CIRA

CUSTOMS INVENTORY REPORTING & AUDIT

CIRA manual for the administrator

Edition by position: this book holds only the sections of the full user manual that the administrator uses, so its section numbers are the same as in the full manual; where the text refers to a section that is not in this book, see the full manual · Edition of 12 November 2026 · System address: as given by your company's system administrator · Every figure uses **sample data** (Sample Logistics Co., Ltd. · the depositors, items, documents and numbers are fictitious) · Figures have **red boxes numbered ① ② ③** that mark what to press or fill in, as explained in the caption below each figure

Produced from CIRA, Customs Inventory Reporting & Audit

Contents

0. What everyone must know (5 minutes)

- Main screen
- Notifications
- Language
- Theme (light / dark)
- Shortcut keys (same as ECOUNT)
- Status stamps
- Sign-in page

4. Administrator (ADMIN)

- 4.1 Users
- 4.2 Permissions by role
- 4.3 Settings

8. CCTV cameras and snapshots (all roles · uploaded by warehouse staff and managers)

10. Common messages and what they mean

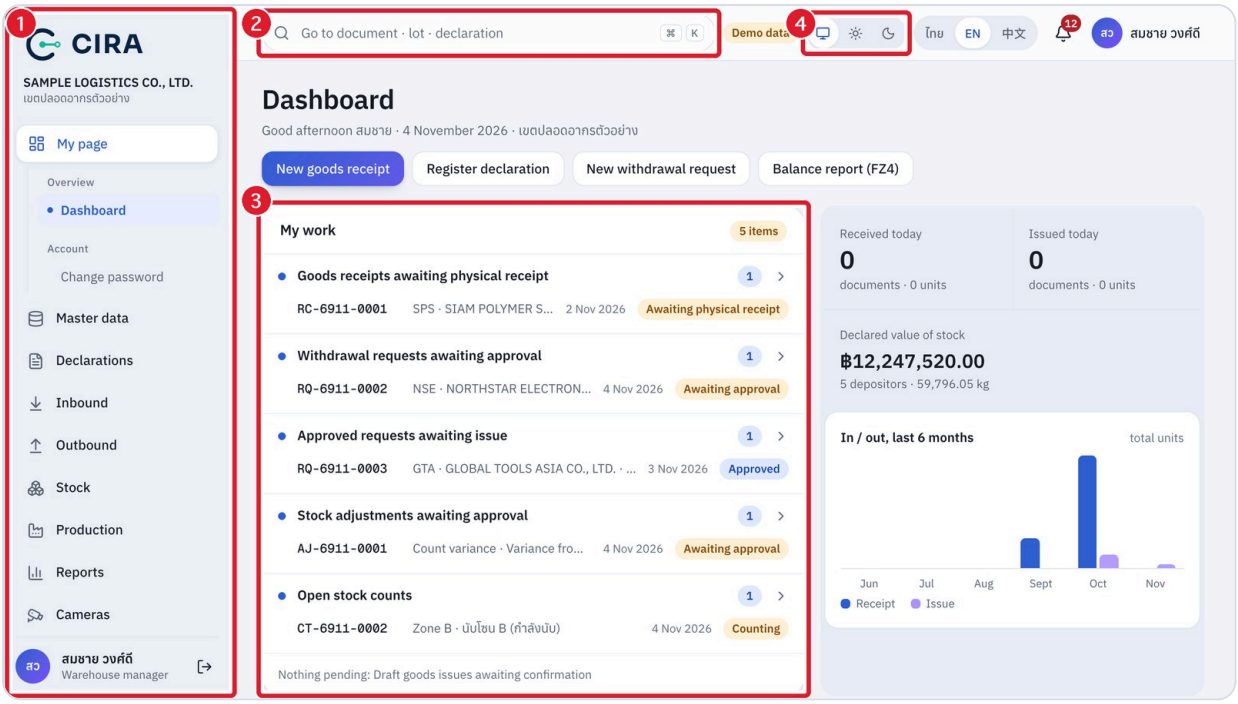
0. What everyone must know (5 minutes)

> **This book contains** Section 0 What everyone must know · Section 4 Administrator · Section 8 CCTV cameras and snapshots · Section 10 Common messages and what they mean

This system is the Free Zone's stock ledger, and customs officers can read it. The system enforces these rules automatically:

1. Every balance is tied to **depositor → inbound declaration → lot (declaration number-line number) → storage location**. There is no floating stock.
2. A **confirmed document cannot be edited**. To fix a mistake, use "Reverse" (manager, with a reason) or a "stock adjustment" (goes through approval).
3. Balances **never go negative**. The system at once refuses any issue, transfer or adjustment that exceeds what is really there.
4. **The approver must not be anyone who created, edited or submitted that document for approval**, and whoever recorded the count results cannot approve the stock adjustment from that count (except an administrator).
5. Every action is recorded in the **Audit log** (who, what, when, which document, values before and after).
6. **A temporary password must be changed before use.** New accounts, and accounts whose password an administrator has set, go straight to the **Account** page after signing in. Enter the password you were given as your Current password, then choose your own (it must differ from the old one and must not be easy to guess). The system then takes you to your start page. Until you change it, you cannot open other pages, export to Excel or view cameras.
7. **10 wrong passwords within 15 minutes lock that account for up to 15 minutes** (30 wrong attempts in total from the same device or network lock sign-in from there too). Even the correct password will not work until the time is up, so wait and try again. The lock is recorded in the audit log.

