

STANDARD OPERATING PROCEDURE FOR BURS CMS

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Introduction

This document describes about standard operation procedure for various stake holders of Botswana Unified Revenue Services Customs Management System (CMS) web application.

Stake holders are largely divided into two groups. Below are the stakeholder groups of BURS CMS application.

- Single Electronic Window (SEW) user group
- Customs officers group

Following are the stake holder list for above said groups.

SEW user group:

- Imports/Exporter
- Clearing agents
- Shipping agents
- Ground handling agents
- Private Warehouse operators
- Bank officers

Customs Officers group:

- Customs Processing Officers
- Payment Collection Officer
- Valuation Officer
- Risk Officer
- Scanning / Inspection / Examination Officer
- Release Officer

Additionally, there are system administrator role to manage the system administration and other registration process as well as call centre support office to support personals for the end users.

System administrator group

- Systems Administrator

Support group

- Call Centre support

Below sections describes the possible failure/unexpected scenarios which may occur during day to day operations and how those issues could be managed or rectified. This document also describes “**what to do?**” in case of any scenario which is not listed in the documents. This document try to cover as much as possible, however covering all failure scenarios during the early stage of operation is not possible. Hence all new scenarios will be updated periodically and uploaded in the same location.

Thus, this document is going to be a live document which will be updated constantly to serve better to its stake holders throughout the project operational period.

Targeted Stakeholder Group: SEW user group, Customs officers group, System administrator group and Call centre support group

Browser Recommendations & Browser Versions

Following are the browser versions are recommended for better results and usage of BURS CMS system.

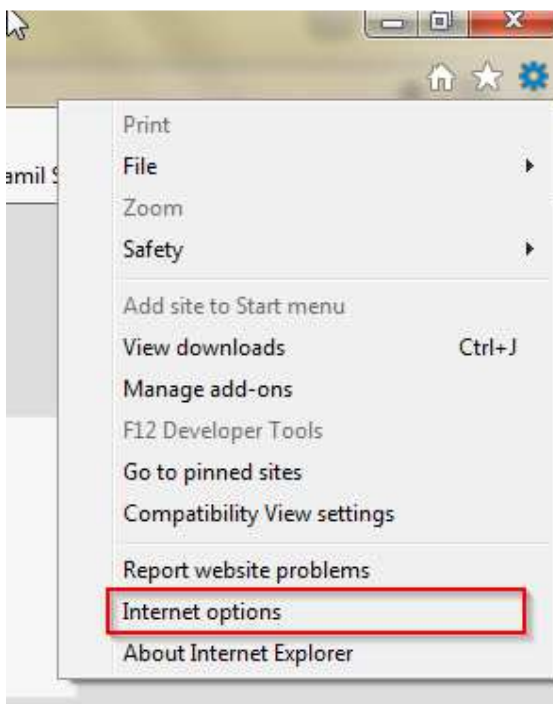
Browser	Version
Chrome (Highly Recommended)	52.0.2743.116
Mozilla Firefox	47.3.0
Internet Explorer (IE)	11

Browser Cache Problem

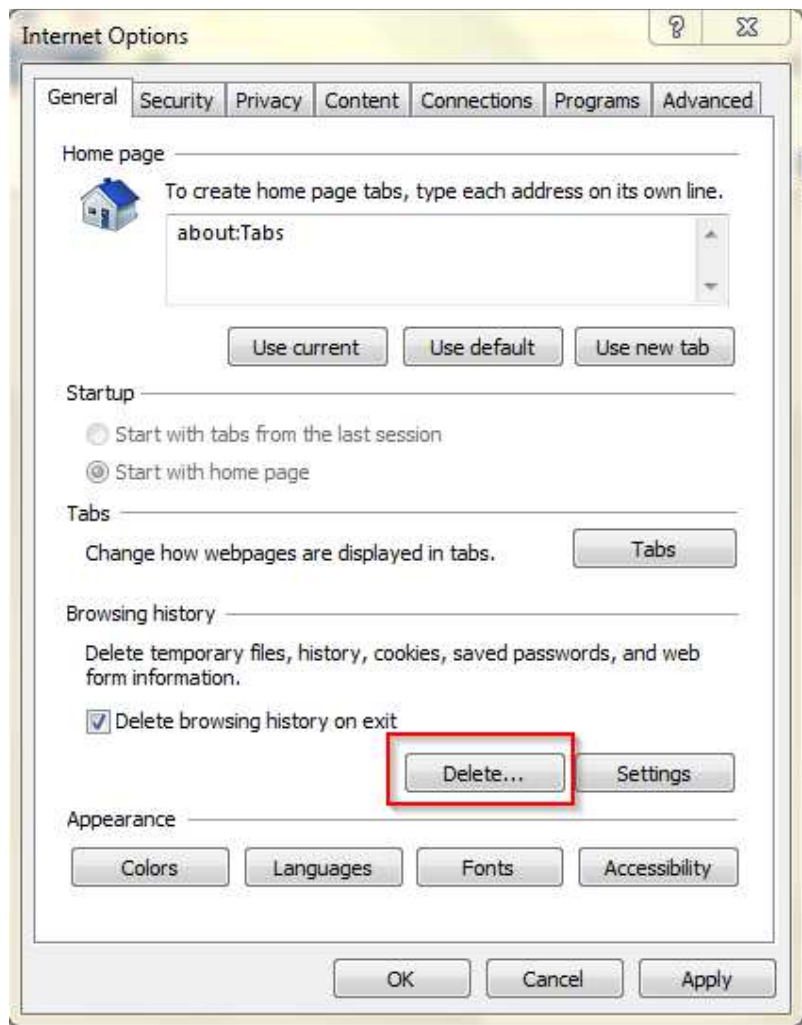
Rarely application may behave unexpectedly due to network connectivity, session timeout or other factors, it may show error page on submission or transporter error or other system errors. So it is always best practise to clear the browser cache proceeding further. Refer the respective browser help to know how to clear the browser cache.

Internet explorer cache clearing help

Click on the menu link and click on the internet explorer link

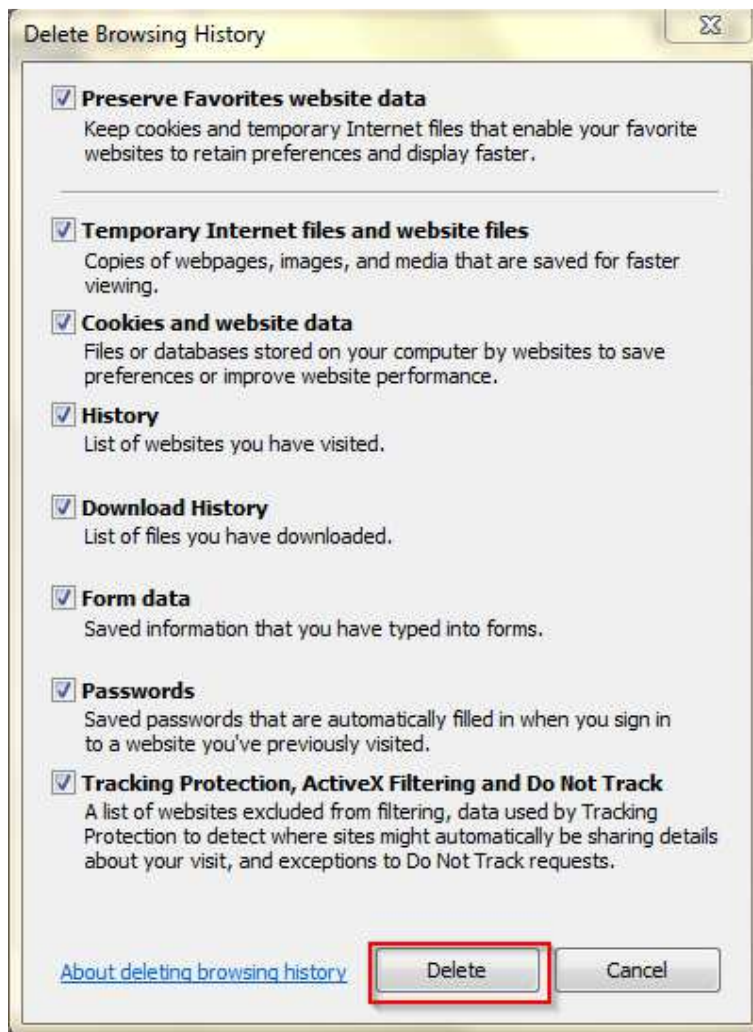


Click on the delete button as shown in the below screen shot.



