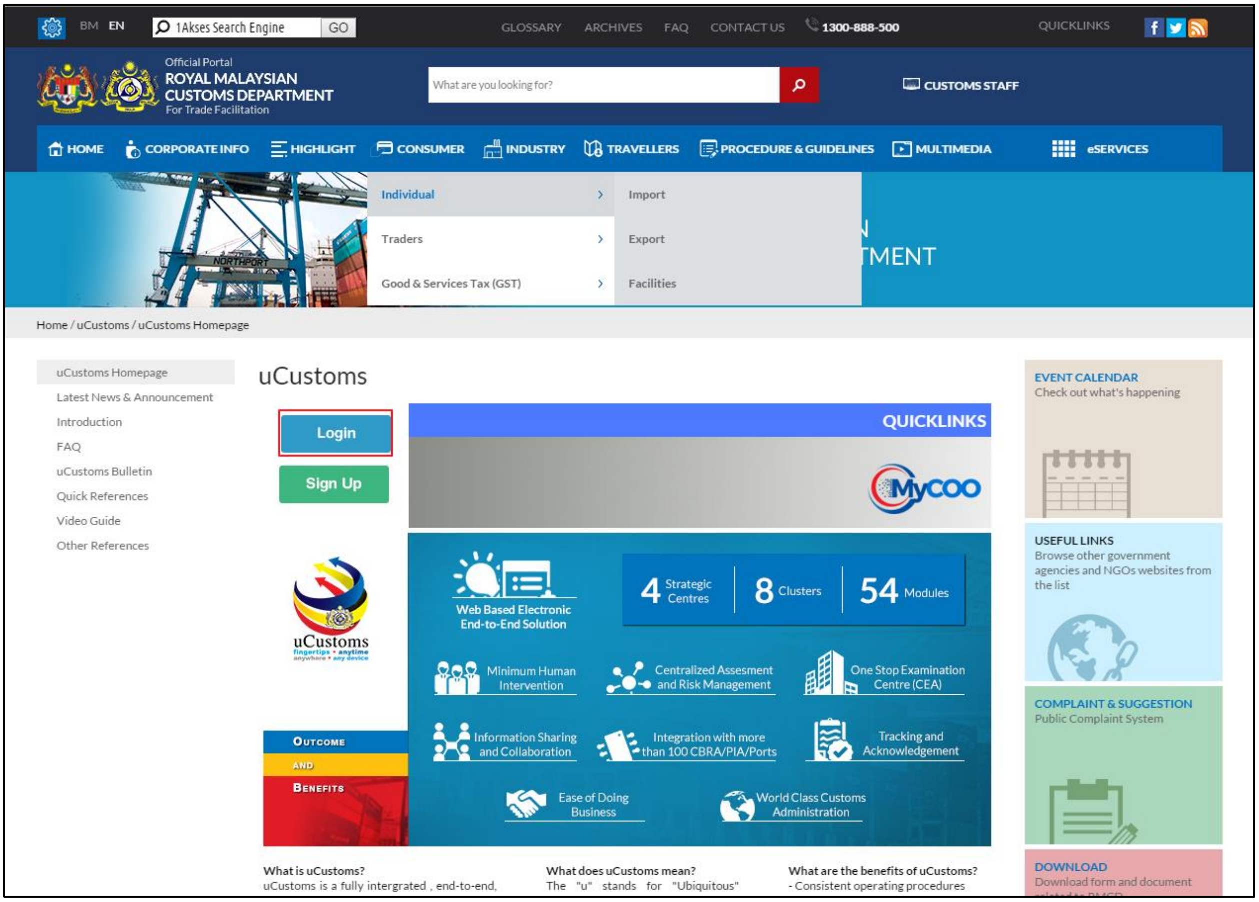

Portal uCustoms page appears as shown below.

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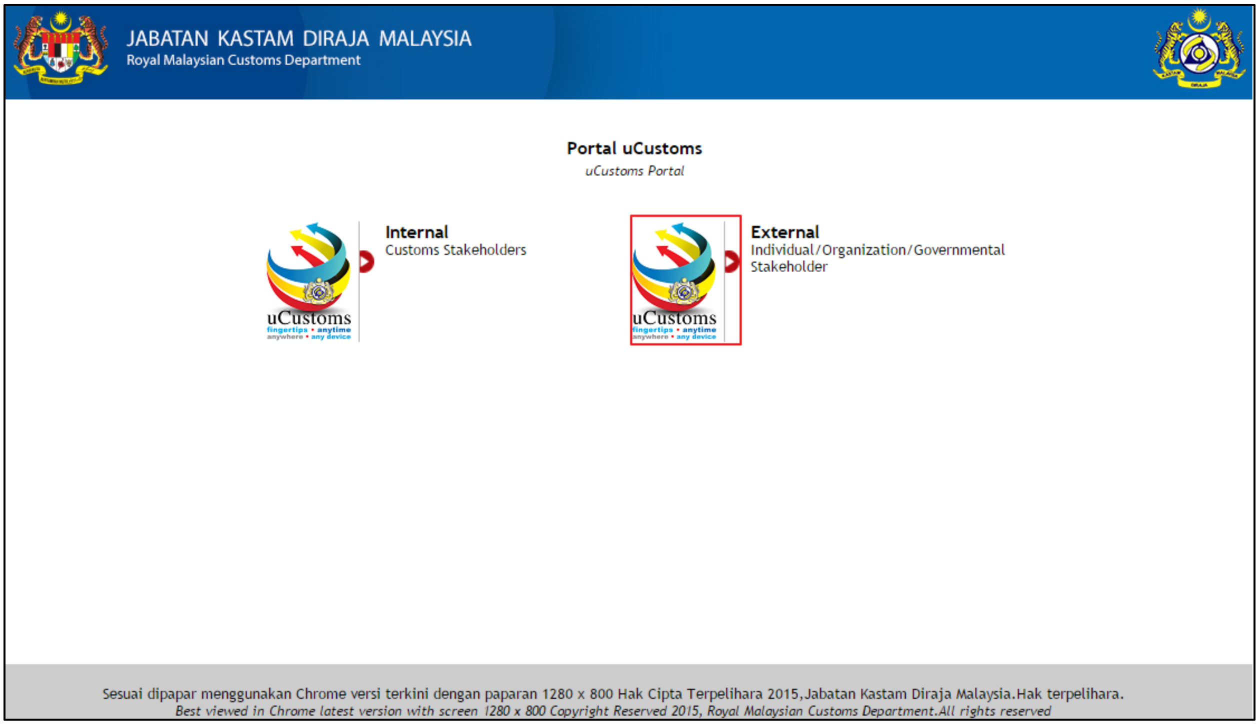
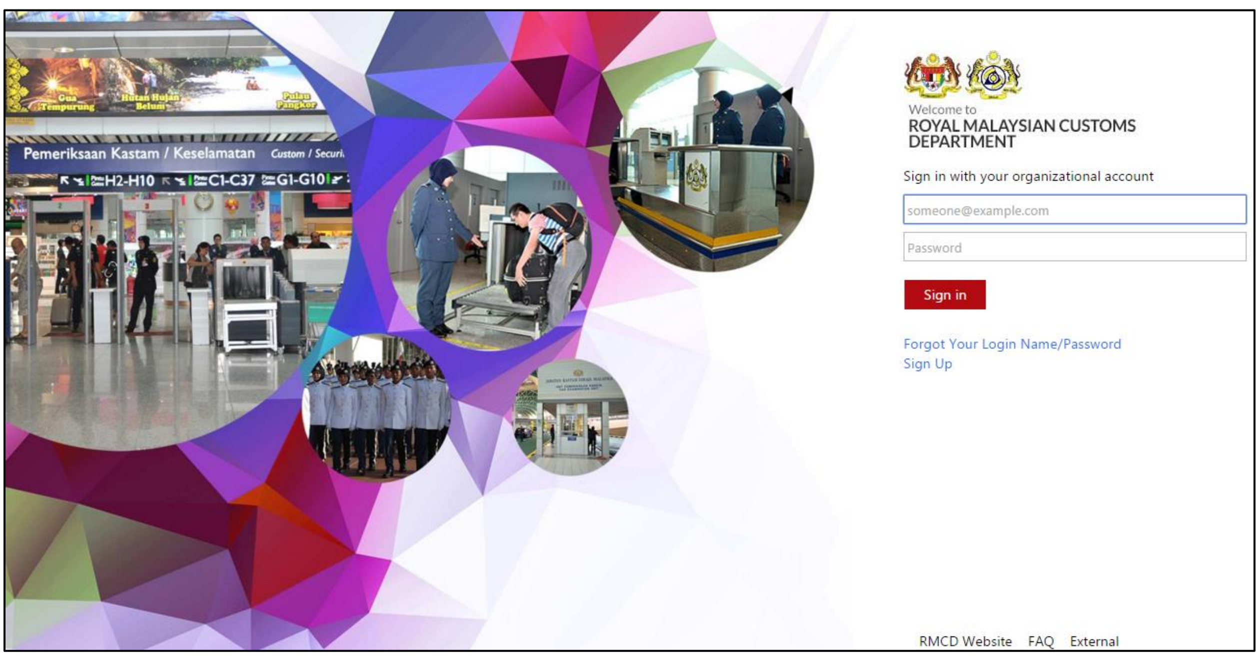


4. Click the **External Stakeholders** logo to sign in as an External User.

   The following **RMCD** sign in page appears.



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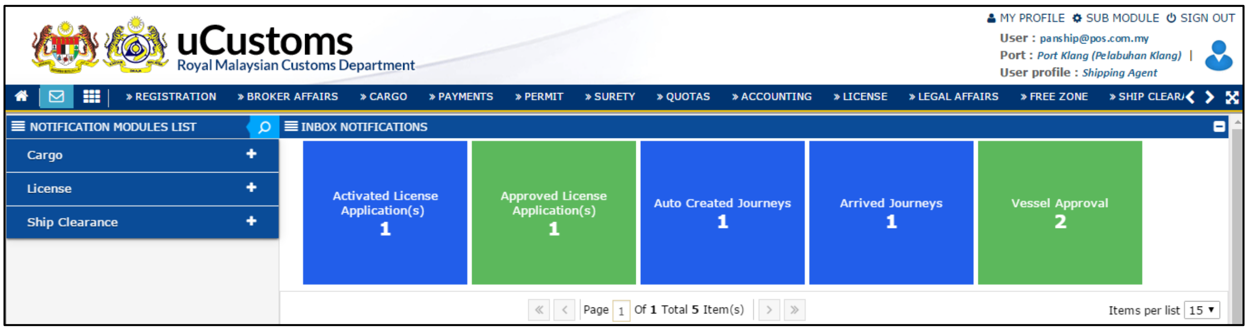
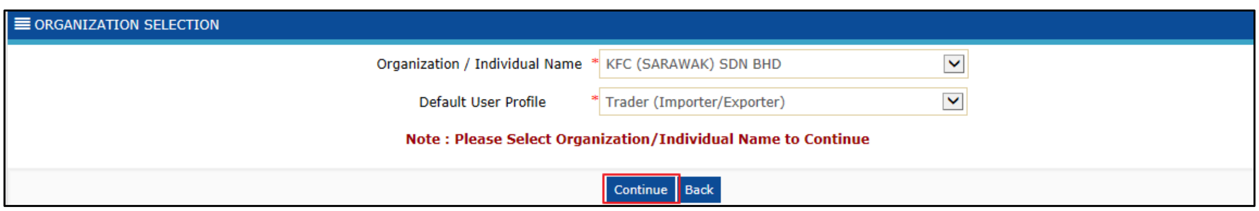
5. Enter the *Login ID* for example, jpatil@agility.com.
6. Enter the *Password*.
7. Click **Sign in**.

   If the Stakeholder (Individual or Organization) is registered with only one *Login ID*, then after login, the uCustoms home page appears as shown below.



   If the Stakeholder is registered with more than one organization, or if the *Login ID* is the same for an Individual or Organization Stakeholder, then the following **Organization Selection** form appears.



8. Select the *Organization / Individual* Name and *Default User Profile* from the respective drop-down lists and click **Continue** to proceed to the uCustoms home page.

uCustoms Home Page

The uCustoms home page is shown below.