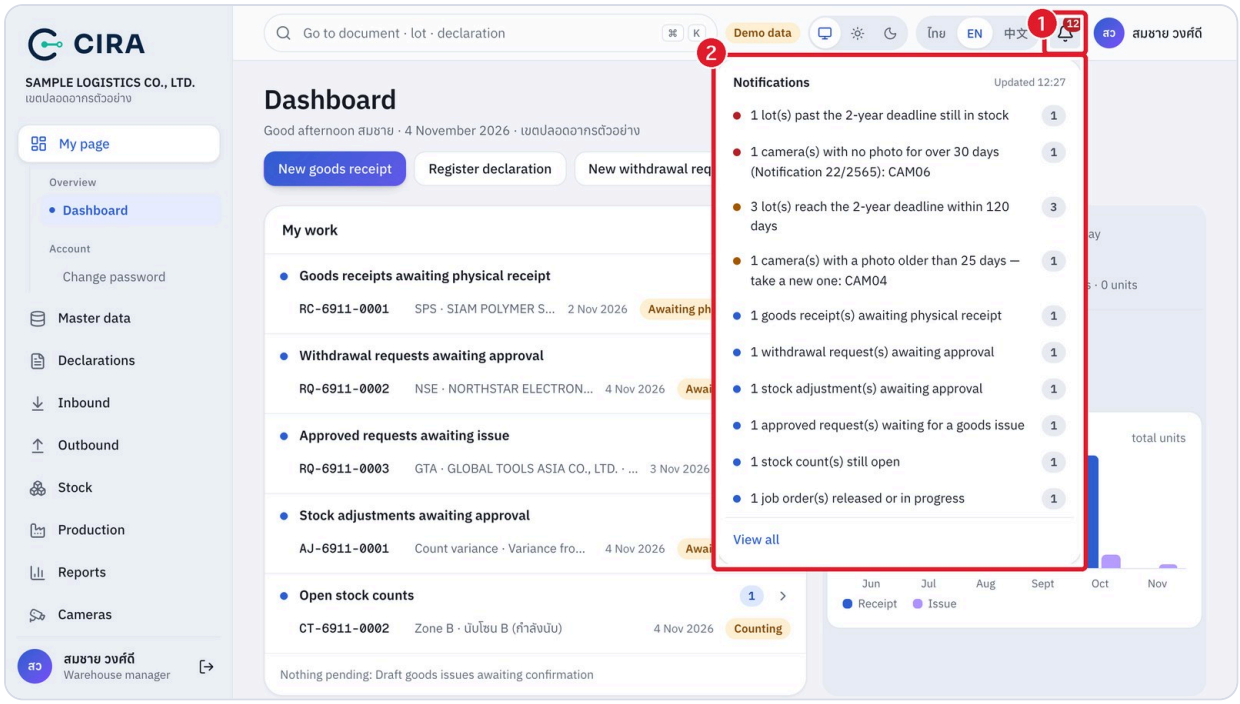
Main screen



① Left menu rail · ② Search box (⌘K) · ③ My work · ④ Theme buttons System / Light / Dark

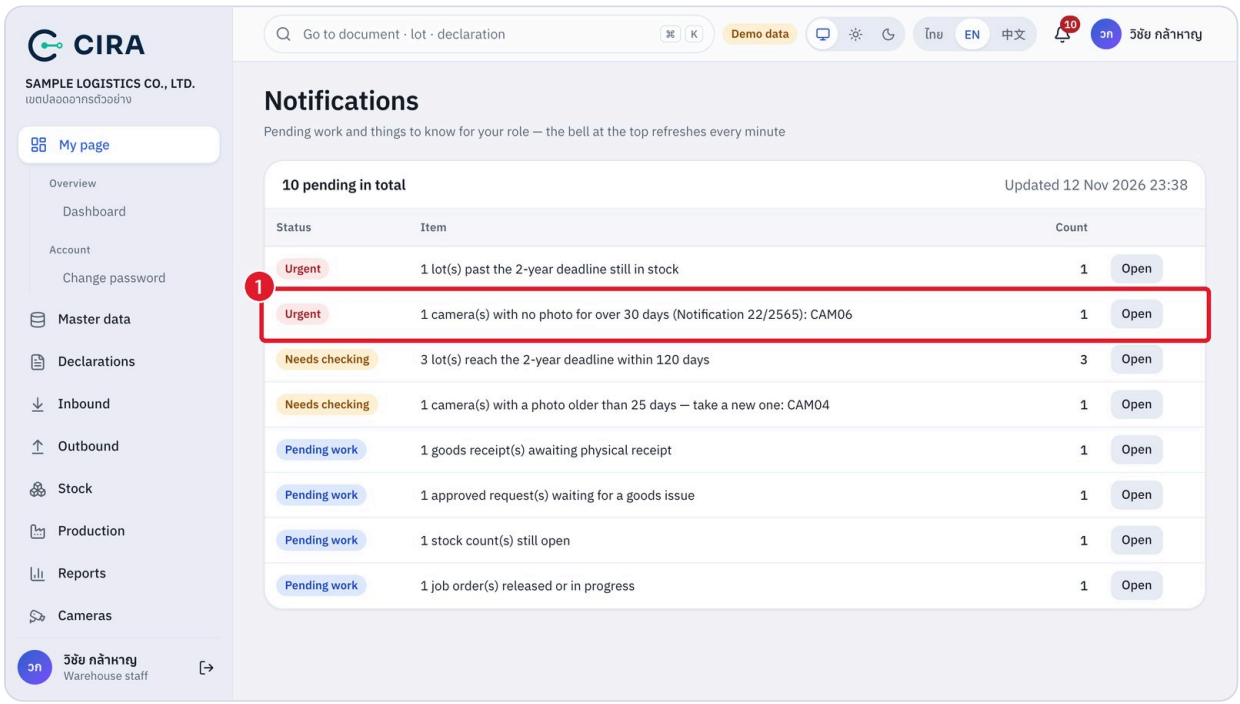
- **Left menu rail** (desktop) / **bottom tab bar + ≡ button** (phone): My page · Master data · Declarations · Inbound · Outbound · Stock · Production · Reports · Cameras · System. You see only the menus your role can use (the Production menu shows only when the production module is on, section 4.3).
- **Search box at the top (⌘K or /)**: type a document number (RC-6910-0004), declaration number (A0010690421150), lot number or item code, then press Enter. You jump straight to that page.
- **My work**: the queue of documents waiting for you, largest count first. Click a document number to open it.
- **Action buttons are always at the top**: every list and report page has a toolbar (Create · Edit · Import · Excel · Print) above the table and below the filter panel, so you do not have to scroll down. On a document page, the save, send and confirm buttons sit in a bar at the bottom of the screen that always stays in view.
- The yellow **"Demo data" badge** means the system is using sample data (an administrator can turn it off at System › Settings).