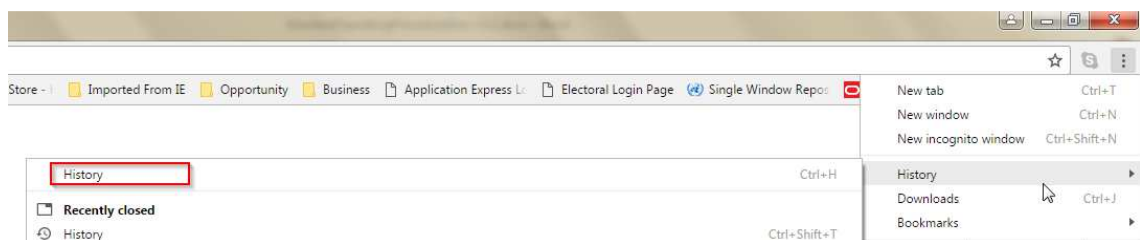
A popup window appears as below screen shot. Click on the **delete** button.

STANDARD OPERATING PROCEDURE FOR BURS CMS BROWSER CACHE PROBLEM



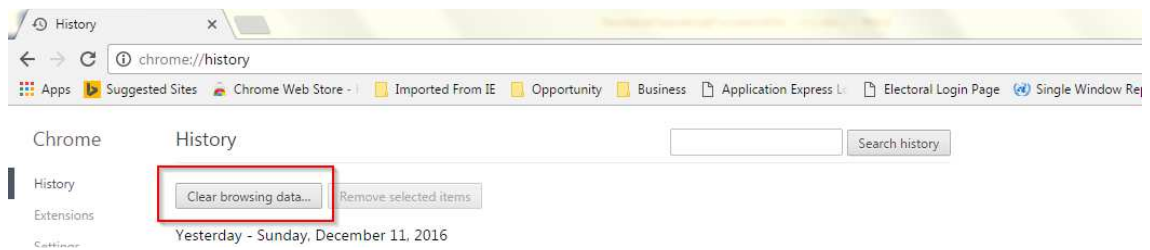
Chrome cache clearing help

Click on the main menu, from the list of menu options click on history submenu which is highlighted in below screen shot.

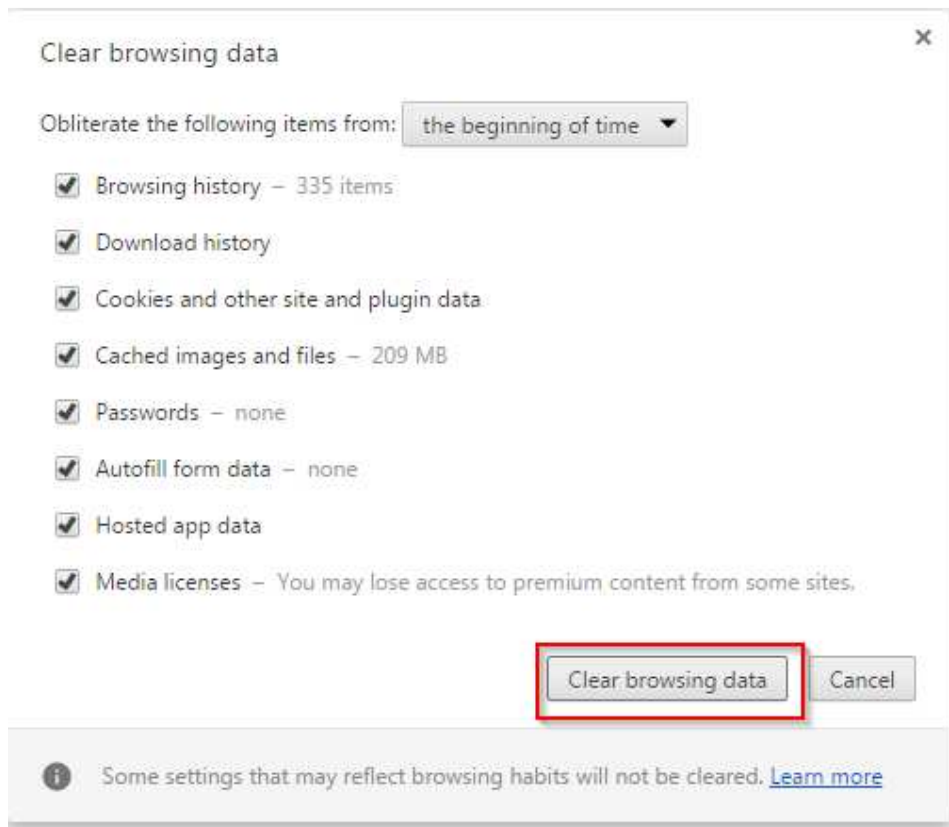


Click on the clearing browsing data button, refer the screen shot below.

STANDARD OPERATING PROCEDURE FOR BURS CMS BROWSER CACHE PROBLEM

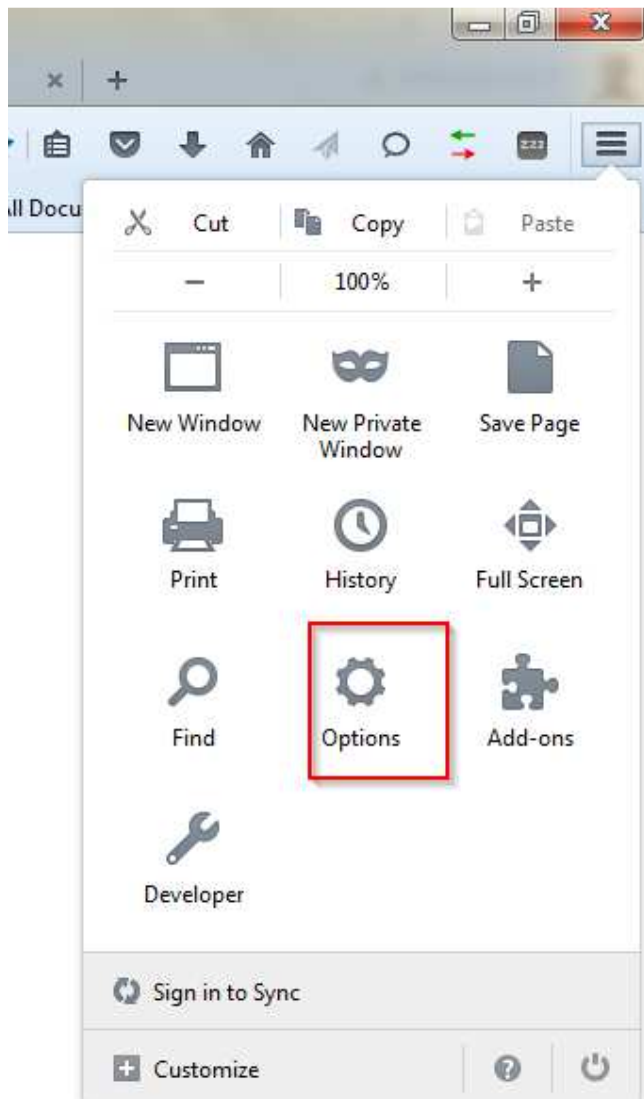


Select "the beginning of time" from drop down for "Obliterate the following items". Check all check boxes, and click on the "**Clear browsing data**" button. Refer the below screen shot.