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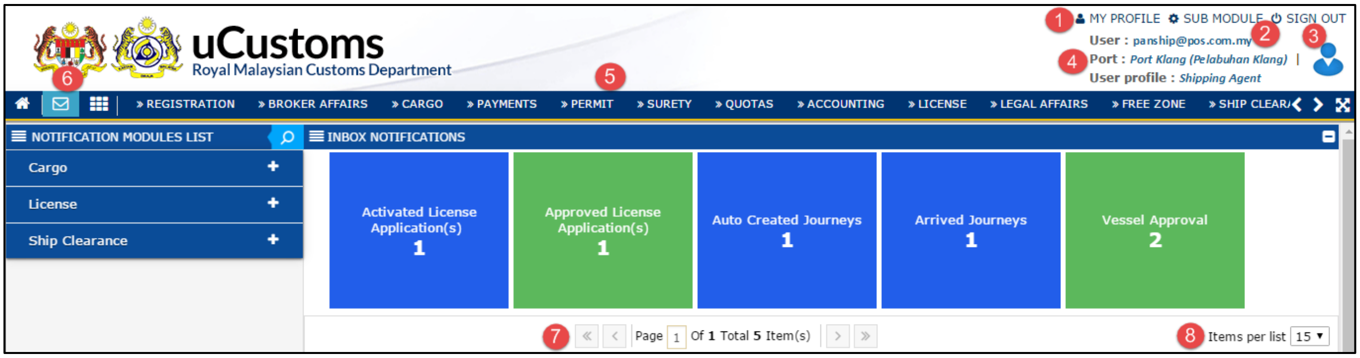

1	My Profile
2	Sub Module
3	Sign out
4	User Details
5	Menu Bar
6	Mailbox
7	Page Navigation
8	Items per List

The uCustoms home page features are listed below:

- My Profile,
- Sub Module,
- Sign Out,
- User Details,
- Menu Bar,
- Mailbox,
- Page Navigation, and
- Items per List.

I. My Profile

On the home page, click MY PROFILE to view additional options, such as Preferences, Edit Profile and the option to switch languages as shown below.

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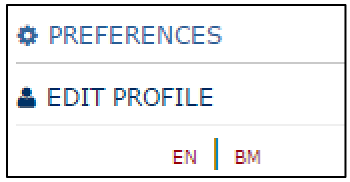
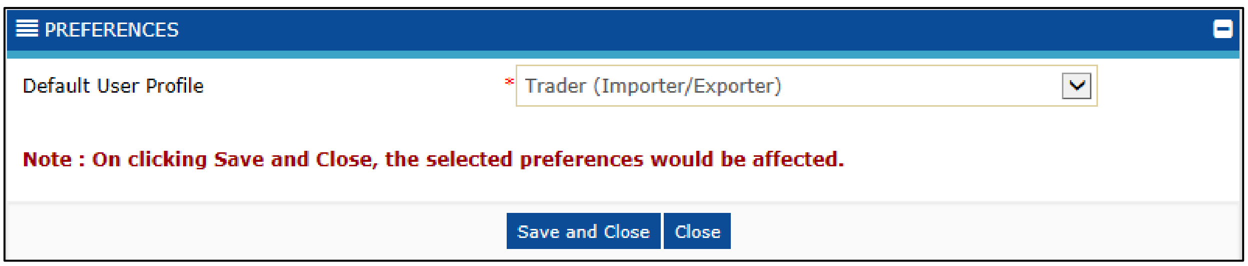


Preferences

To edit the preferences:

1. Click .

   The **Preferences** pop-up window appears as shown below.



1. Select the *Default User Profile* from the drop-down list.

Note: *Default User Profile* can be changed only if multiple profiles are associated to the user.

2. Click **Save and Close**.

Edit Profile – This link allows user to view and / or edit the profile-related details. To edit the profile details:

1. Click .
2. Make the required changes in the respective **Registration Form**.

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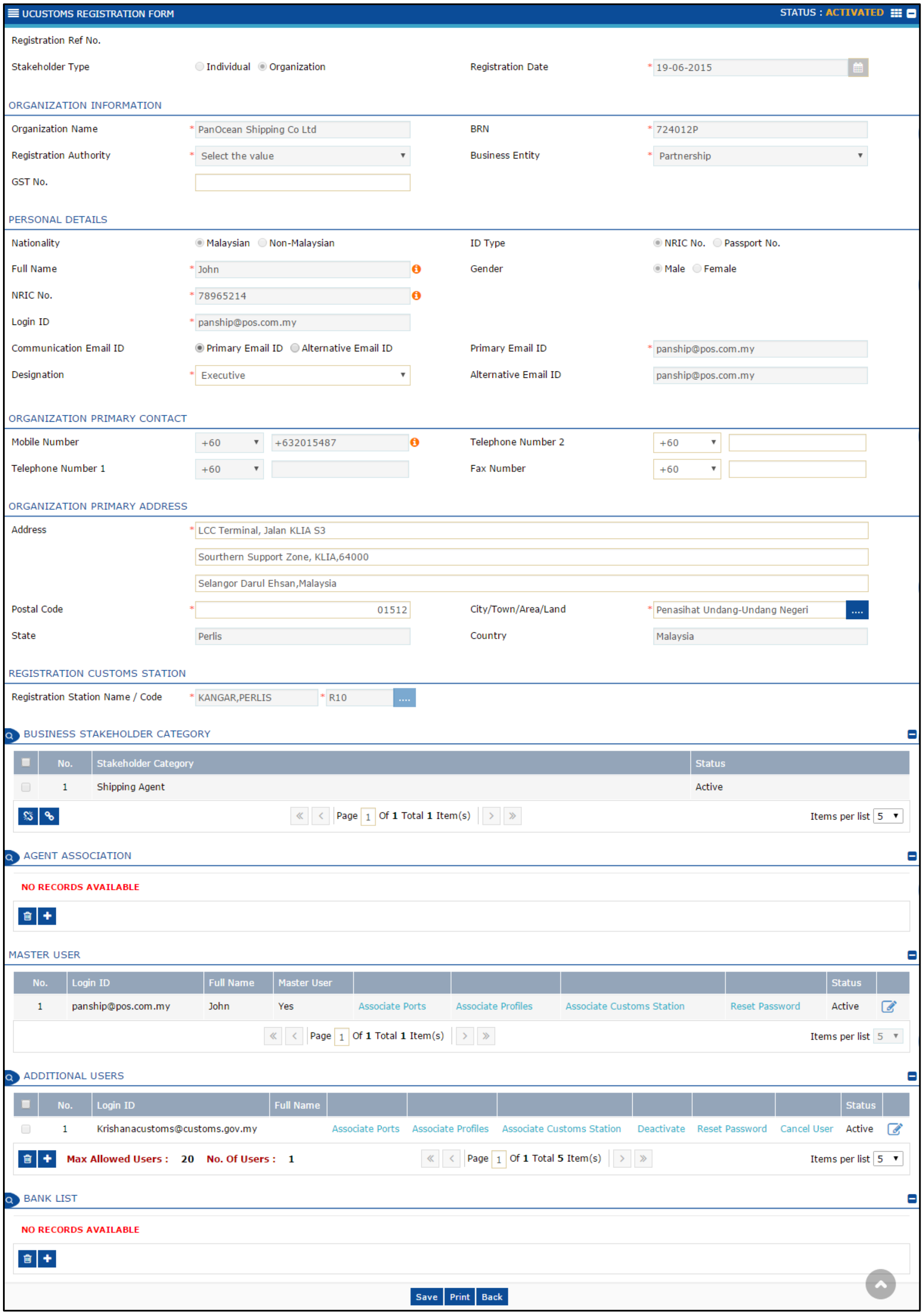

UCUSTOMS REGISTRATION FORM STATUS : ACTIVATED

Registration Ref No.

Stakeholder Type: Individual / Organization (selected)
Registration Date: * 19-06-2015

ORGANIZATION INFORMATION

Organization Name: * PanOcean Shipping Co Ltd
BRN: * 724012P
Registration Authority: * Select the value
Business Entity: * Partnership
GST No.

PERSONAL DETAILS

Nationality: Malaysian (selected) / Non-Malaysian
ID Type: NRIC No. (selected) / Passport No.
Full Name: * John
Gender: Male (selected) / Female
NRIC No.: * 78965214
Login ID: * panship@pos.com.my
Communication Email ID: Primary Email ID (selected) / Alternative Email ID
Primary Email ID: * panship@pos.com.my
Designation: * Executive
Alternative Email ID: panship@pos.com.my

ORGANIZATION PRIMARY CONTACT

Mobile Number: +60 +632015487
Telephone Number 2: +60
Telephone Number 1: +60
Fax Number: +60

ORGANIZATION PRIMARY ADDRESS

Address: * LCC Terminal, Jalan KLIA S3
Southern Support Zone, KLIA,64000
Selangor Darul Ehsan,Malaysia
Postal Code: * 01512
City/Town/Area/Land: * Penasihat Undang-Undang Negeri
State: Perlis
Country: Malaysia

REGISTRATION CUSTOMS STATION

Registration Station Name / Code: * KANGAR,PERLIS * R10

BUSINESS STAKEHOLDER CATEGORY

No.	Stakeholder Category	Status
1	Shipping Agent	Active

Page 1 Of 1 Total 1 Item(s) Items per list 5

AGENT ASSOCIATION

NO RECORDS AVAILABLE

MASTER USER

No.	Login ID	Full Name	Master User					Status
1	panship@pos.com.my	John	Yes	Associate Ports	Associate Profiles	Associate Customs Station	Reset Password	Active

Page 1 Of 1 Total 1 Item(s) Items per list 5

ADDITIONAL USERS

No.	Login ID	Full Name							Status
1	Krishanacustoms@customs.gov.my		Associate Ports	Associate Profiles	Associate Customs Station	Deactivate	Reset Password	Cancel User	Active

Max Allowed Users : 20 No. Of Users : 1 Page 1 Of 1 Total 5 Item(s) Items per list 5

BANK LIST

NO RECORDS AVAILABLE

Save Print Back

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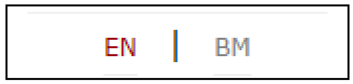
3. Click **Save**.

   The profile changes are saved successfully.

Switch Language: By default, the application's content appears in English (EN). To view the content in Bahasa Melayu, click **BM**.



II. Sub Module

This includes the 

link.

III. Sign Out

Click 

to sign out of uCustoms.

IV. User Details

The User details display the Login ID and the User Profile as shown below.

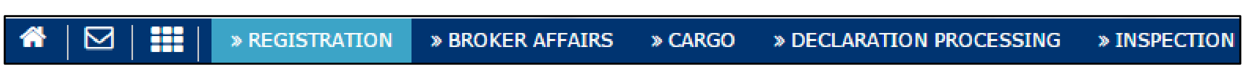
Login Id – Displays the logged in user's ID.

User profile – The user's role is displayed based on the profile configuration.

V. Menu Bar

To access a menu:

- Click the particular menu on the menu bar as shown below.