Notifications



① *Bell on the top bar (the number = work waiting, by your permissions)* · ② *Entries with counts and links — "View all" opens the Notifications page*

The bell gathers the pending work for your role (awaiting physical receipt, awaiting approval, awaiting issue, stock counts still open, job orders in progress) and things to check (lots past the 2-year deadline, lots reaching it within 120 days, storage locations nearly full, **cameras whose latest photo is over 25 days old** and **cameras with no photo for over 30 days** under Notification 22/2565 — these last two show only to people allowed to manage cameras). It refreshes itself every 1 minute, and an entry disappears by itself once the work is dealt with.



① *Cameras with no photo for over 30 days (Urgent) — press "Open" to go to the photo status table of each camera (section 2.7)*

Language

The `ไทย | EN | 中文` buttons on the top bar (also on the sign-in page and in the ≡ menu on a phone) switch every screen to that language at once. The system remembers your choice in that browser. Data that was keyed in (item and depositor names) shows its English name in EN/中文 mode if it has one. Audit log entries already recorded stay in Thai because they are evidence.

Theme (light / dark)

The **System · Light · Dark** icon buttons on the top bar (also on the sign-in page and in the ≡ menu on a phone) change the theme of every page at once. The system remembers the choice in that browser. "System" follows the light or dark setting of your device. Print forms and printed reports are always light.

Shortcut keys (same as ECOUNT)

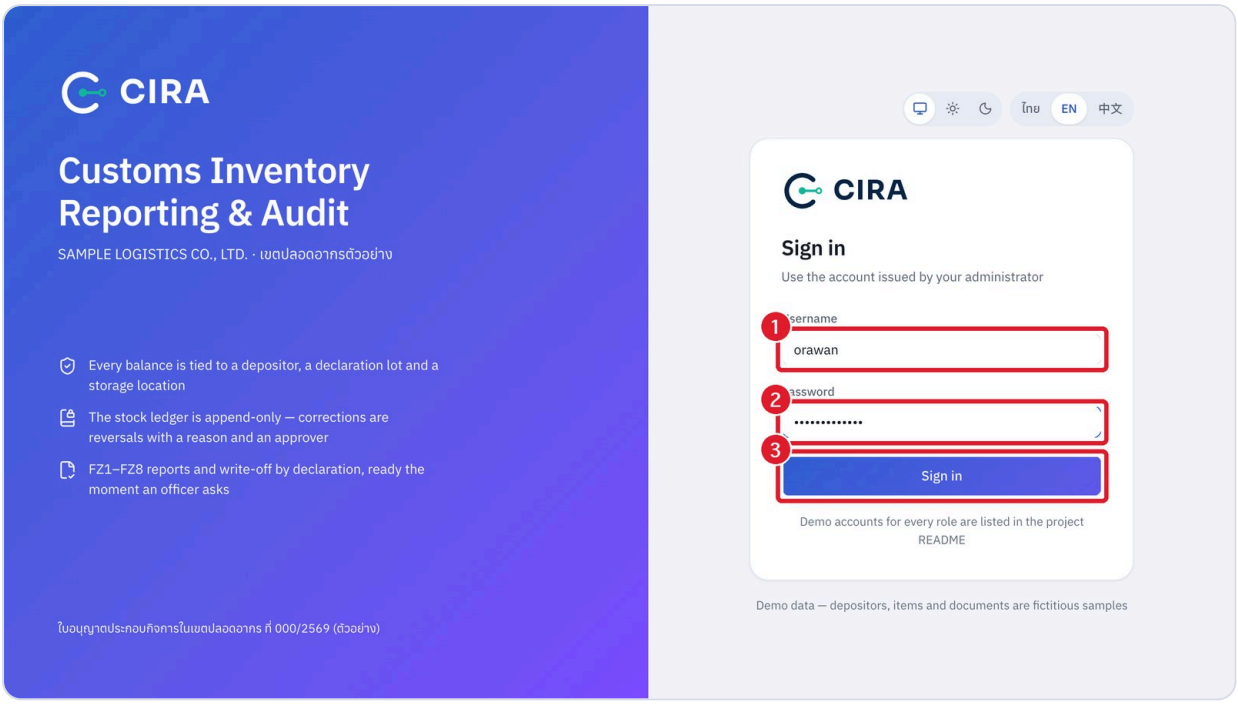
Key	What it does
F2	Create a new document or record on that page
F3	Fold or unfold the filter panel
F7	Pick from actual stock (transfers and adjustments)
F8	Save / Search / Confirm in a dialog
Esc	Close a dialog (if it holds unsaved data, the system asks before discarding it)

Hover a button to see its shortcut in the tooltip.

Status stamps

Draft → Awaiting physical receipt / Awaiting approval → Confirmed / Approved / Issuing / Completed · Cancelled · Returned · Reversed. The stamp is in the header of the document sheet, and the history line (created by, sent, approved, confirmed: by whom and when) is above the sheet.