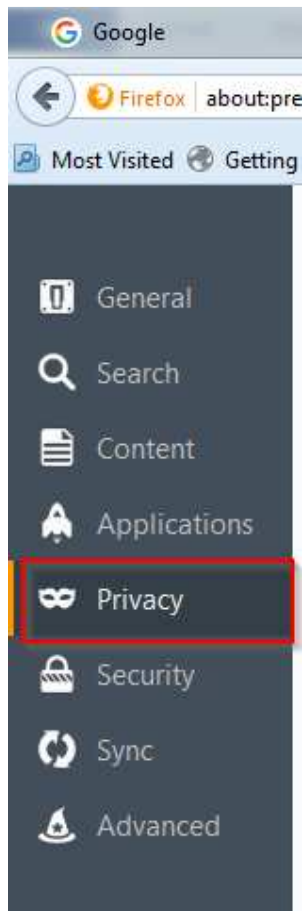
Mozilla Firefox cache clearing help

Click on the main menu and click on the "Options".

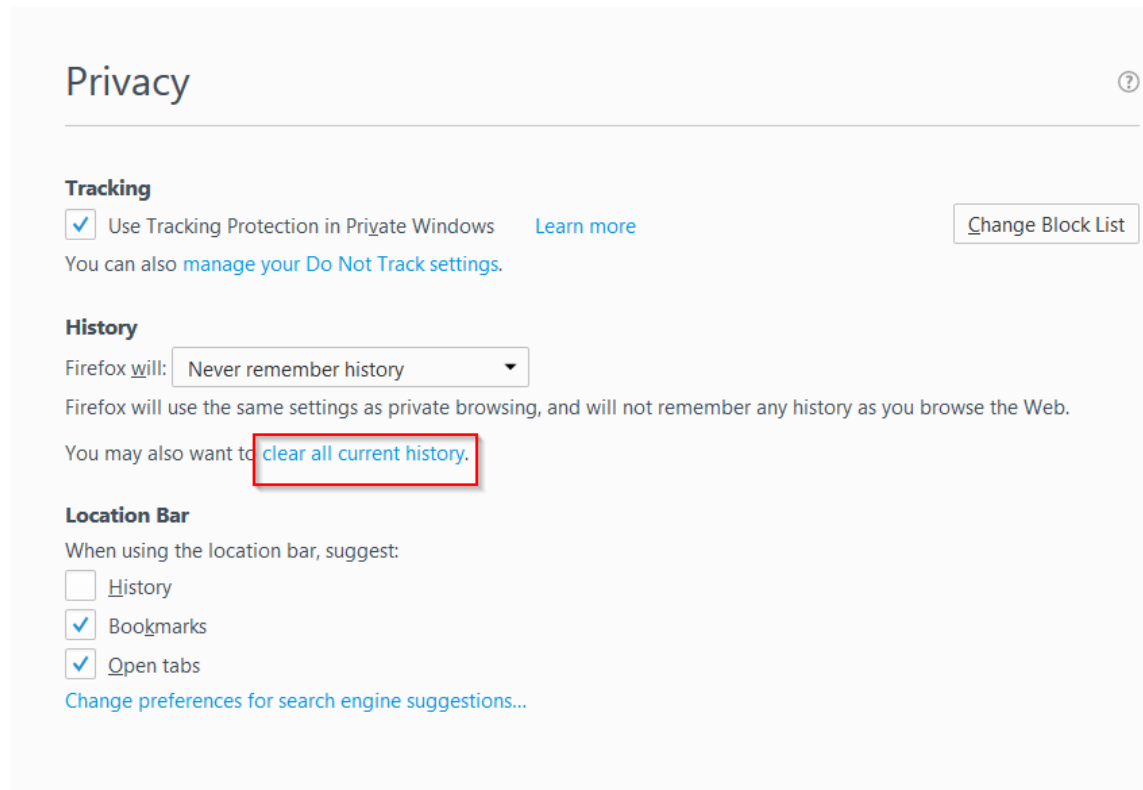


Click on "Privacy" tab. Refer the screen shot below.

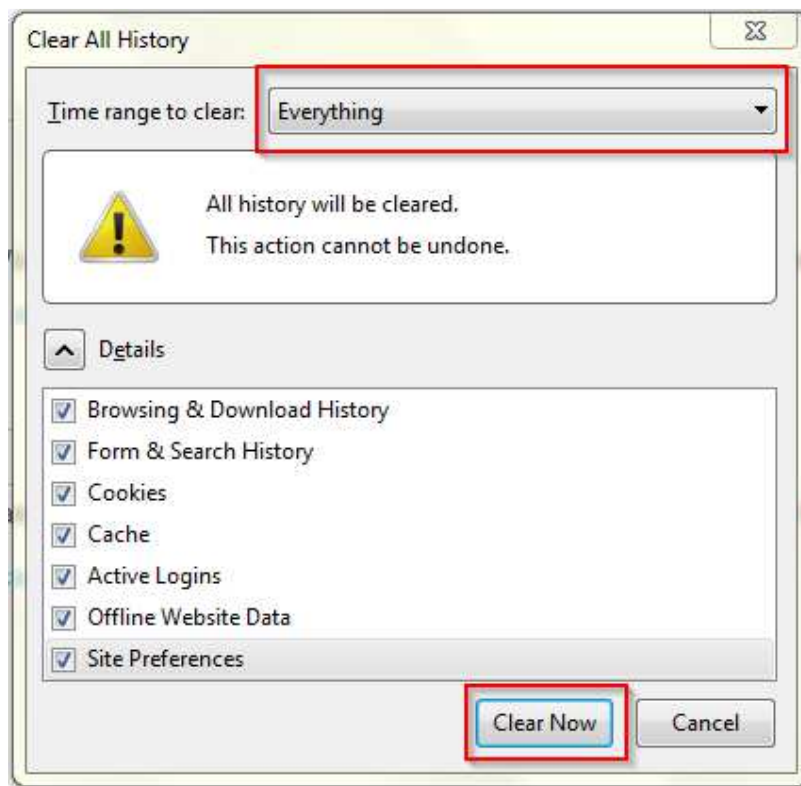
STANDARD OPERATING PROCEDURE FOR BURS CMS BROWSER CACHE PROBLEM



Click on **"Clear all current history"** link. Refer the screen shot below.



Select "Time range to clear" as "Everything" as shown in below screen shot. Click on the "**Clear Now**" button.



Internet Connectivity and Proxy Issues

If you are unable to access the SEW portal, first check your internet connectivity whether you are connected with the network. Direct connections normally used in homes public Wi-Fi hotspots are not required proxy settings. If you are using corporate network like importer/exporter offices where you have some PCs inter connected with network may use internal proxy to connect to internet, In this case check your browser setting whether proxy settings are configured in your browser which you are using to access SEW portal.

Alternatively, you may verify whether you will be able to access other social websites like Facebook, Google and local news portals, and make sure you were connected with internet before accessing SEW application.