Or

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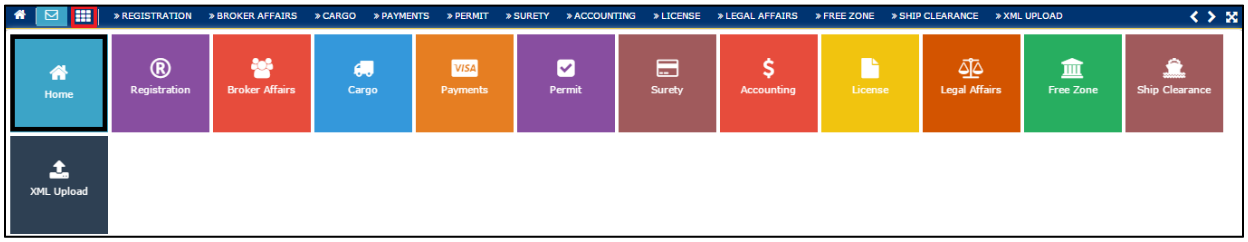
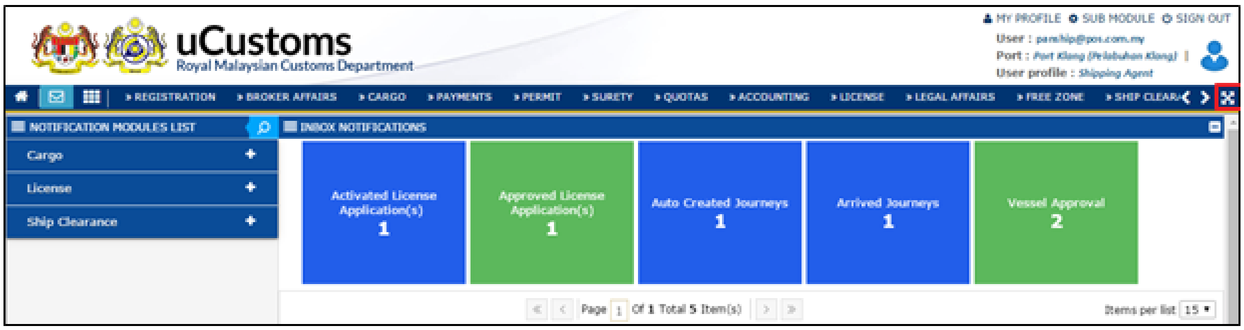
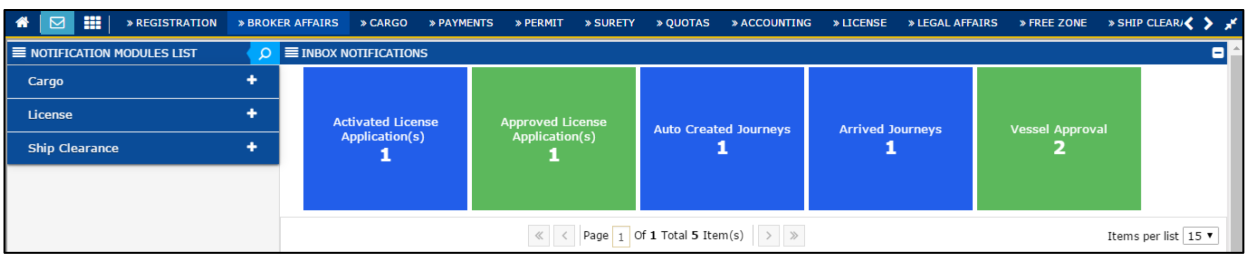
- Click to view the pictorial list of menus accessible to the profile as shown below.



On the home page, click to hide the header as shown below.



The home page appears as shown below.



Note: To view the header again, click .

Submenu

To access a submenu:

- Click the menu to view the list of submenus in an expandable list as shown below and then click the submenu.

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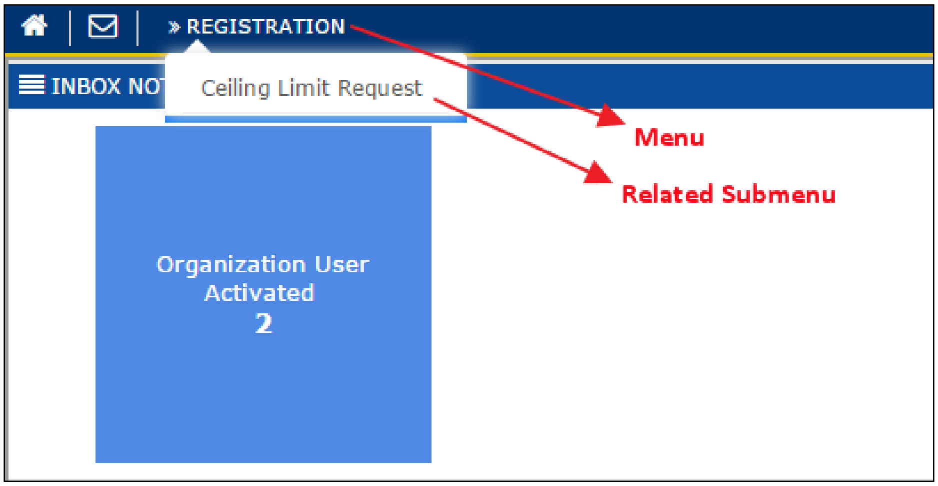
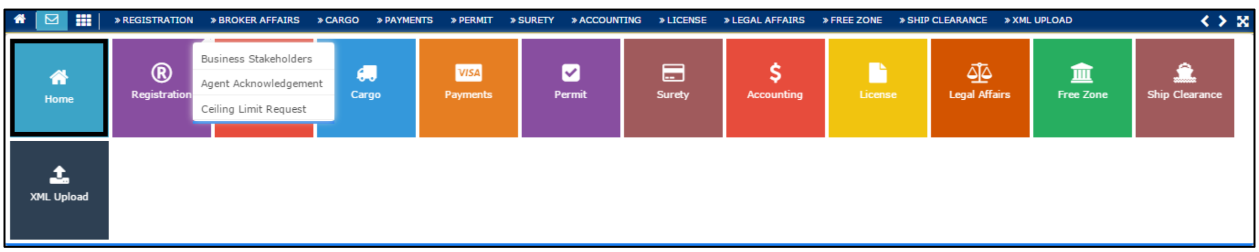


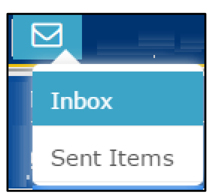
The list of submenus can also be viewed through the pictorial list as shown below.



VI. Mailbox

Mailbox allows user to view all the messages received from and sent to other uCustoms users.

On the home page, click to view the Mailbox options as shown below.



Inbox

- Inbox is displayed by default on the Home page once the user logs in to uCustoms. Whenever a new message is received or sent, system displays an alert as shown below.

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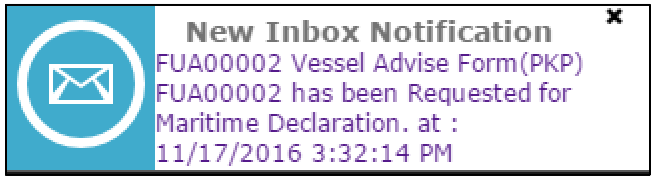
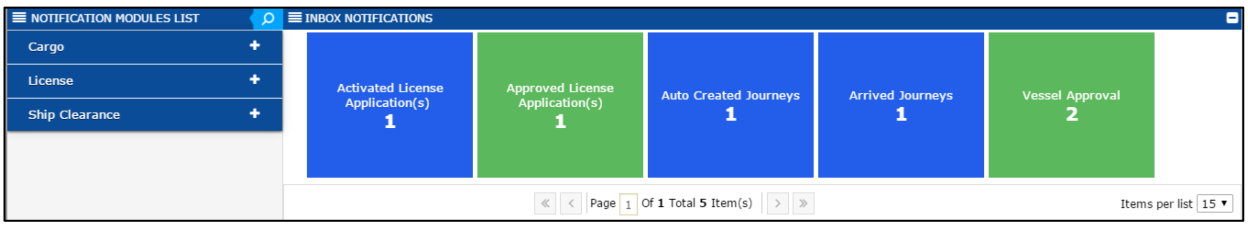


- Click the message to view the details.

  Or

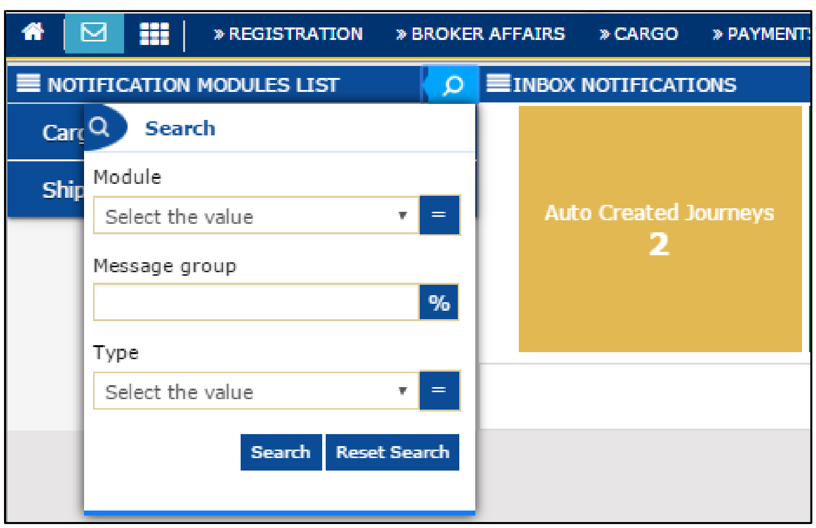
- Click and then click **Inbox** submenu.

  The **Notification Modules List** and **Inbox Notifications** appear as shown below.



Notification Modules List

- It specifies the list of modules for which notifications have been received or sent.
- Click to search the notifications for a specific module as shown below.



- Click to view the Message Groups for which notifications are available for a module as shown below.

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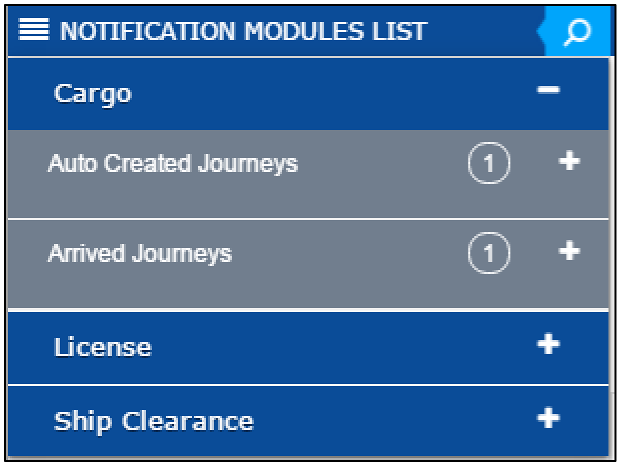
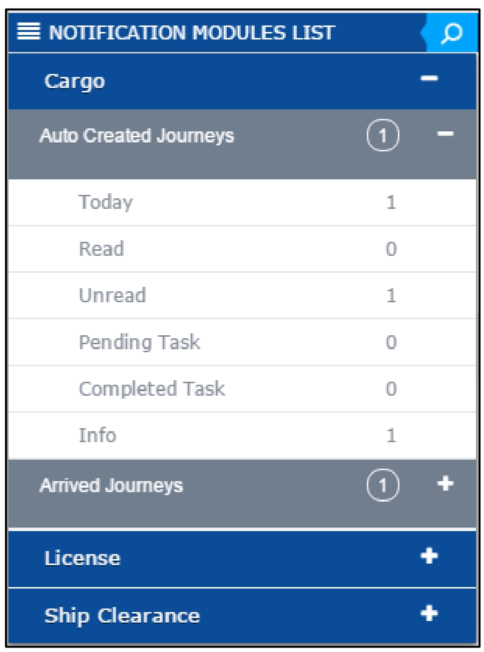


- Click to collapse the **Notification Modules List**.
- In the Message Group, click to view the details such as the number of Read messages, Unread messages, Pending Task, Completed Task and the Total count of Read and Unread messages as shown below.



- Click to collapse the Message Group details.

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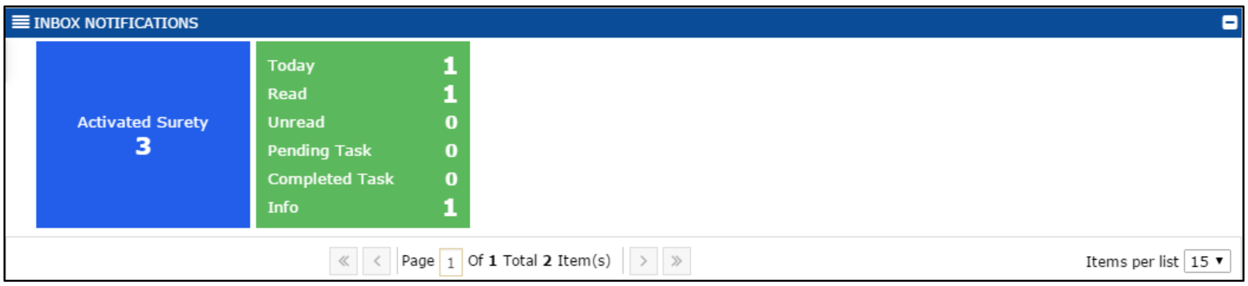
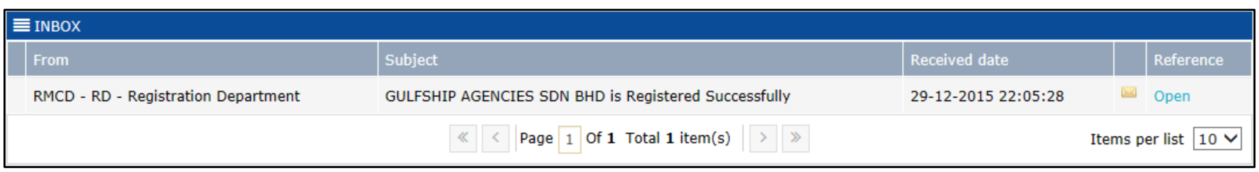
Inbox Notifications

- The messages received are grouped as per different Message Types.
- Clicking the Message Group flips and shows the Message Count for each Message Type, which includes details such as the number of messages received on that day, the number of Read messages, Unread messages, Pending Task, Completed Task and the Total count of Read and Unread messages as shown below.