Sign-in page



① Username · ② Password · ③ Sign in button (or press Enter)

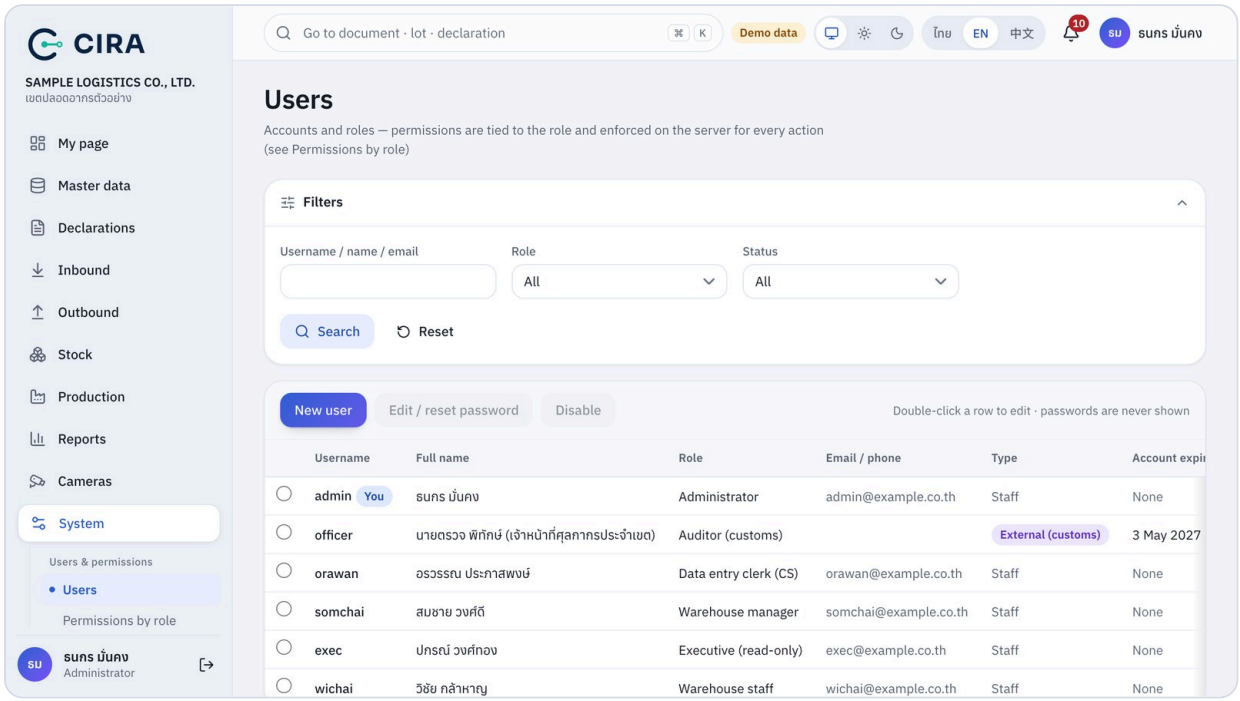
Use the account issued by your administrator. A wrong password shows "Incorrect username or password". Change your password from the avatar menu at the top right › **Account · change password** (at least 8 characters and not easy to guess: not a commonly used password, no username inside it, not repeated or sequential characters such as 12345678). After you change your password, other devices signed in to this account are signed out at once. The device you changed it on stays signed in.

Sign out is in the avatar menu and at the bottom of the menu rail (phone: in the ≡ menu). The session ends at once and that device must sign in again. Each session lasts 10 hours; after that you must sign in again. When an administrator sets a new password for an account or disables it, that account's open sessions end at once.

4. Administrator (ADMIN)

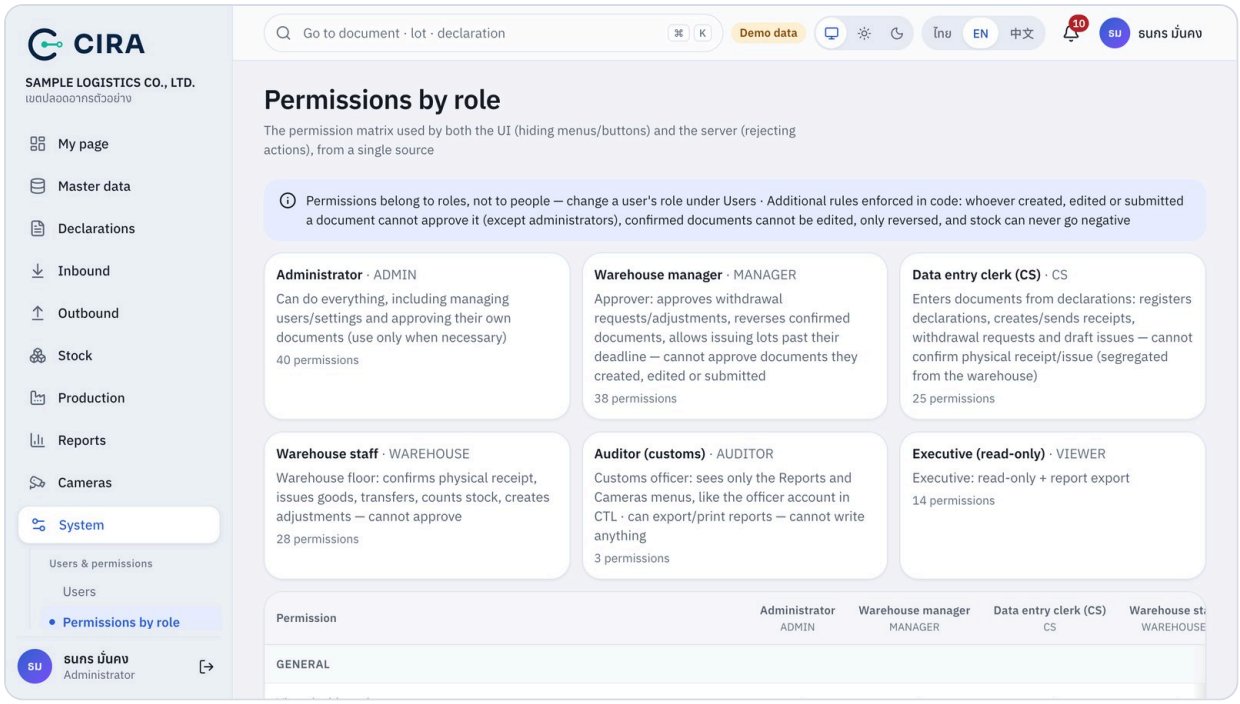
Can do everything, plus **System › Users**, **Permissions by role** and **Settings**.