After verified above recommendations then click below one of the URL to launch SEW portal.

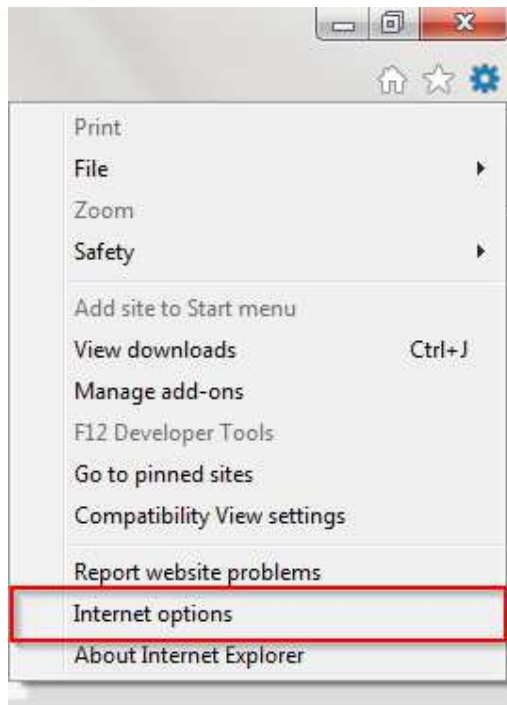
<https://ecustoms.burs.org.bw/TFBSEW/cusLogin/login.cl>

OR

<https://ecustoms.burs.org.bw>

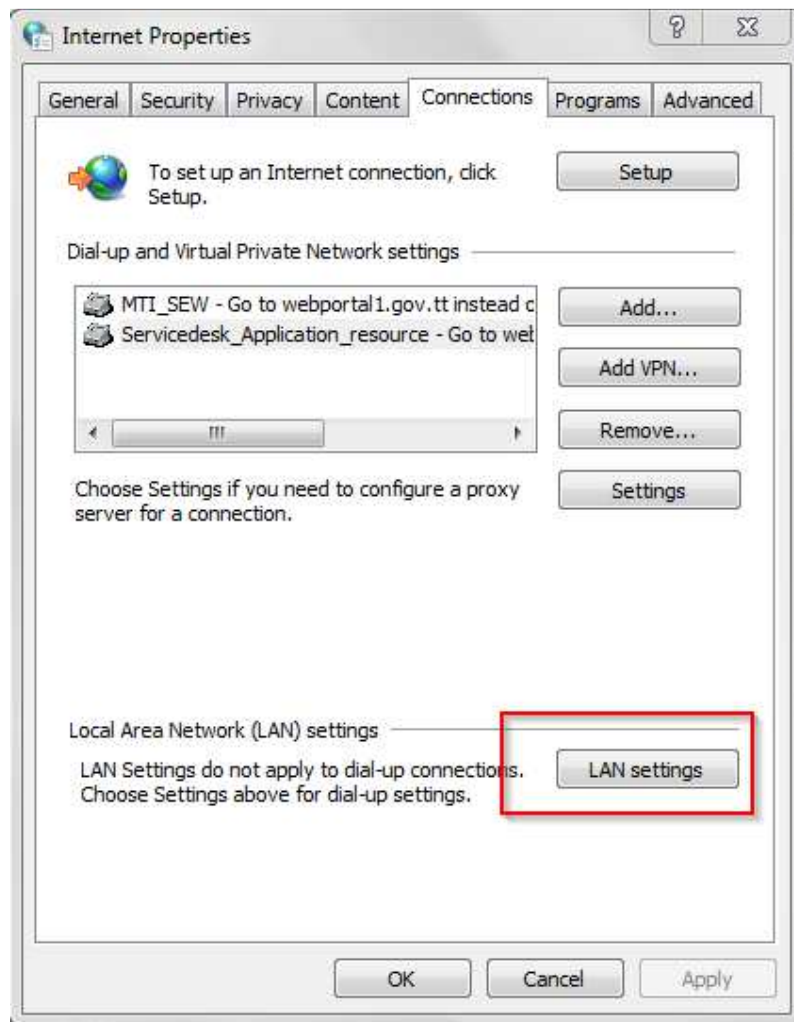
Internet Explorer proxy setting help

Click on the main menu and click on the "Internet Settings".

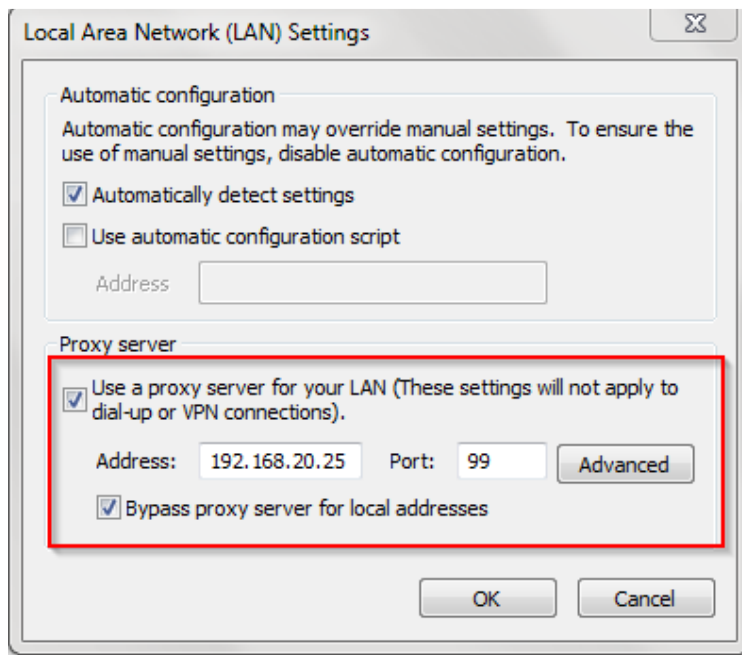


STANDARD OPERATING PROCEDURE FOR BURS CMS
INTERNET CONNECTIVITY AND PROXY ISSUES

Under connections tab, Click on "LAN settings" button, refer the below screen shot.



Update the proxy server detail as below screen shot and click "**OK**" button.

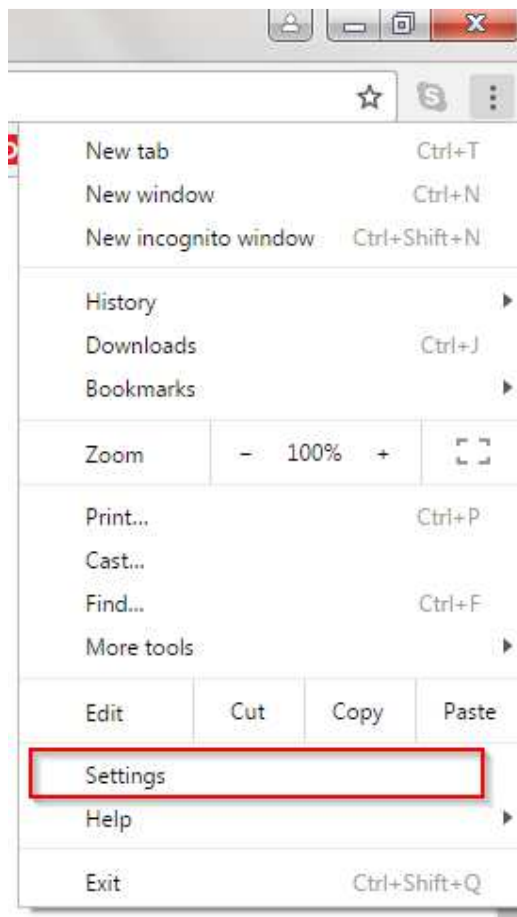


Note: Above mentioned proxy setting IP address is for reference only. You have to enter your corporate proxy details.