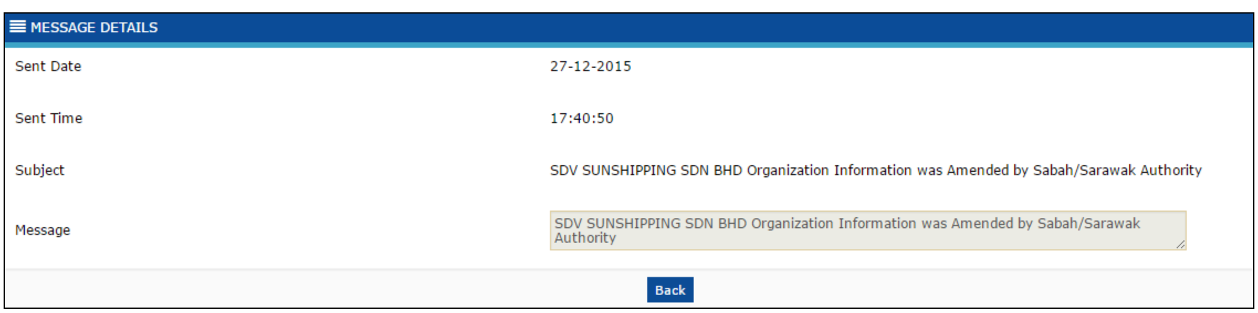


- Click the message count to view the messages received in the message group as shown below.



- To view the message details, click .

  The **Message Details** appears as shown below.



- Click **Back** to navigate back to the **Inbox**.

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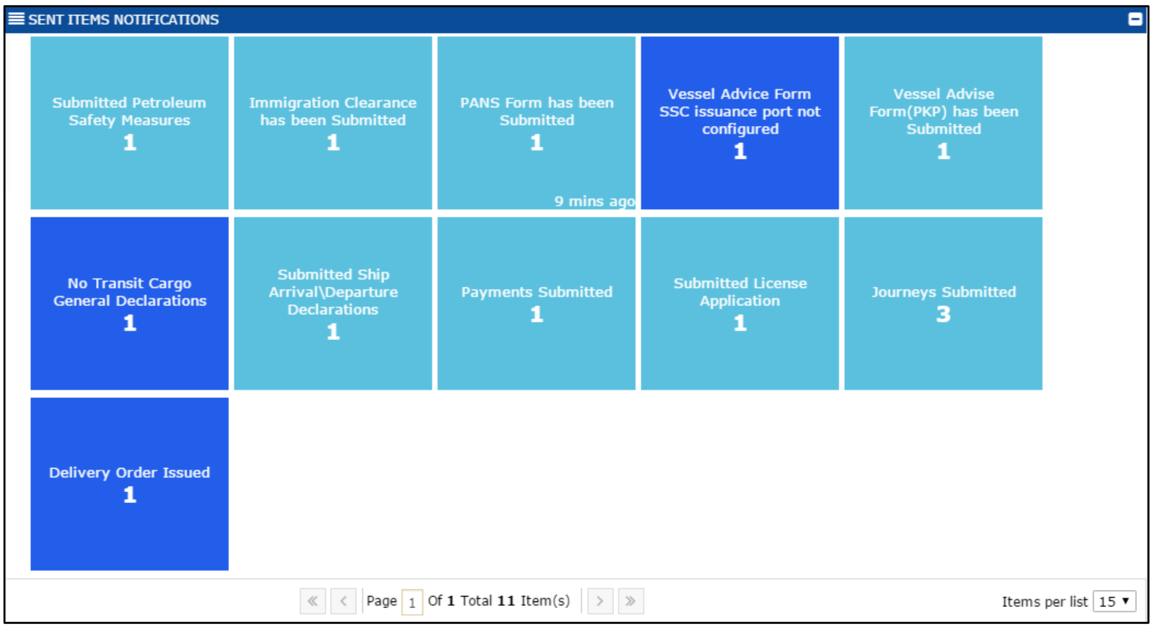
- In the **Inbox** click the Reference to navigate to the relevant form and view further details or perform an action.

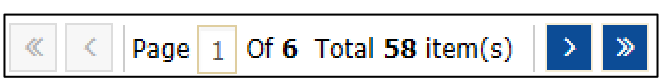
Sent Items

To view sent messages, click and then click **Sent Items**. The **Sent Items Notifications** appear as shown below.



VII. Page Navigation

uCustoms displays ten (10) records per page, with the rest of the records displayed on the remaining pages. While navigating through the record pages, page navigation links will appear



which are located below the list of records. Click to move to the next page, or to navigate to the previous page. To navigate to first page of the records list, click and to navigate to last page of the records list, click . To directly navigate to a page, enter the page number and then press TAB.

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VIII. Items per List

The number of items listed per page can be selected from the drop-down list 

.

The page refreshes with the selected number of items.

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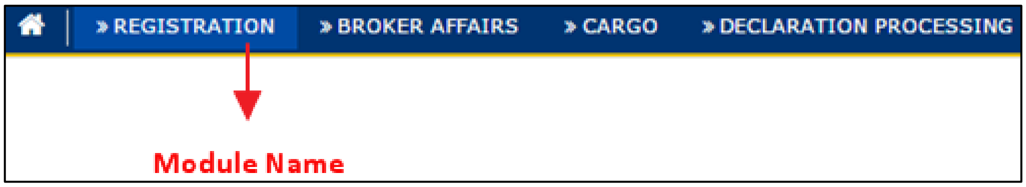
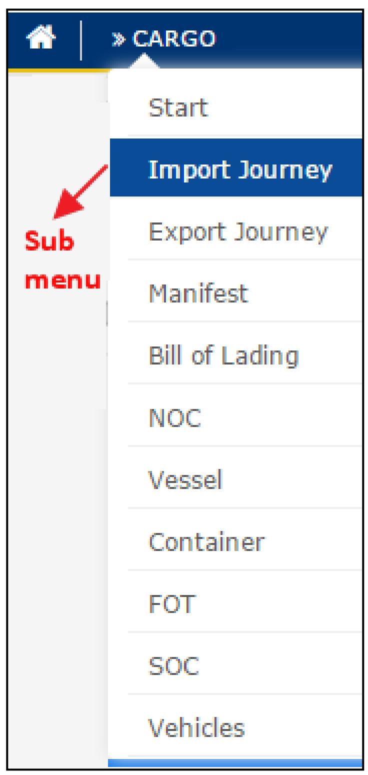
UCUSTOMS USABILITY CONVENTIONS

The common conventions used in uCustoms are explained in this section. The following table lists the common features of uCustoms:

Identification	Description
Identify the Module	 Used to identify the module or menu name. The module name is highlighted when any process within its sub-module is being executed. A menu bar is located below the uCustoms logo on the home page. The menu bar shows all the modules accessible to the user.
Identify Sub-menu	 Used to identify the submenu. The submenu bar is displayed as an expandable list below the menu bar. All the

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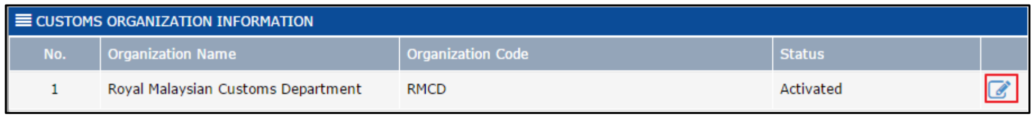
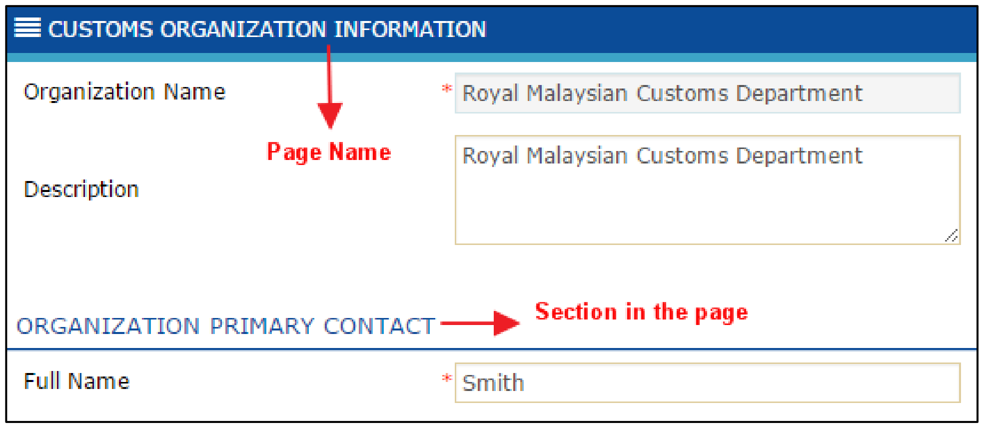
Identification	Description
	submenus available in a particular menu are displayed on clicking that menu.
View/edit record details	 To view or edit any record details, click corresponding to the particular record.
Identify page or screen	 Any page header or screen title indicates the page or screen name. The sections on the page are also seen in the above image. The section header shows the section name.

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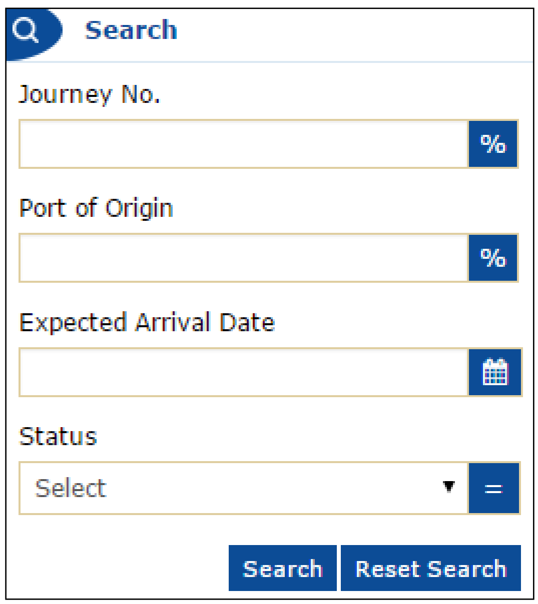
COMMON FEATURES

uCustoms includes some common features across all modules. Functions for these features are same throughout the application. These common features are grouped and described with their functions below.

Search

uCustoms allows searching for a particular record by entering the keyword(s) associated with that record. User can search a record by entering the keyword(s) in the **Search** window located on the left side of the submenu, main list or sub list.



To search:

- Enter or select any or all the search parameters in the respective search fields and click **Search**.

  The search results appear which help the user to easily navigate to the required record.

- Click **Reset Search** to clear the search parameters and reset the list or sub list.