4.1 Users



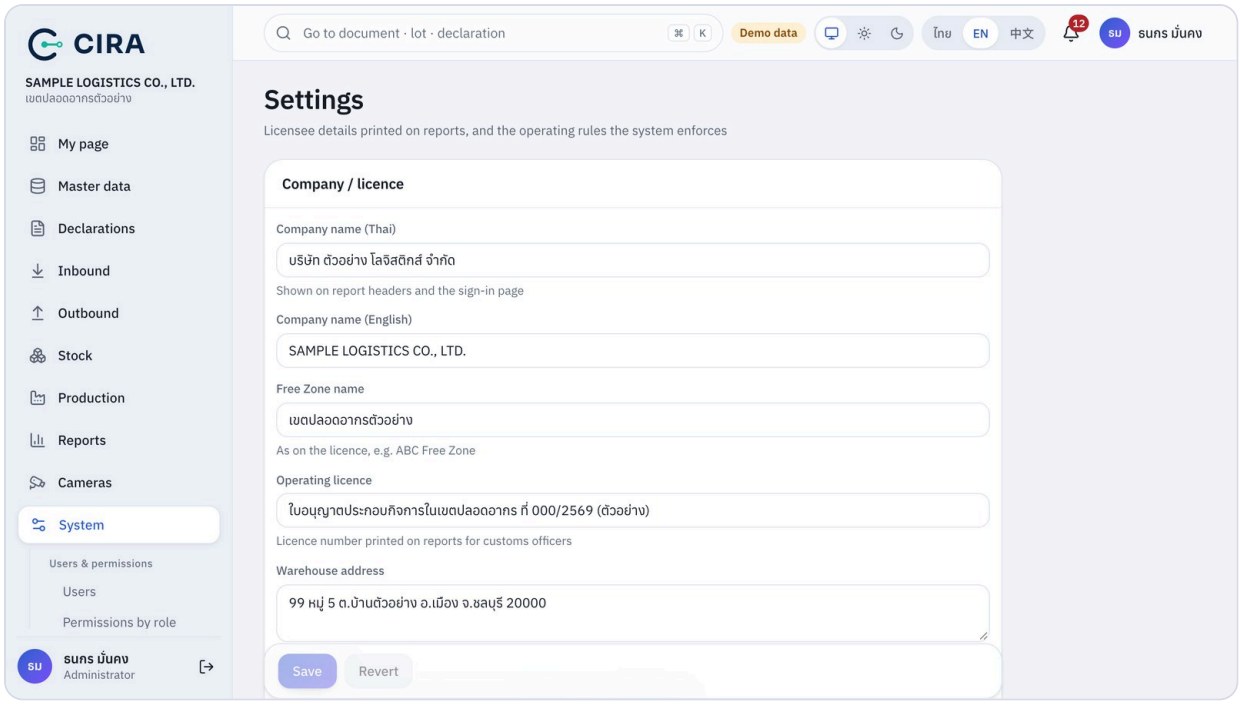
- **New user (F2)**: Username (a–z 0–9 . _ -, at least 3 characters), Full name, Role, Email / phone, **Password** (≥ 8 characters and not easy to guess, see Sign-in page in section 0), **Account expires** (for customs officers and outside auditors), tick "External officer account".
- **Edit / reset password**: select the row, then press the button. Leaving the password blank = no change. A password you set for someone else (and the first password of a new user) is a **Temporary password**: the user must change it when signing in, and the table shows a **Temporary password** badge until then. Once you set someone's password, that person's open sessions end at once. Use this when a user forgets their password.
- **Disable**: the user can no longer sign in, effective at once, and the history stays (you cannot disable your own account or change your own role).