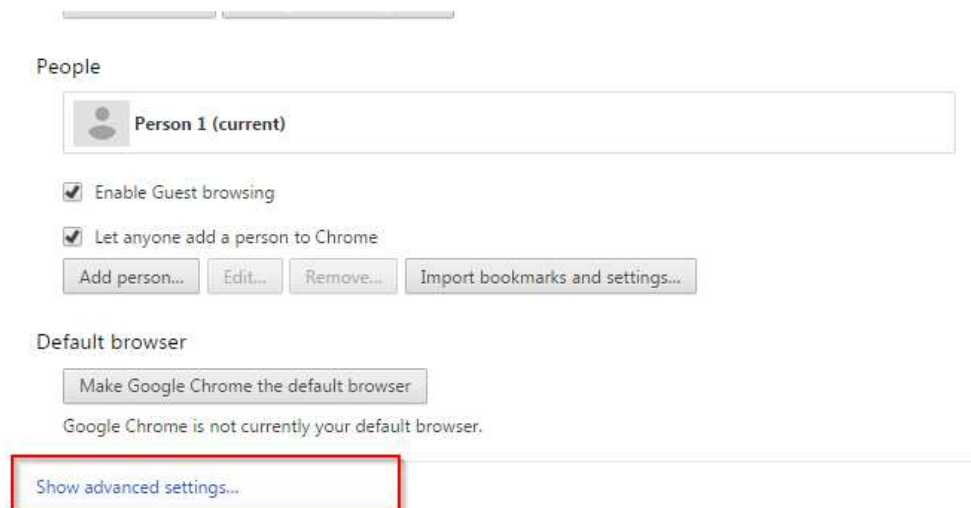
Chrome proxy setting help

Click on the main menu and click on the "Settings".

STANDARD OPERATING PROCEDURE FOR BURS CMS INTERNET CONNECTIVITY AND PROXY ISSUES



Click on the "Advanced Settings".



Click on the "Change Proxy Settings"

STANDARD OPERATING PROCEDURE FOR BURS CMS
INTERNET CONNECTIVITY AND PROXY ISSUES

Chrome

History

Extensions

Settings

About

Settings

Passwords and forms

- ☐ Enable Autofill to fill out web forms in a single click. [Manage Autofill settings](#)
- ☐ Offer to save your web passwords. [Manage passwords](#)

Web content

- Font size: Medium ▼ Customize fonts...
- Page zoom: 100% ▼

Network

Google Chrome is using your computer's system proxy settings to connect to the network.

[Change proxy settings...](#)

Languages

Change how Chrome handles and displays languages. [Learn more](#)

[Language and input settings...](#)

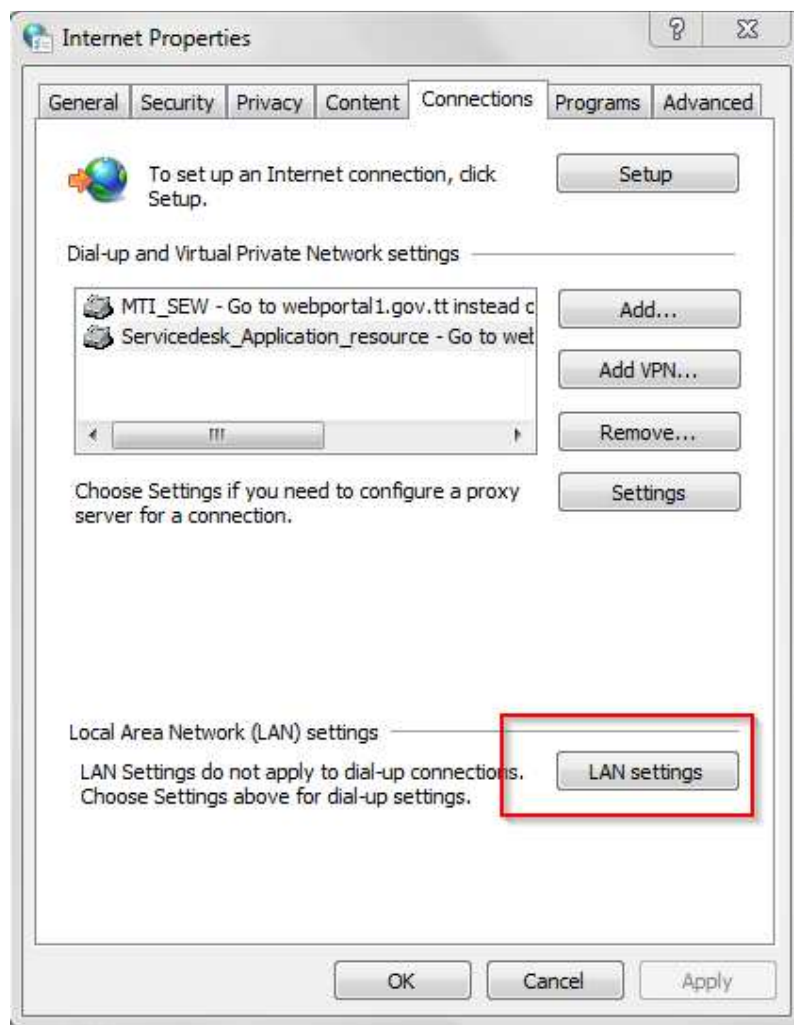
- ☒ Offer to translate pages that aren't in a language you read. [Manage languages](#)

Downloads

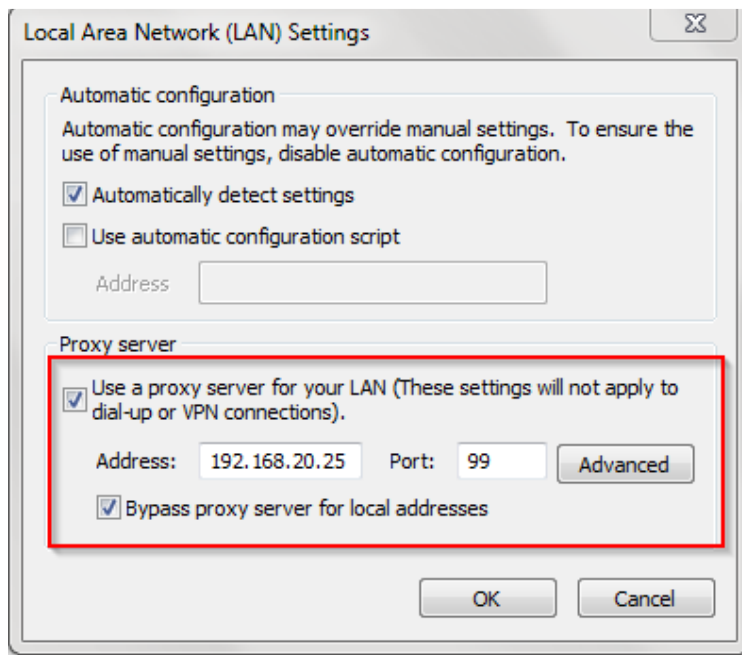
- Download location: C:\Users\sethumannan\Downloads Change...
- ☐ Ask where to save each file before downloading

Under connections tab, Click on "LAN settings" button, refer the below screen shot.

STANDARD OPERATING PROCEDURE FOR BURS CMS
INTERNET CONNECTIVITY AND PROXY ISSUES



Update the proxy server detail as below screen shot and click "**OK**" button.