To perform a smart search (i.e. search by entering partial characters):

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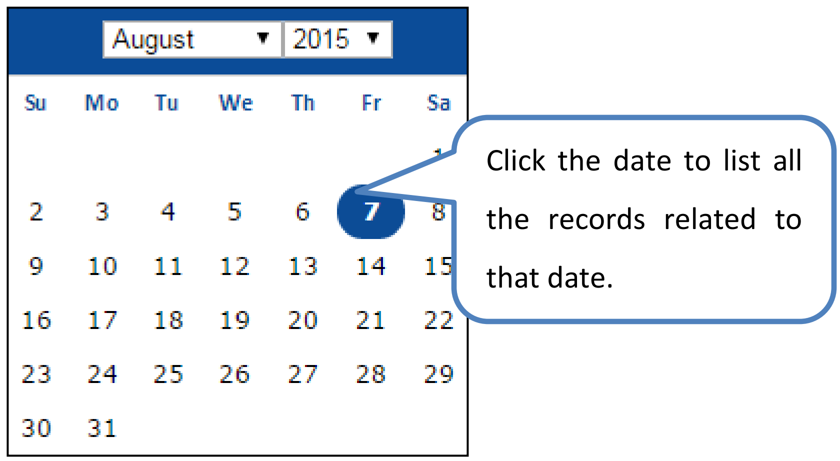
- In % fields, enter the values followed by '%'.
- In = fields, enter or select the exact values.
- In fields, filter the records by selecting the date from the calendar.

Calendar

Calendar helps to fetch the records based on the selected Day, Month, and Year. The downward pointing arrow icon ▼ on the calendar helps the user to select the required year and month.



Note: By default, the current date is highlighted in the calendar.

Sort

Sort function in uCustoms enables the user to sort the records in ascending or descending order. Click the column heading in a list to sort the records.

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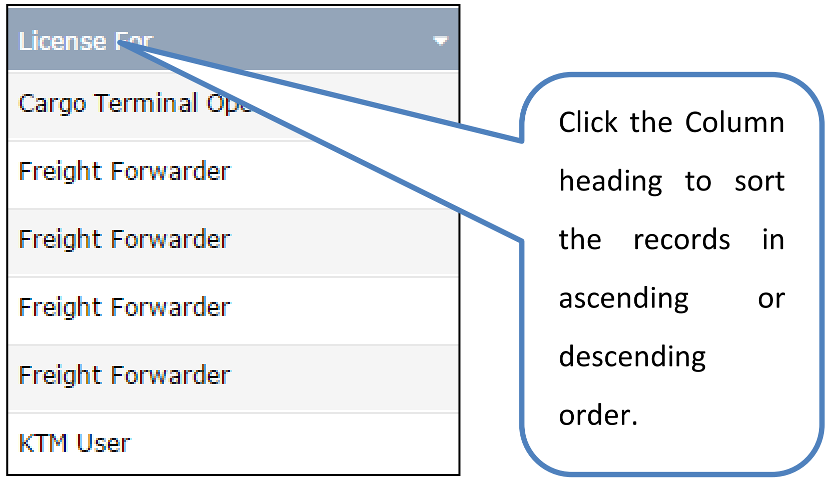
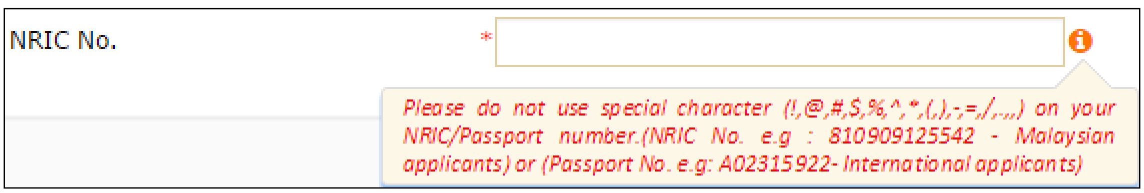
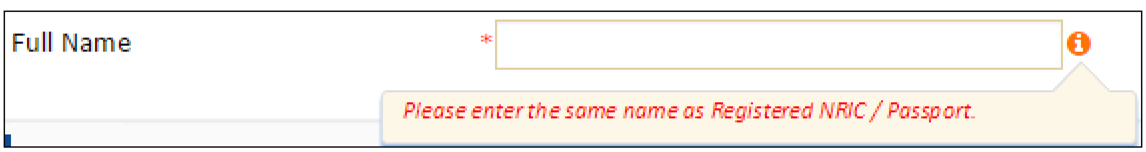


ScreenTip

ScreenTip is provided in some of the forms to help the user to understand the type of characters to be used in that field as shown below.

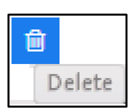


The screentip can also be used to indicate certain validations as shown below.



ToolTip

ToolTip helps the user to view the names of controls used across the application. Rest the mouse on the controls to view its details as shown below.



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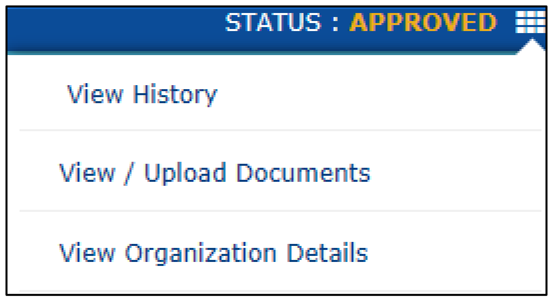
Link Repository

The Link Repository helps to view all the links associated to the current form page or section. To navigate to the Link Repository, click Link Repository icon. The link(s) associated to that form page or section is displayed in an expandable list as shown below.



To add details in a link, click the link. The corresponding pop-up window appears.

Common Icons in uCustoms

Following are the common icons in uCustoms:

Icon	Description
	Open icon: Used to open a record.
	New icon: Used to create a new record.
	Link Repository icon: Consists of all the links associated to the module.
	Smart search: Used to perform a smart search by entering partial characters.
	Exact search: Used to perform exact search by selecting or entering the exact details.
	Calendar icon: Used to open the calendar window to select a date.
	Close icon: Used to close a window.
	Navigation icon: Used to navigate to the first page of the list or sub list.
	Navigation icon: Used to navigate to the previous page of the list or sub list.
	Navigation icon: Used to navigate to the next page of the list or sub list.
	Navigation icon: Used to navigate to the last page of the list or sub list.
	Navigation icon: Used to navigate to the beginning of the form.
	Associate icon: Used to associate record(s).
	Disassociate icon: Used to disassociate record(s).
	Save icon: Used to save the details.
	Save Selection icon: Used to save the selected records for association.
	Delete icon: Used to delete record(s).

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Icon	Description
	Duty Details icon: Used to view the applicable duties and taxes.
	Download icon: Used to download sample documents.
	Download Template icon: Used to download the template.
	Search icon: Used to search items in a list.
	Screentip icon: Used to provide additional information about a field.
	Tooltip icon: Used to provide additional information about a field.
	Collapse Form icon: Used to collapse a form.
	Expand Form icon: Used to expand a form.
	Collapse List icon: Used to collapse a list.
	Expand List icon: Used to expand a list.

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1. RESOURCE PLANNING

Resource Planning module deals with all the processes involved in creating Appointments for Inspection at Customs Examination Area (CEA) either at the Port Area or Trader's Premises. The appointments are scheduled based on the selected Appointment Type and the necessary process is applicable. The Appointment Types are as follows:

- Normal, and
- Priority.

Appointment Details

- If the Appointment Type is Normal and the Inspection Location is Port, then it is mandatory to provide the details related to Port name and select the Date and Time of the Appointment. Once all the required details are entered, Trader or Forwarding Agent submits the Appointment to Inspector Supervisor for Approval.
- If the Appointment Type is Normal and the Inspection Location is Premises, then it is mandatory to provide details related to name of the Premises, select the Date and Time for the Appointment and Premise address. Once all the required details are entered, Trader or Forwarding Agent submits the Appointment to Inspector Supervisor for Approval.
- If the Appointment Type is Priority and the Inspection Location is Port, then it is mandatory to provide Remarks, details related to Port name and select the Date and Time for the Appointment. Once all the required details are entered, Trader or Forwarding Agent submits the Appointment to Inspector Supervisor for Approval.
- If the Appointment Type is Priority and the Inspection Location is Premises, then it is mandatory to provide Remarks, details related to Premises name, Premise Address and select the Date and Time for the Appointment. Once all the required details are entered, Trader or Forwarding Agent submits the Appointment to Inspector Supervisor for Approval.

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Accept Generic Appointment or Propose New Date for Generic Appointment

Trader or Forwarding Agent receives the Generic Appointment Request created by the Desk Officer for either Acceptance or can propose a new date. If the Trader or Forwarding Agent does not provide any feedback on the appointment, then after 48 hours, system resends another notification. After thirty (30) days from the first notification, System notifies Enforcement to take further action.

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1.1 Roles and Functionality Matrix

Following is the mapping of the different roles to the activities they perform:

	Responsibilities		
Roles	Create and Submit Appointment Details	Accept Generic Appointment Details	Propose New Date and Time for Generic Appointment
Trader	✓	✓	✓
Forwarding Agent	✓	✓	✓

Table 1.1-1: Roles and Functionality Matrix

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1.2 Features in Resource Planning Module

The features available in Resource Planning module include:

- Create Appointment Details.
  - View Remarks.
  - View Existing Appointments.
- Submit Appointment Details.
- Accept Generic Appointment Details.
- Propose New Date and Time for Generic Appointment.

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A. Trader/Forwarding Agent

Trader or Forwarding Agent can create and submit appointments, and accept and propose new date and time for generic appointments, as explained in the following sections.

1.2.1 Create Appointment Details

Trader or Forwarding Agent creates Appointment details to conduct Inspection at Customs Examination Area (CEA) either at the Port Area or Trader Premises. The appointments are scheduled based on the selected Appointment Type and the necessary process is applicable. To create Appointment Details:

1. On the **Resource Planning** menu, click **Appointments** submenu.

   The **Appointments List** appears as shown below.

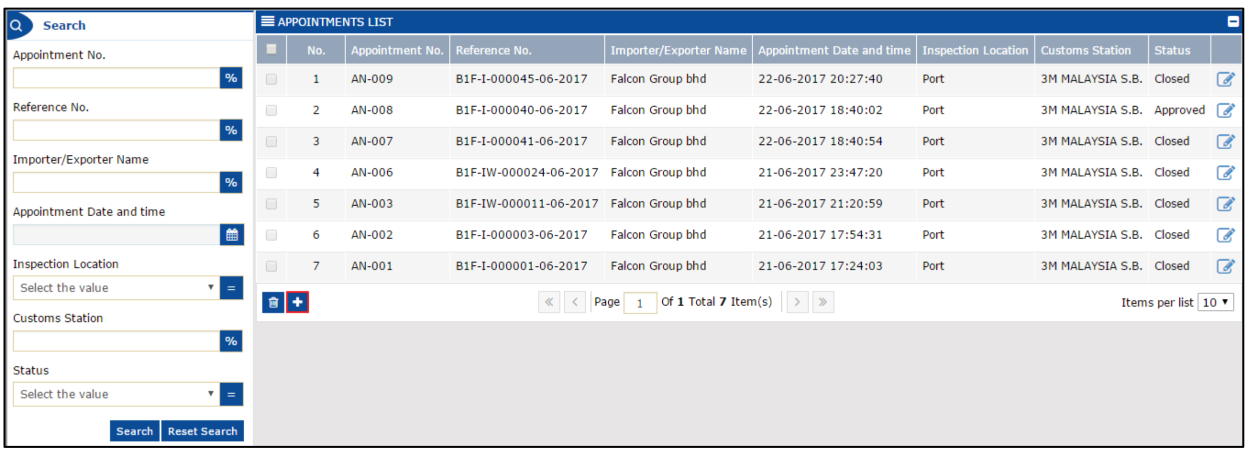

Figure 1.2-1: Appointments List

Note:

- To delete a record from the list, select it and click .
- Records in only *Created* and *Modified* states can be deleted.

2. In the **Appointments List**, click .

   The **Appointment Details** form appears as shown below.