4.2 Permissions by role



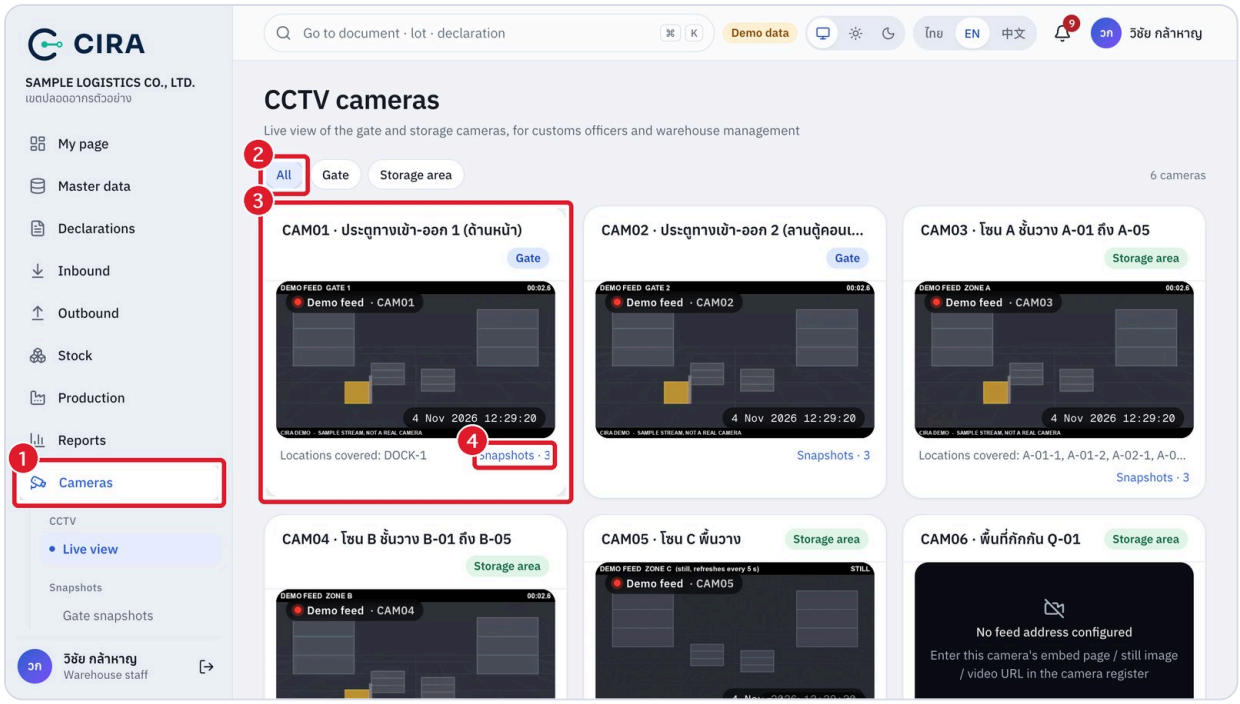
A read-only table showing what each role can do. Permissions belong to the role, not to the person (change a person's role in the Users menu).

4.3 Settings



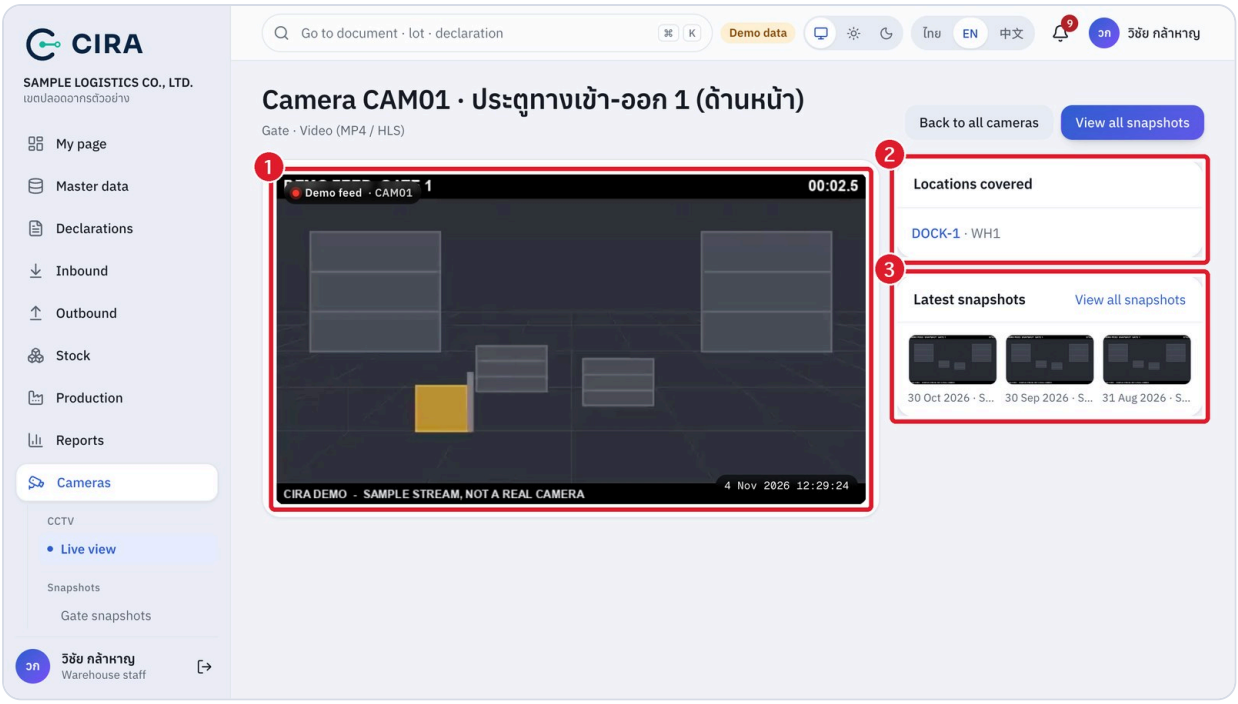
Company name, Free Zone name, licence number and address (printed on report headers) · **Company logo**: upload a PNG/JPG/WebP/SVG of up to 2 MB, printed on report headers and documents. With no logo the CIRA mark is used, and you can remove or replace the logo at any time · Rules: "Issues not based on a withdrawal request must be confirmed by the warehouse manager", "Storage period in the Free Zone (years from the status 0409 date)" · **Production module**: *On* = the Production menu (bills of materials, job orders, requisitions, production receipts) and the production reports are available. *Off* is for an operator that does not manufacture in the zone, such as a commercial-type operator: the production menu, pages, reports and notifications do not show, and existing data is not deleted · **Demo data mode** (turn it off when you go live) · Every change is recorded in the history.