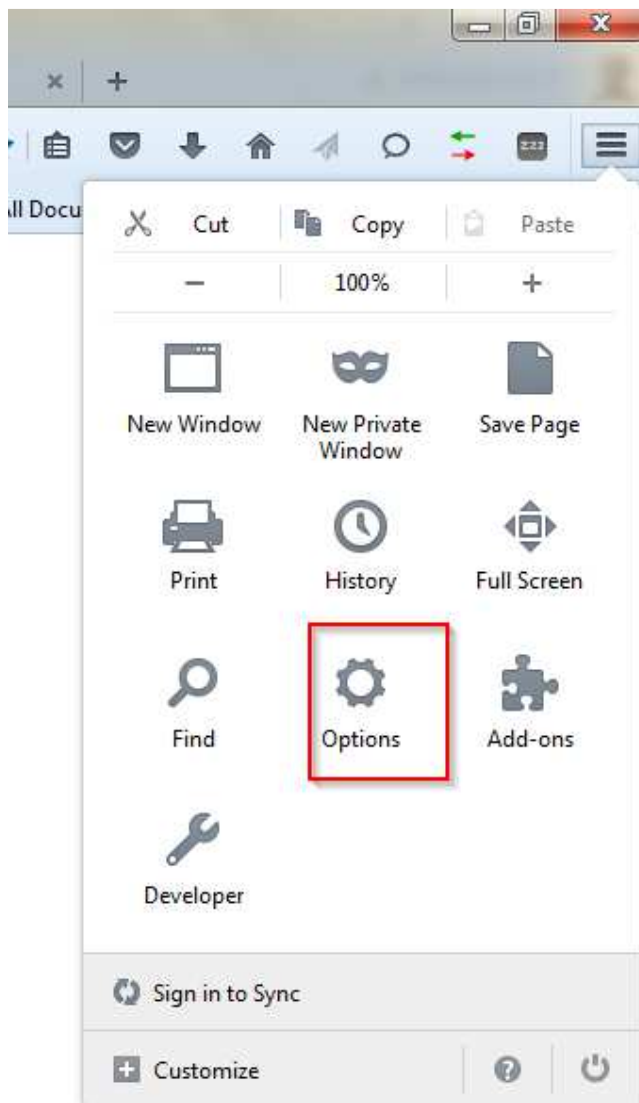
Note: Above mentioned proxy setting IP address is for reference only. You have to enter your corporate proxy details.

Firefox proxy setting help

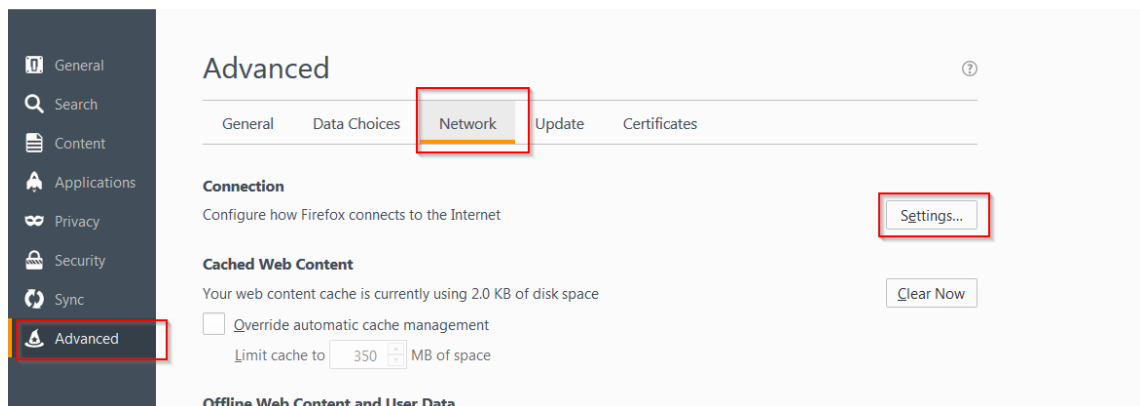
Click on the main menu and click on the "Options".

STANDARD OPERATING PROCEDURE FOR BURS CMS

INTERNET CONNECTIVITY AND PROXY ISSUES

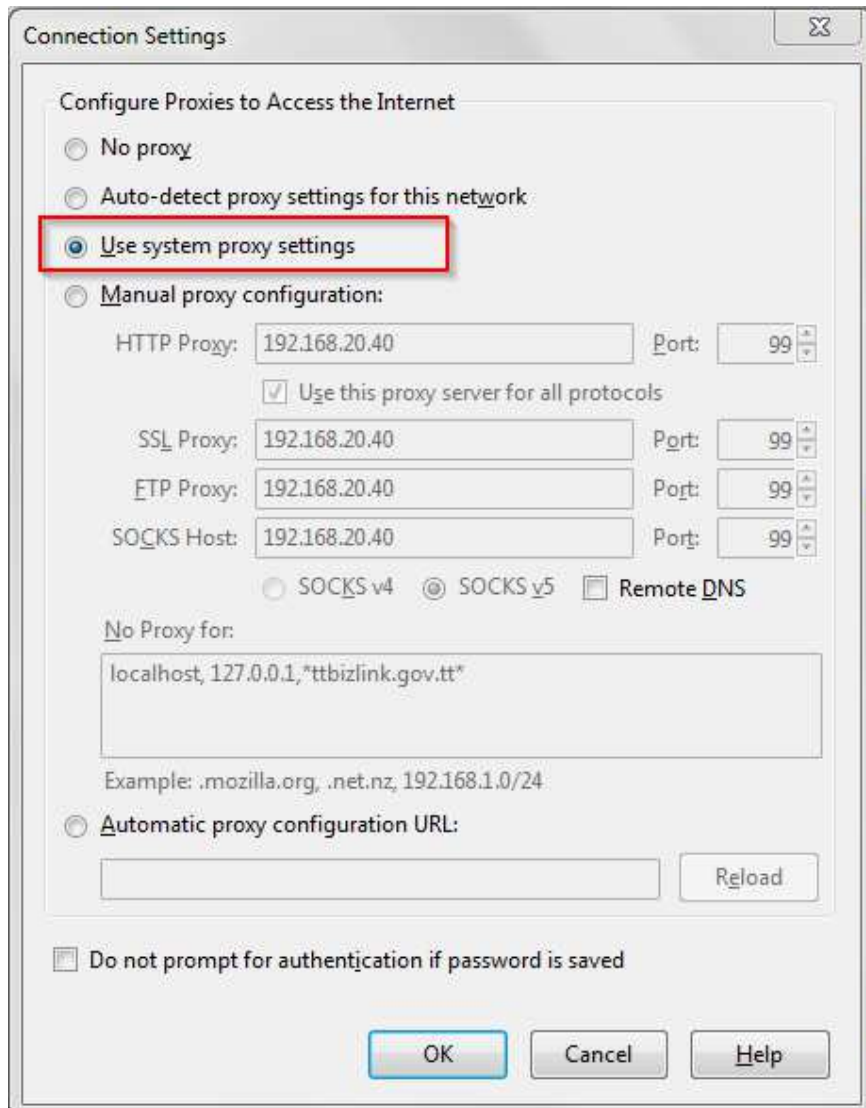


Click on “Advanced” tab. Refer the screen shot below, click on the “Network” panel. Then click on settings link.



STANDARD OPERATING PROCEDURE FOR BURS CMS
INTERNET CONNECTIVITY AND PROXY ISSUES

Select "User system proxy settings" and click "Ok" button.



Note: Above mentioned proxy setting IP address is for reference only. You have to enter your corporate proxy details.