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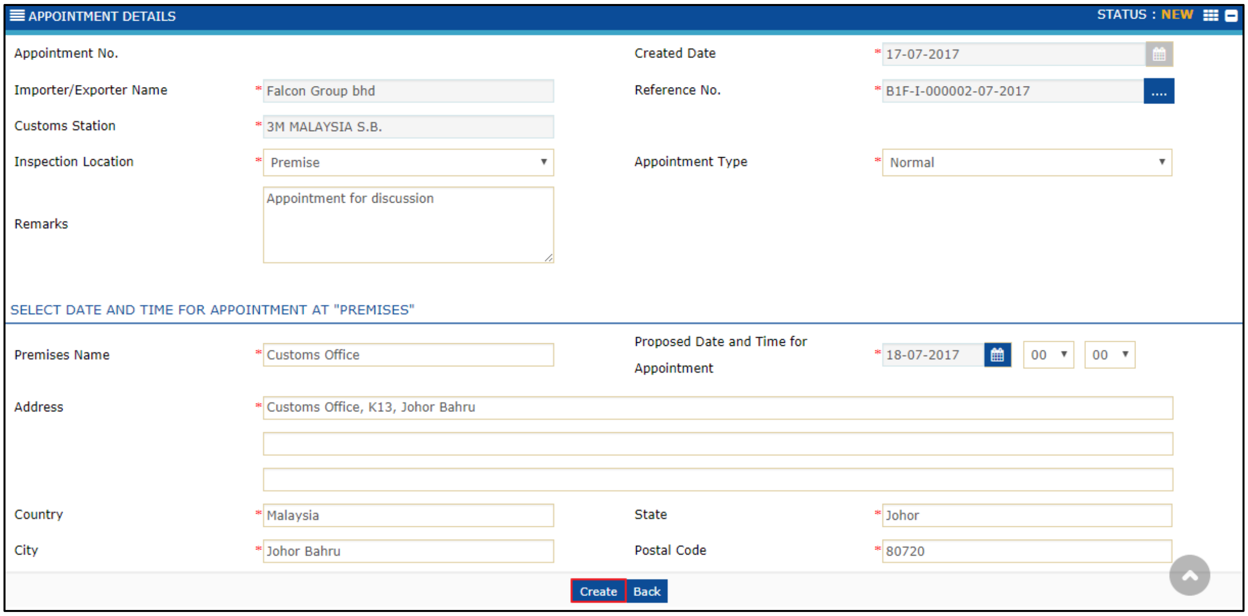
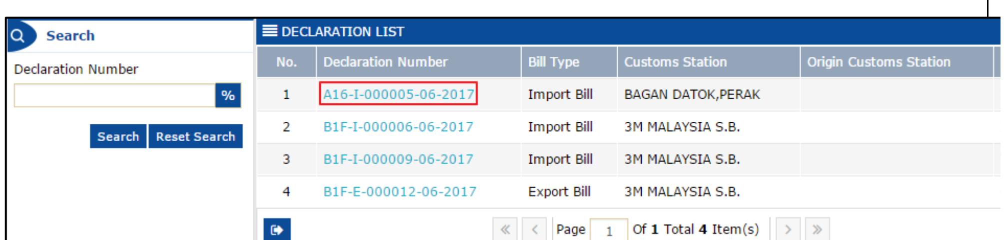


Figure 1.2-2: Appointment Details - Create

3. Enter or select the fields as described in the following table.

No.	Field Name	Description
1.	*Status*	System displays the status as *New* indicating the process has started.
2.	*Appointment No.*	System automatically generates the Appointment number, once the Appointment Details is created.
3.	*Created Date*	System automatically displays the current date by default.
4.	*Importer/Exporter Name*	System automatically displays the Importer or Exporter name based on the login details.
5.	*Reference No.*	Click .... to select the Appointment Reference number. The **Declaration List** appears as shown below.  **Figure 1.2-3: Declaration List** Click the available Declaration Number from the list or enter the *Declaration Number* in the search window and click **Search**.

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No.	Field Name	Description
		Note: Declarations which are in *In progress, Completed* and *Closed* states are only displayed and for which the Inspection request is available.
6.	*Customs Station*	This field is automatically displayed by the system based on the selected *Reference No.*
7.	*Inspection Location*	Select the Inspection Location from the drop-down list. The drop-down list includes: • Ports, and • Premise.
8.	*Appointment Type*	Select the Appointment Type from the drop-down list. The drop-down list includes: • Normal, and • Priority.
9.	*Remarks*	Enter the Remarks if any. Click View Remarks to view the remarks provided by the Trader or Forwarding Agent. **Note**: This field is mandatory if the *Appointment Type* is Priority.
SELECT DATE AND TIME FOR APPOINTMENT AT "PORT"		
Note: This section is applicable only if the *Inspection Location* is Port.		
10.	*Port Name*	Enter and select the Port Name.
11.	*Select Date and Time for Appointment*	Click to select the Appointment Date from the calendar window. Select the time from the drop-down list. **Note**: • Appointment date cannot be less than the current date. • System auto-populates the Appointment Date and Time based on the port configuration and time after clicking **Create**. If the port is not configured, by default system auto-populates the current date and displays the time by adding 6 hours to the current time. However, the date and time can be edited.
SELECT DATE AND TIME FOR APPOINTMENT AT "PREMISES"		
Note: The following fields are mandatory only if the *Inspection Location* is selected as Premises.		
12.	*Premises Name*	Enter the Premises Name.
13.	*Proposed Date and Time for Appointment*	Click to select the Proposed Date from the calendar window. Select the time from the drop-down list. **Note**: Proposed Appointment date should be greater than the current date.
14.	*Address*	Enter the Premises Address.
15.	*Country*	Enter and select the Country.
16.	*State*	Enter and select the State.

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No.	Field Name	Description
17.	*City*	Enter and select the City.
18.	*Postal Code*	Enter and select the Postal Code.

Table 1.2-1: Appointment Details - Create

4. Once all the required details are entered, click **Create**.

   The **Appointment Details** form refreshes with *Created* status and links as shown below.

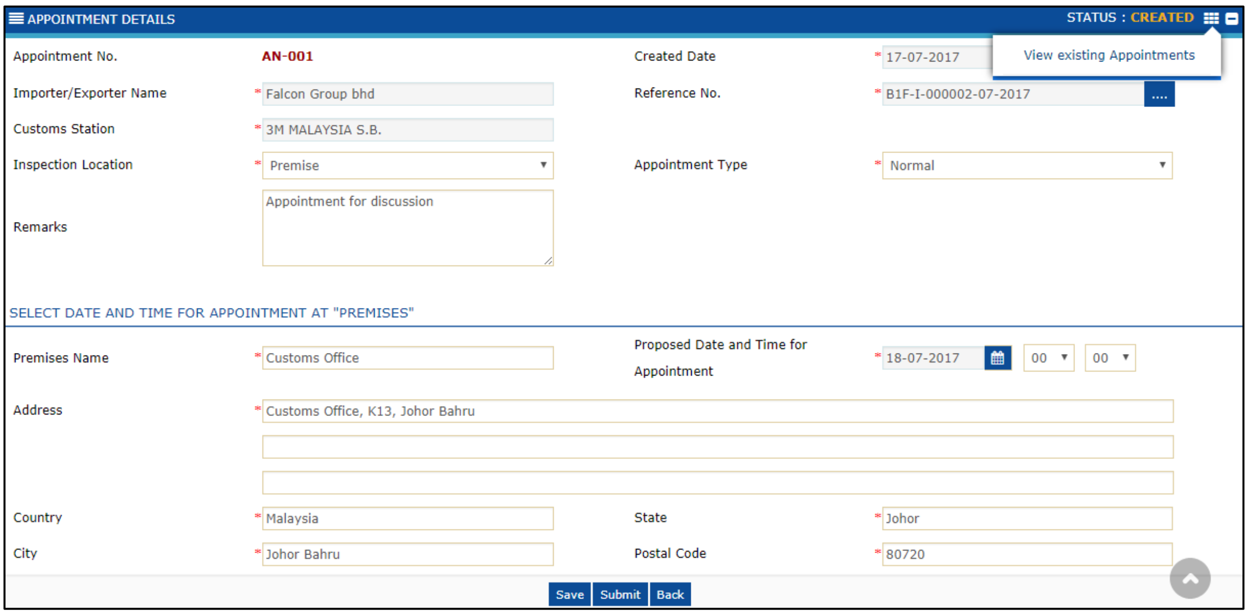

Figure 1.2-4: Appointment Details – Created

1.2.1.1 View Remarks

Trader or Forwarding Agent can view the remarks history. To view the remarks history:

1. In the **Appointment Details** form, click and then click View Remarks History.

   The **Remarks History** pop-up window appears as shown in **Figure 1.2-5**.

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REMARKS HISTORY

No.	Profile	Full Name	Remarks	Status	Date
1	Trader (Importer/Exporter)	William	Appointment for discussion	Submitted	17-07-2017 14:44:23
2	Inspector Supervisor	Samuel	Appointment for discussion	Approved	17-07-2017 14:50:48

Page 1 Of 1 Total 2 Item(s) Items per list 10

Figure 1.2-5: Remarks History

Note: This link appears only after the appointment is submitted.

2. Click to close the pop-up window.

1.2.1.2 View Existing Appointments

Trader or Forwarding Agent can view the list of existing appointments. To view the existing appointments:

- In the **Appointment Details** form, click and then click View Existing Appointments.

  The **View Appointments** list appears as shown below.

VIEW APPOINTMENTS

Appointment No.	Reference No.	Importer/Exporter Name	Appointment Date and time	Inspection Location	Customs Station	Status
AN-008	B1F-I-000040-06-2017	Falcon Group bhd	22-06-2017 18:40:02	Port	3M MALAYSIA S.B.	Approved

Page 1 Of 1 Total 1 Item(s) Items per list 10

Figure 1.2-6: View Appointments

1.2.2 Submit Appointment Details

Trader or Forwarding Agent submits the created Appointment details to Inspector Supervisor for approval. To submit the appointment details:

- In the **Appointment Details** form, click **Submit** as shown in **Figure 1.2-7**.

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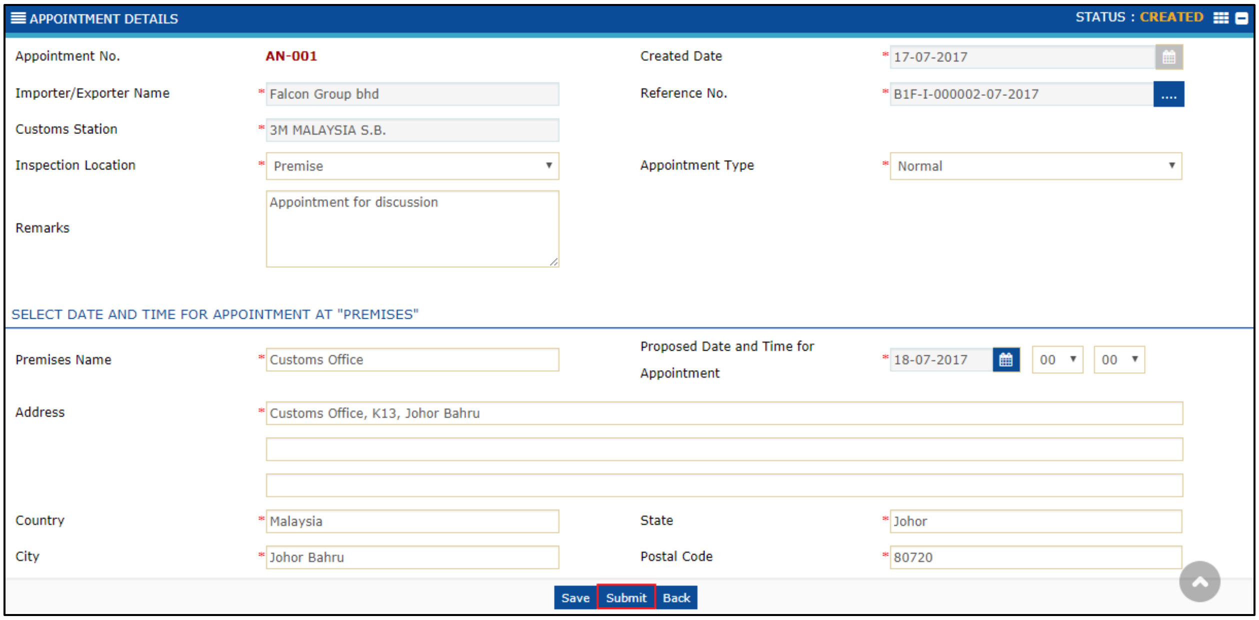

Figure 1.2-7: Appointment Details –Submit

The **Appointment Details** form refreshes with *Submitted* status as shown below.