8. CCTV cameras and snapshots (all roles · uploaded by warehouse staff and managers)

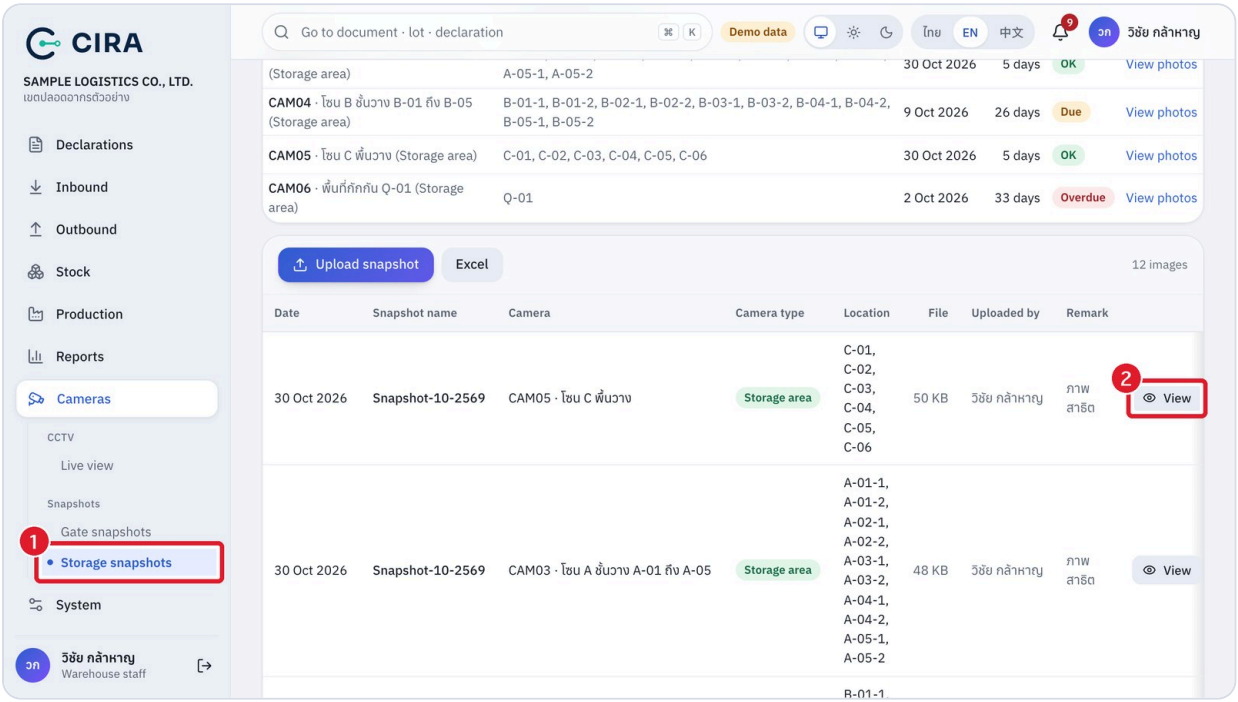


① *Menu Cameras › Live view* · ② *Type filter (Gate / Storage area)* · ③ *Live picture of each camera (press it to open the camera page)* · ④ *Snapshot link of that camera*

- **Live view**: every camera in the register shows as a tile with its code, the current time and the storage locations it covers. Press a picture to open the **single-camera page** (large picture, locations covered → press to see the stock at that location, latest snapshots, backup link).
- A camera with no feed address yet shows "No feed address configured". People allowed to edit master data (Administrator, Warehouse manager, CS) can enter it at Master data › Camera register (feed types: embedded page, JPEG still refreshed every 5 seconds, or MP4/HLS video; the address must be HTTPS or a `/cam/…` address of the system's camera gateway).
- **The warehouse's real cameras** (such as Dahua WizSense) connect through a go2rtc gateway on site. The picture passes through the CIRA server and can be opened only by people who are signed in and allowed to view cameras (including customs officer accounts). Nobody can open a camera directly from the internet. In the camera register, enter the address `/cam/stream.html?src=cam01&mode=mse` (live picture, embedded page type) or `/cam/api/frame.jpeg?src=cam01` (still picture), where `cam01` is the camera code in lower case.
- In the demo system, the pictures you see are **generated sample clips** (with the text "SAMPLE STREAM, NOT A REAL CAMERA" on the picture), not pictures of a real site.