Call Centre contact

If you are still facing problem to launch the SEW portal, or login to application or submitting manifest or declaration, please click the below "contact us" link. Contact us link shows which telephone number to be called, the centralized email id to reach out BURS support person for necessary assistance.

<https://ecustoms.burs.org.bw/TFBSEW/cusLogin/contactus.jsp>

Internet Bandwidth Requirements

If you are still facing BURS strongly recommend to have uninterrupted internet connection to access SEW portal to submit manifests and declarations. It is recommended that you should have 1 Mbps (megabits per second) to 2 Mbps (megabits per second) bandwidth to use the SEW services, this is applicable to single user or independent importer/exporter.

If you are importer/exporter firm or a clearing agent firm, consider the number of users, based on that you may need to have higher bandwidth for which you could consult your internet service provider for bandwidth requirements. Higher the bandwidth will have better response time.

Computer / Laptop Requirements

Computer / PC / Laptop should have at least 4 - 8 GB RAM and processor speed not less than 2.x GHz and the operating system which is capable of supporting browsers stated in this document i.e. Windows 7/8/10 either 32 or 64 bit. CMS also supports Linux with graphical desktop and Mac OS 10+.

Other software Requirements

To print or download pdf files your computer or laptop needs adobe PDF viewer, it is recommended to install from <http://www.adobe.com/products/reader.html> or any other PDF viewer which enables to view and print PDF files.

Rollback/Fall back plan during CMS pilot run

During the piloting of BURS CMS, if you are unable to submit manifest, you can get approval from customs and proceed to submit the declaration directly in BURS CMS and get processed with customs. Please note that it is specific to the declaration not for all the declarations. Hence BURS strongly advice to the trading community to get help from the call centre support to rectify such problem in manifest submission, then proceed to submit declarations quoting manifest number.

The above said processing is applicable to release goods in the event of business emergency to adopt new process for initial few days only.

If the CMS is not accessible or their might challenges in submitting manifest or declaration, please call BURS call centre for further assistance. In this case BURS may approve Clearing Agent to submit that specific transaction through old way of processing.

User Manuals

User manuals were provided to trading community to know how to enrol into BURS CMS as an importer/exporter, Clearing Agent. Also, manuals elaborate extensively in detail how to submit manifests, declarations using BURS CMS system, how payment can be made towards duties and taxes, how trading community will be informed about declaration processing statues using various communication modes like email and SMS. Trading community can use the below link to access user manuals and know about declaration submission and approval process in new CMS.

Note: All the user manuals are available only in English language.

<https://ecustoms.burs.org.bw/TFBSEW/cusLogin/userManual.jsp>

Online Payment

New online payment option is available for trading community in new CMS. User can use their credit, debit cards to pay the duties and taxes for the declarations. The payment gateway provide by BURS is highly secured, hence users don't need to worry about security concerns and pay their duties and taxes using online payment mechanism. Please note that there is a maximum celling of amount which is as per the central bank online payment transaction guidelines. This online payment option is provided in payment screen for which you can refer the respective user manual.

BURS highly recommend to use online payment rather than queuing at customs counters.

Updates in Customs Procedure

As per new customs procedure, it is mandatory to submit manifest upfront and get approval prior to 24 hours. Also, BURS emphasize to pay the duties and taxes for the declaration before customs processing. So, it is strongly advised, trading community should pay their duties and taxes after successful submission of declarations. No payment required for the manifest at the moment. When you submit declaration, system will calculate the duties and taxes based on the commodity provide in the declaration. So, trades will know upfront how much duties and taxes that they need to pay for the importation or exportation. There is no change in the duty computation specific to new CMS system.

Manifest → Declaration → Payment → Customs Processing

ITMS and BURS CMS Company Registration

It is advised to the trading community to register their business or company in ITMS as an importer/exporter, which intern register them in BURS CMS system. After that, public officer or company representative of the business or company can login to BURS CMS system and able to see their business or company. They use their e-filing user id and password to login to BURS CMS system.

SEW User ID Registration

Company representative or public officer uses 'register user' option to register their employees in BURS CMS. However, their employees should have registered with e-filing system with their OMANG ID or Work permit or Passport; then only the public officer of the business or company could register their employees under their business or company, and the roles to their employees will be assigned automatically.

The public officer of a business or company is allowed to deregister their employees if they resign from their company. Refer the respective user manual to know the detailed on the registration process.

Changing Password and Resetting Password for SEW users

SEW users including the public officers of the business or company and their employees should use the e-filing system to change their password. If case of forgot password BURS advised to reset their password using e-filing system.

Print Options in BURS CMS System

Business or company staff are allowed to print their declarations and payment invoice or receipts in SEW system. Also, they can print their credit statements if they have credit account with customs. Suitable links were provided in SEW portal to print the above said documents. Refer the respective user manual to know the link which enables the trading community to print option.

Note: BURS highly recommend not print any documents rather refer the reference number for the payment and customs processing

Significance of various numbers in BURS CMS

Manifest No

Manifest number is a unique number to identify any manifest within the system. If you want to enquire anything related to manifest with customs call centre or help desk, you should quote manifest number. Refer the format of example manifest number **MSTRNO314**. You may find the manifest number in BURS CMS system as highlighted in below screen shot.

The screenshot shows the 'View Master Manifest' interface in the BURS CMS system. The top navigation bar includes a home icon, a user profile icon, and the text 'N9879870870'. The main content area is titled 'View Master Manifest' and has a timestamp of '12/12/2016 14:28'. Below the title, there are tabs for 'Manifest Header', 'Bill Of Lading', 'Summary', and 'Approval'. The 'Manifest Header' tab is active, showing 'Arrival Report Details'. The 'Impending Arrival Report' section contains the following fields:

Rotation Number :	ROTH0441	Rotation Date :	01/08/2016 13:01
Vessel Details			
Vessel Name :	VAVREG001	Vessel Identifier Registration Number :	VAVREG001
Carrier :	C01-Axel Maersk	Nationality Of Carrier :	AS-AMERICAN SAMOA
Port Details			
Inbound/Outbound :	Inbound	Mode Of Transport :	1-Maritime transport
Port Of Loading :	AUKAW-Kavara	Port Of Arrival :	SGCLE-Clementi
Next Port Of Call :		Final Port Of Destination :	
Master Name :		Agent :	SED Importers
Customs Office :	03-Woodlands Train Chec.		

Below the 'Arrival/Departure Details' section, there is a 'Manifest Bill Of Lading Details' section. It contains the following fields:

Provisional Manifest Number :	PROVNO454	Manifest Number :	MSTRNO314	No Of BI :	1
-------------------------------	-----------	-------------------	-----------	------------	---

The 'Manifest Number' field is highlighted with a red box.

Declaration No / Business Transaction No / Reference No

Declaration number is a unique number to identify any declaration within the system. If you want to enquire anything related to declaration with customs call centre or help desk, you should quote declaration number. Refer the format of example declaration number **2016DEC0000008572**. You find the declaration number in BURS CMS system as highlighted in below screen shot.

STANDARD OPERATING PROCEDURE FOR BURS CMS

SIGNIFICANCE OF VARIOUS NUMBERS IN BURS CMS

View Declaration 12/12/2016 1

Header | Bill Of Lading | Invoices | Items | Documents | Permits | Charges | Queries | Summary | Approval

Regime : 6-Re-Import

Mode Of Transport : 1-Maritime transport

Previous Declaration Number : 2016DEC0000007010

Provisional Declaration Number : PROV20160000008572

Country Of Exportation : AT-AUSTRIA

Place Of Discharge : BWGMS-Mogoditshane

Port Of Exit : ATSH-Sieminghofen

Warehouse :

Remarks :

Declarant Details

Declarant Code : 16

Declarant Name : N9879879

Importer and Exporter Details

Exporter : ROC

Exporter Code :

Importer : VAV_Syed_Exp_Imp

Importer Code :

Consignor and Consignee Details

Consignor :

Declaration Type : Re-importation after temporary...