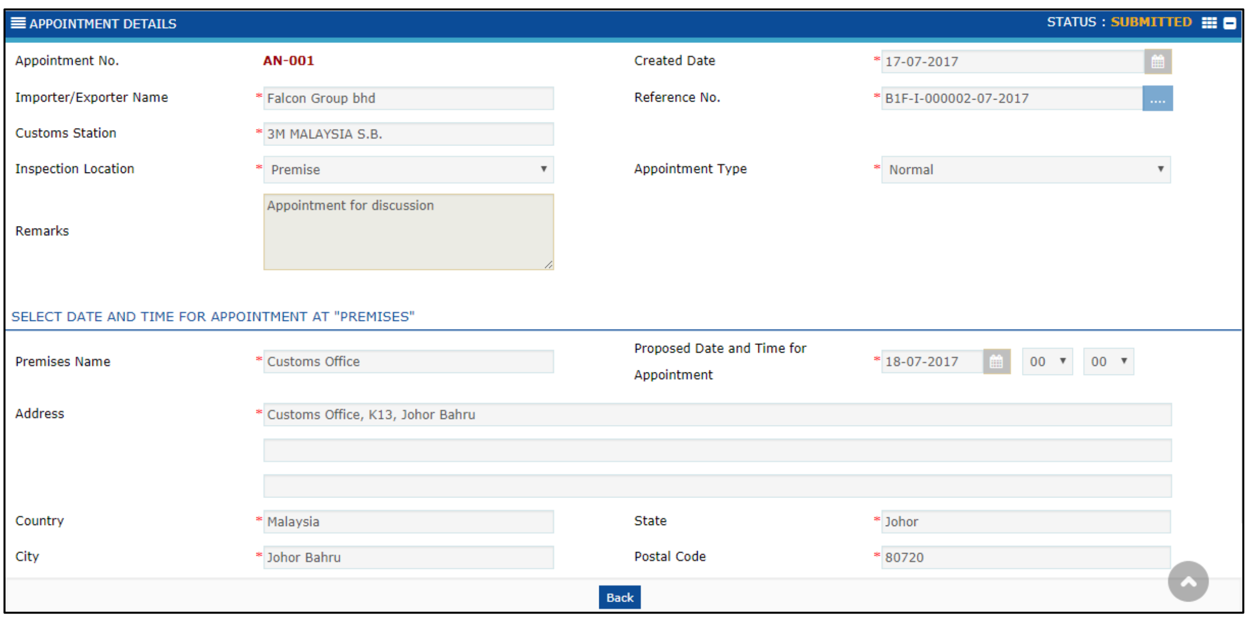

Figure 1.2-8: Appointment Details –Submitted

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1.2.3 Accept Generic Appointment Details

Trader or Forwarding Agent receives the Generic Appointment details for acceptance only when the Desk Officer proposes an appointment date. To accept Generic Appointment details:

1. In the **Inbox Notifications**, click **Propose Date by CO** message as shown below.

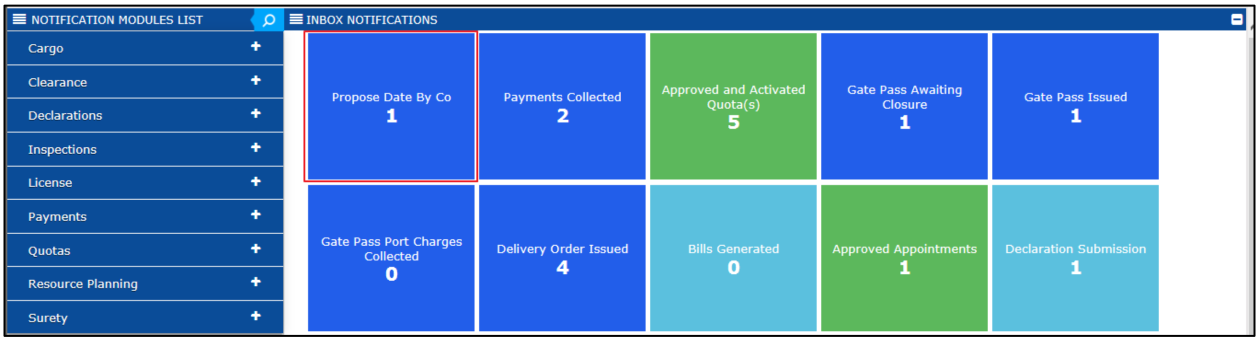

Figure 1.2-9: Propose Date by CO – Inbox Notifications

Note: Inbox Notifications page appears by default after login. All the notifications received are grouped as per the message type, displaying the number of messages received in each group.

The **Proposal Date for Appointment is submitted for Accept or New Date - List Inbox** appears with From, Subject, Received Date and Reference columns as shown below.

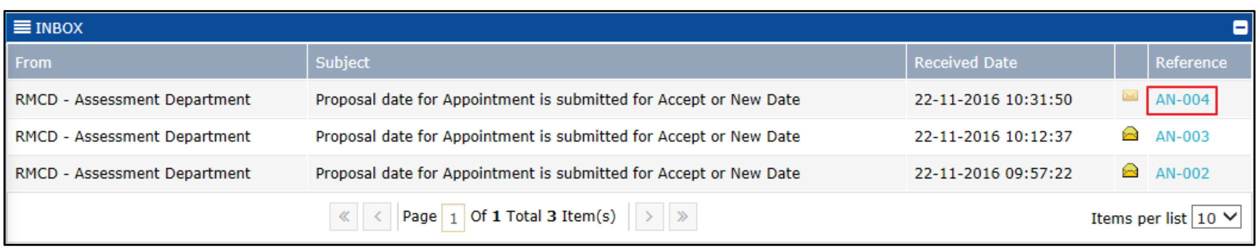

Figure 1.2-10: Appointment Accept or New Date – List Inbox

2. Click the Reference number of the Proposed Date for Appointment.

   The **Appointment Details** form appears with *Proposed Date by CO* status as shown in **Figure 1.2-11**.

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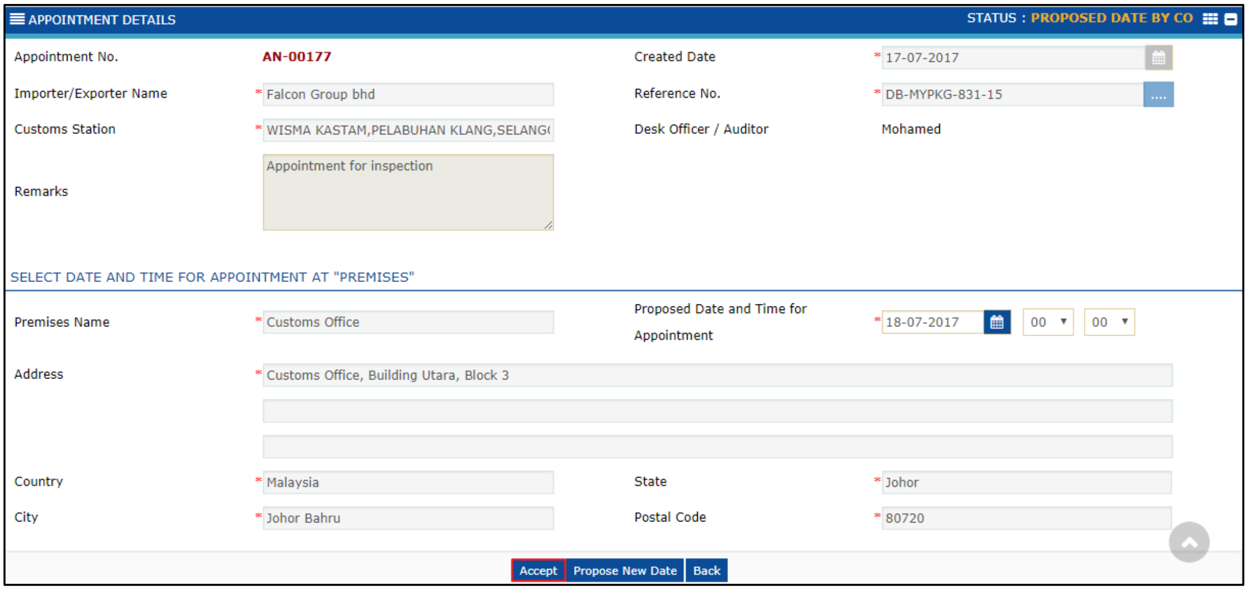

Figure 1.2-11: Proposed Date by CO

3. Once the Appointment Details are verified by Trader or Forwarding Agent, click **Accept**.

   The **Appointment Details** form refreshes with *Accepted* status as shown below**.**

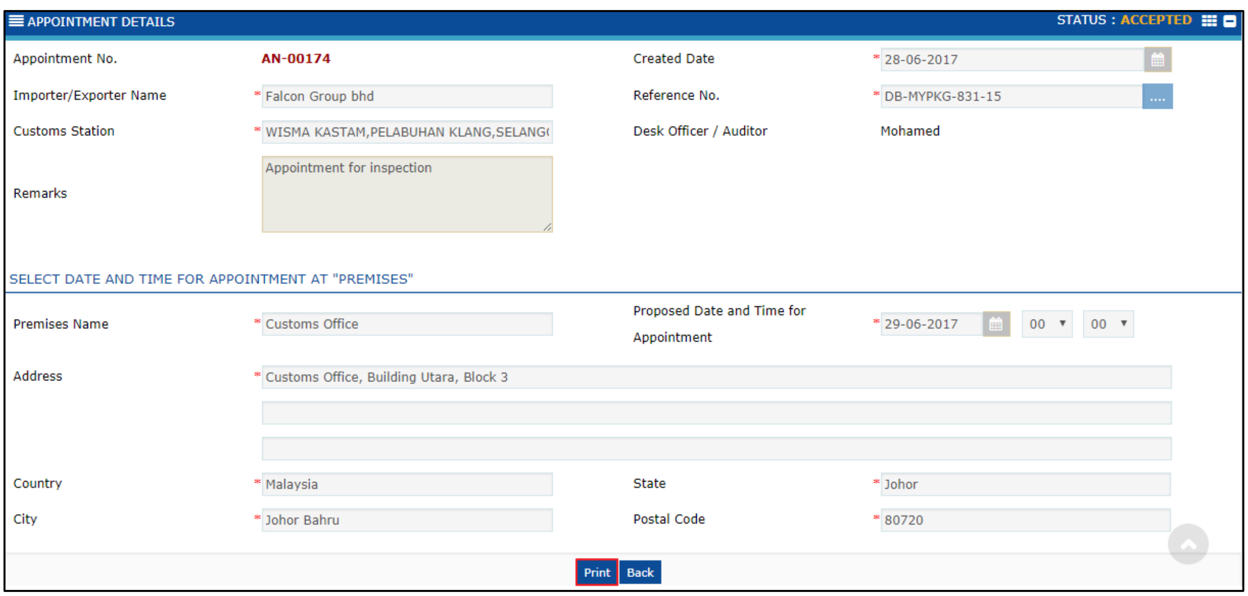

Figure 1.2-12: Appointment Details – Accepted

4. Click **Print** to print the Generic Appointment.

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The Generic Appointment print layout appears.

The Desk Officer is notified once the Trader or Forwarding Agent accepts the Proposed Date and Time.