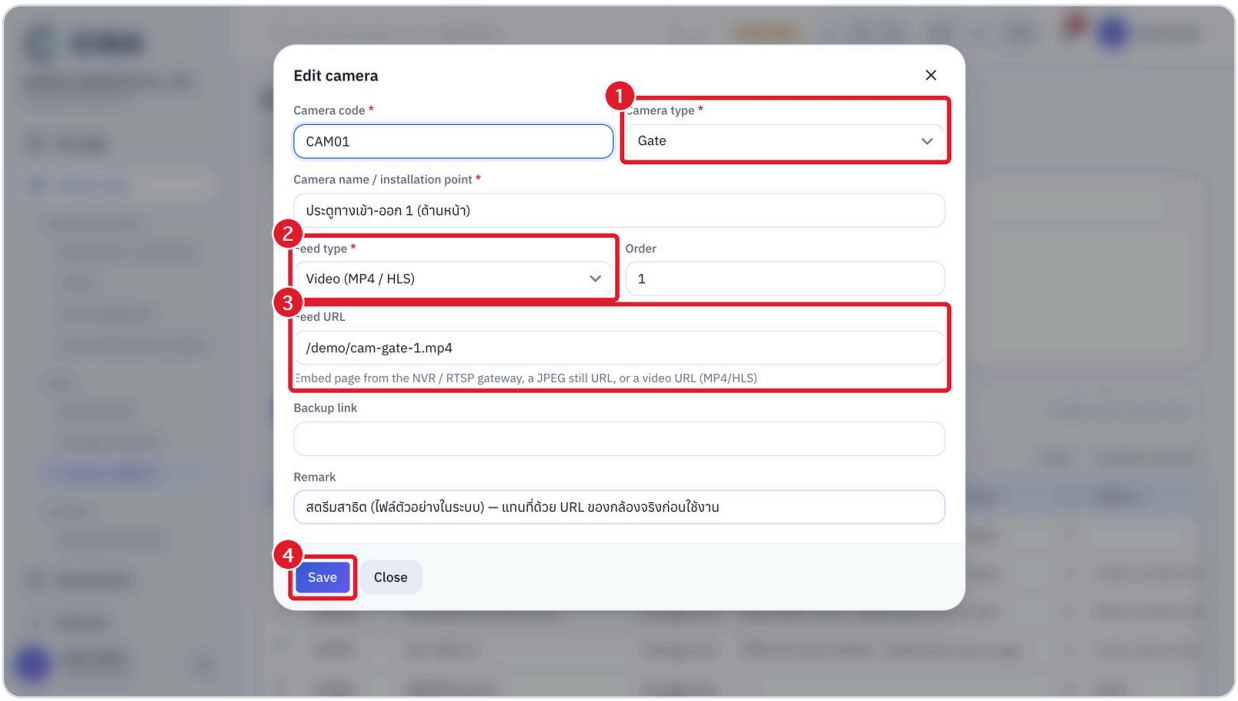
① *Live picture* · ② *Storage locations covered by the camera* · ③ *Latest snapshots*



① *Storage snapshots menu* · ② *View (or click the row)* · *Download* · *Delete — the Upload snapshot button (F2, for people with permission only) is in the toolbar above the table*

- **Snapshots** = dated photos of the premises (gates and storage areas), kept as evidence for officers to look back at, and named by month, such as Snapshot-10-2569. Filter by camera or date range. Export the list to Excel.
- From the balance report (FZ4), press **View camera / View snapshot** on the row of a storage location to go straight there.
- **Taking a snapshot directly from a camera** (warehouse staff, managers, administrators): the **Take a snapshot now** button on the single-camera page and **Snapshot all cameras now** on the snapshot page. The system pulls a still picture from the camera and saves it as that month's snapshot at once. A camera that does not respond is reported individually, and no broken file is left in the system.

- **Scheduled automatic snapshots**: every day at 10:00 the system checks and takes a picture from any camera whose latest photo (uploaded or automatic) has reached 25 days, so the photos of each camera are never more than 30 days apart, as Notification 22/2565 requires. Such a picture shows as taken by "System (automatic)", with the note "Taken automatically by the camera (on schedule)". On a day when a camera is not yet due, the system does not take another. Every capture is recorded in the audit log.
- The capture buttons and the scheduled capture start working only after IT has connected the real cameras. Until then, use the **Upload snapshot** button and watch the **Latest photo status per camera** table (section 2.7) so that no camera goes over 30 days.



Master data › Camera register: ① Camera type · ② Feed type · ③ Feed URL · ④ Save (F8)

10. Common messages and what they mean

Message	What it means / what to do
"Incomplete or invalid data: ..."	Fix the fields underlined in red (the text below each field says what is wrong)
"This document was changed by someone else. Reload the page and try again."	Someone else saved before you. The system reloads the page for you. Key your changes again on the latest version
"Line 1: item lot Y at X has N units; cannot issue M" · "Line 1: location X lot Y has N; cannot transfer M"	More than is really there. Reduce the quantity or choose another lot
"The creator of a document cannot approve it"	Have another manager approve it
"Whoever created, edited or submitted this document cannot approve it (another approver must)"	You edited or submitted this document. Have another manager approve it
"Whoever recorded the counts of ... cannot approve the adjustment it produced"	Have a manager who did not record the counts approve it
"The stock of lot ... at ... was adjusted or reversed after it was counted in ..., so this variance may be applied twice — return this adjustment and count the line again"	Return the adjustment, then count that line again
"This goods issue was not created from an approved withdrawal request — a warehouse manager must confirm it (setting: issues without a request require manager confirmation)"	Send it to a manager to confirm, or make a withdrawal request first
"Declaration ... has been deactivated; the receipt cannot be confirmed"	Ask CS to check the declaration register (reactivate the declaration or choose the correct one)
"Duplicate: this code already exists. Use another value."	Use another code or number, or edit the existing record
"You do not have permission for that page (...) — you have been brought back to your start page"	That page is not part of your role. Contact the administrator if you need it
"Too many failed sign-in attempts. Try again in ... min."	The account or network is temporarily locked. Wait for the time shown (section 0)
"This password is too easy to guess (a common password, contains the username, or repeated/sequential characters) — choose another one"	Choose a new password that does not fall into these cases
"Please change your password first (your name › Account)"	The account still has a temporary password. Change it first, then repeat the action
"Your session has expired. Please sign in again."	10 hours have passed, you have signed out, or the password was changed. Sign in again and repeat the action
"This account has been deactivated. Please contact the administrator." · "This account has expired. Please contact the administrator."	Have an administrator enable the account or extend its expiry date (section 4.1)

Message	What it means / what to do
"Whoever recorded the request cannot record its approval — another user or a manager must"	Have another user or a manager record the answer (section 1.6)
"Recording a request together with its approval needs a manager or administrator (or record the request first and let another user record the answer)"	Leave the Customs' answer section blank and record the request first (section 1.6)
"The approved extension date cannot be later than the requested one (…)"	Check the date against the customs letter again
"Declaration … already has a request awaiting Customs; record its answer or withdraw it first"	Finish the existing request before recording a new one