UCR :

Office Of Declaration : 09-Singapore Cruise Centre

Declaration Number : 2016DEC0000008572

Country Of Destination : BW-BOTSWANA

Port Of Entry/Destination : BWGMS-Mogoditshane

Location Of Goods :

Exemption Code :

Note : It is also referred as Business Transaction No or Reference No in BURS CMS.

Payment Reference Number

Payment Reference Number is a unique number to identify any payment transaction within BURS CMS system. If you want to enquire anything related to payment with customs call centre or help desk, you should quote payment reference number. Refer the format of example manifest number **PMT-INSTR-20160000000722**. You may find the payment reference number in BURS CMS system as highlighted in below screen shot.

Payment

Payment Instruction Information

Payment Reference Number : PMT-INSTR-20160000000631

Company Registration Number : N9879879

Additional Amount :

Status : Pending

Revision : 1

Total Amount Payable : 4010

Balance Amount : 4010

Business Transaction Information

Business Transaction Number : 2016DEC0000000936

Regime : 4

Business Transaction Type : Declaration

Declaration Type : 1

Charge Description	Amount
1 Export Fee	250
2 Name is testing	100
3 Goods And Service Tax	100
4 Customs Processing Fee	10
5 Handling Fee	200
6 Counter Vailing Duty	500
7 test	100
8 TEST Fixed 1	1200

Note : Clearing Agents / Traders will quote below stated reference number while paying in the bank counters as well.

CMS User ID Registration

Customs users/officers can register to BURS CMS system by requesting their supervisors after joining in customs. Their supervisor will import user from active directory to CMS and inform the BURS CMS system administrator to approve the staff in BURS CMS. Upon approval, they will be registered in CMS and the roles are assigned appropriately to the staff. The staff would be able to login using their BURS email ID and password to login to CMS system and perform their day to day duties based on the role assignment.

Changing Password and Resetting Password for CMS users

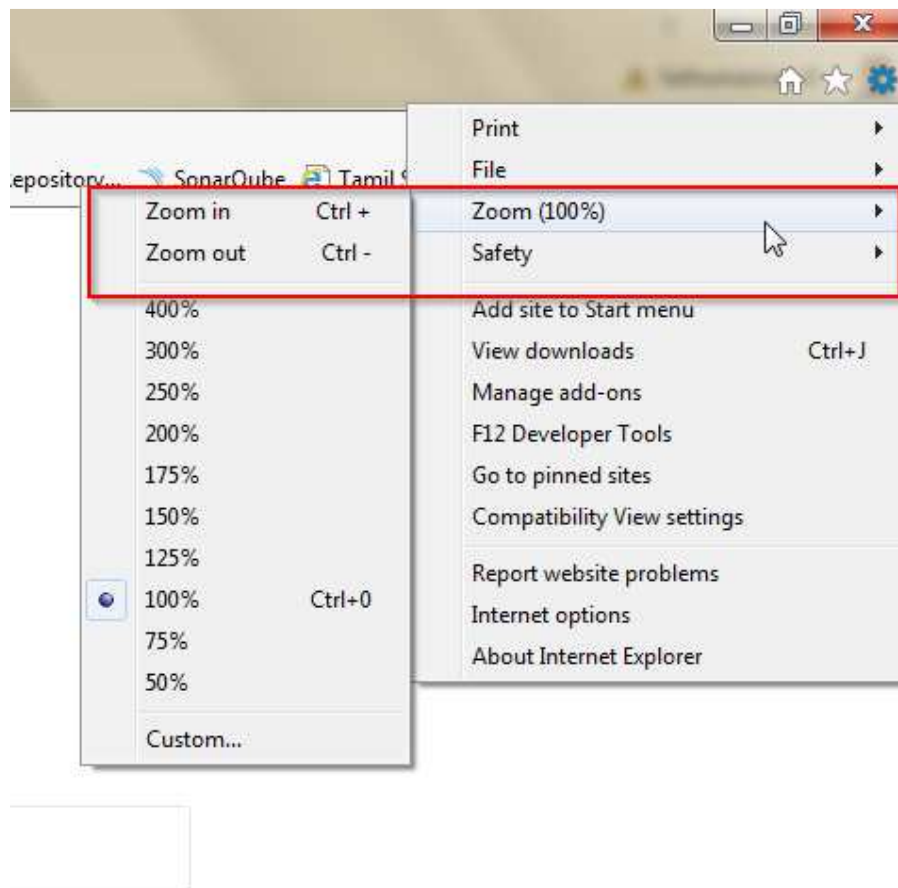
Customs officer able to change their password in the windows system rather than CMS portal. After changing the password, the officer immediately use the new password to login to CMS portal.

Difficulty in Viewing Menu or Screen

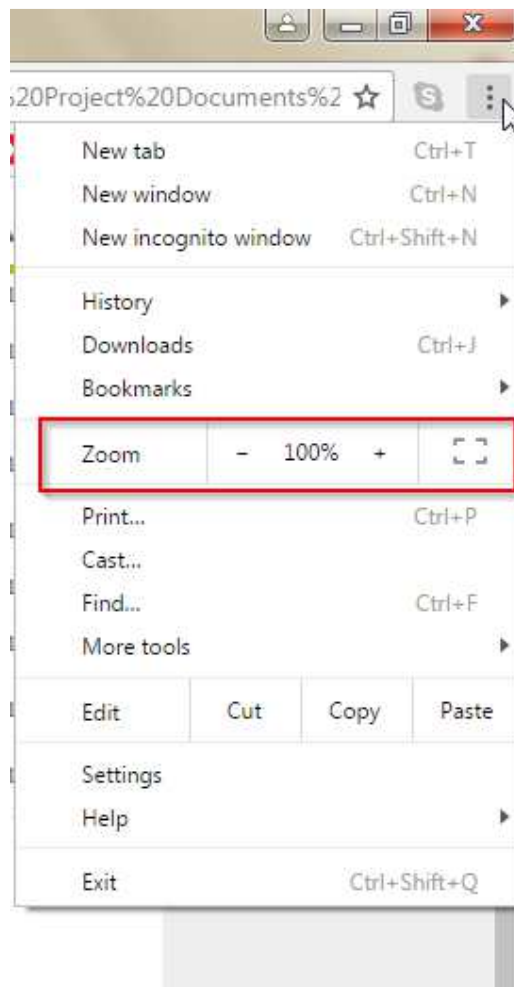
If you are facing difficulties in viewing accessing menus and submenus, you can zoom in or zoom the browser and access the menus and submenus. To zoom out, press **Ctrl** button and **Plus** symbol simultaneously i.e. (**Ctrl & +**), to zoom in press **Ctrl** button and **Minus** symbol simultaneously i.e. (**Ctrl & -**), alternatively you can use the browser menus to zoom in and zoom out.

Note : Zoom in and Zoom out also helps to resolve when the screen has flickering issue.

Zoom and Zoom out menu in Internet Explorer



Zoom In and Zoom Out menu in Chrome



Zoom In and Zoom Out menu in Mozilla Firefox

STANDARD OPERATING PROCEDURE FOR BURS CMS
DIFFICULTY IN VIEWING MENU OR SCREEN