1.2.4 Propose New Date and Time for Generic Appointment

Trader or Forwarding Agent receives the Generic Appointment details for acceptance only when the Desk Officer proposes an appointment date. If the Trader or Forwarding Agent does not accept the proposed date, then a new date can be proposed. To propose new date and time for Generic Appointment:

1. In the **Inbox Notifications**, click **Propose Date by CO** message as shown below.

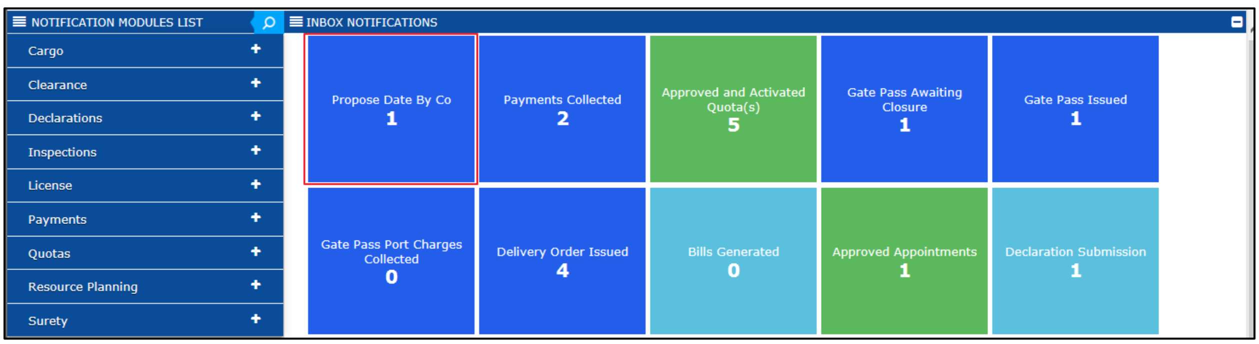

Figure 1.2-13: Propose Date by CO – Inbox Notifications

Note: Inbox Notifications page appears by default after login. All the notifications received are grouped as per the message type, displaying the number of messages received in each group.

The **Proposal Date for Appointment is Submitted for Accept or New Date - List Inbox** appears with From, Subject, Received Date and Reference columns as shown below.

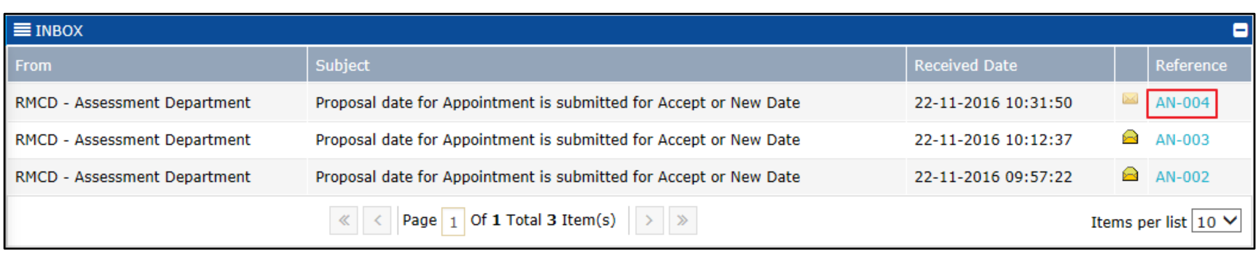

Figure 1.2-14: Accept Appointment or New Date – List Inbox

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2. Click the Reference number of the Proposed Date for Appointment.

   The **Appointment Details** form appears with *Proposed Date by CO* status as shown below.

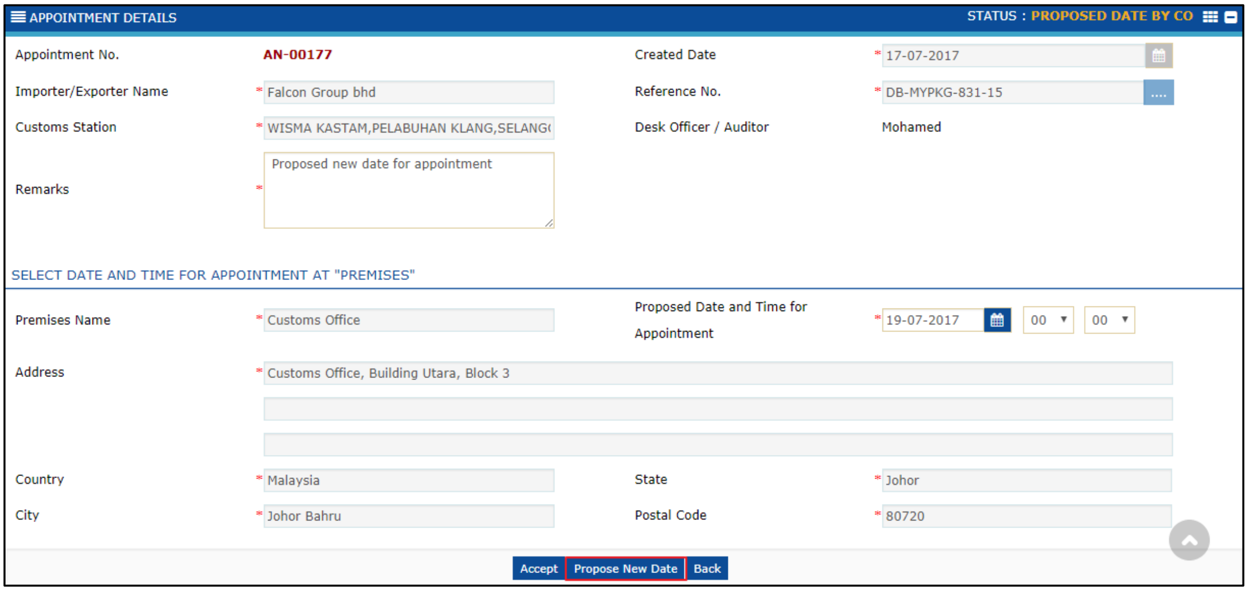

Figure 1.2-15: Appointment Details – Propose New Date

3. Trader or Forwarding Agent verifies the Appointment Details and if the Proposed Date is not acceptable, then can propose a new *Proposed Date and Time for Appointment* by selecting the date from the calendar and time from the drop-down list.

Note: The proposed date should be greater than the current date.

4. Enter the *Remarks*.

Note: This field is enabled only on clicking **Propose New Date**.

5. Click **Propose New Date**.

   The **Appointment Details** form refreshes with *Proposed Date by TR/FA* status as shown in **Figure 1.2-16**.

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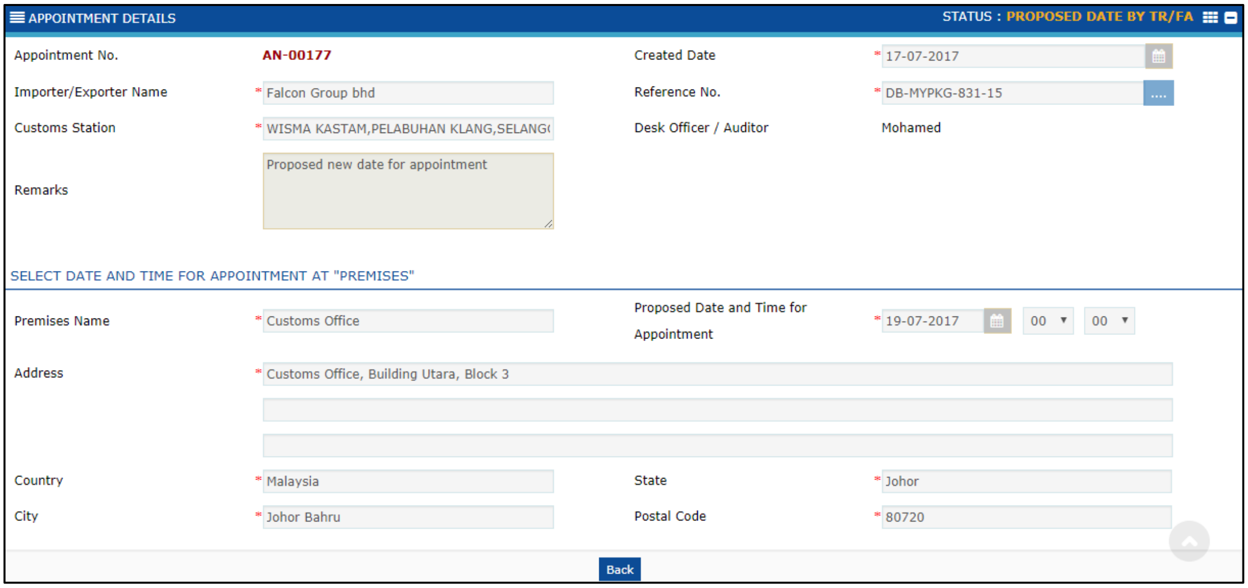

Figure 1.2-16: Appointment Details – Proposed Date by TR/FA

The Desk Officer is notified once the Trader or Forwarding Agent proposes a new date.

1.3 Module Summary

This document provides detailed description of all the features of Resource Planning Module such as creating and submitting Appointment Details. Following is a summary of the activities detailed in this chapter:

Trader or Forwarding Agent

- Create and Submit Appointment Details.
  - View Remarks.
  - View Existing Appointments.
- Submit Appointment Details.
- Accept Generic Appointment.
- Propose New Date and Time for Generic Appointment.

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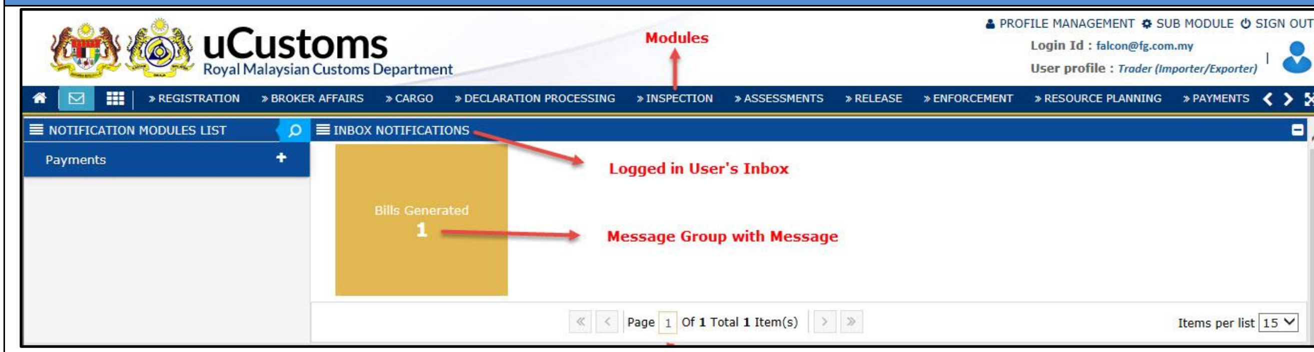
QUICK REFERENCE

uCustoms Window



The Fundamentals

To Search: Specify the search criteria in the fields and click **Search**.

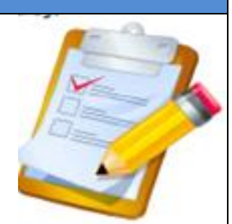
To Sign Out: Click SIGN OUT located at the top of the screen.

To Sign in as a Different User: Sign out and then on the logon window, enter the alternative user information in the fields and logon.

To Change User Preferences: Click Profile Management. In the expandable list, click Preferences. In the **Preferences** window, user can change the *Default User Profile*.

To Edit Profile Details: Click Profile Management. In the expandable list, click Edit Profile. User can make the required changes in the Registration form.

Common Features



Open a record: Click to open a record.

Sort a column: Click the Column heading to sort the records in ascending or descending order.

Delete a record: Select the record to be deleted from the list and click .

User Types and Characteristics

Following Stakeholders can access the Resource Planning module:

1. Trader or Forwarding Agent
   - Create Appointment Details.
     - View Remarks.
     - View Existing Appointments.
   - Submit Appointment Details.
   - Accept Generic Appointment Details.
   - Propose New Date and Time for Generic Appointment.

Functions

How to Create and Submit Appointment Details?

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On the **Resource Planning** menu → click **Appointments** submenu. In the **Appointments List**, click ✚. Enter all the mandatory fields in **Appointment Details** form→ click **Create**. **Appointment Details** form status changes from *New* to *Created*.
Once all the details are entered in **Appointment Details** form→ click **Submit**.
Appointment Details form status changes from *Created* to *Submitted*.

How to Accept Generic Appointment Details?
In the **Inbox Notifications** → click **Propose Date by CO** → click Reference → click **Accept** in **Appointment Details** form.
Appointment Details form status changes from *Propose Date by CO* to *Accepted*.

How to Propose New Date and Time for Generic Appointment?
In the **Inbox Notifications**→ click **Propose Date by CO** → click Reference → click **Propose New Date** in **Appointment Details** form.
Appointment Details form status changes from *Propose Date by CO* to *Proposed Date by TR/FA*.

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GLOSSARY

Resource Planning – Resource Planning Module defines the Resource Unavailability, Department Process Management, Group Management, User Group Management, managing Shifts and Appointments.

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