CIRA

CUSTOMS INVENTORY REPORTING & AUDIT

CIRA manual for the warehouse manager

Edition by position: this book holds only the sections of the full user manual that the warehouse manager 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

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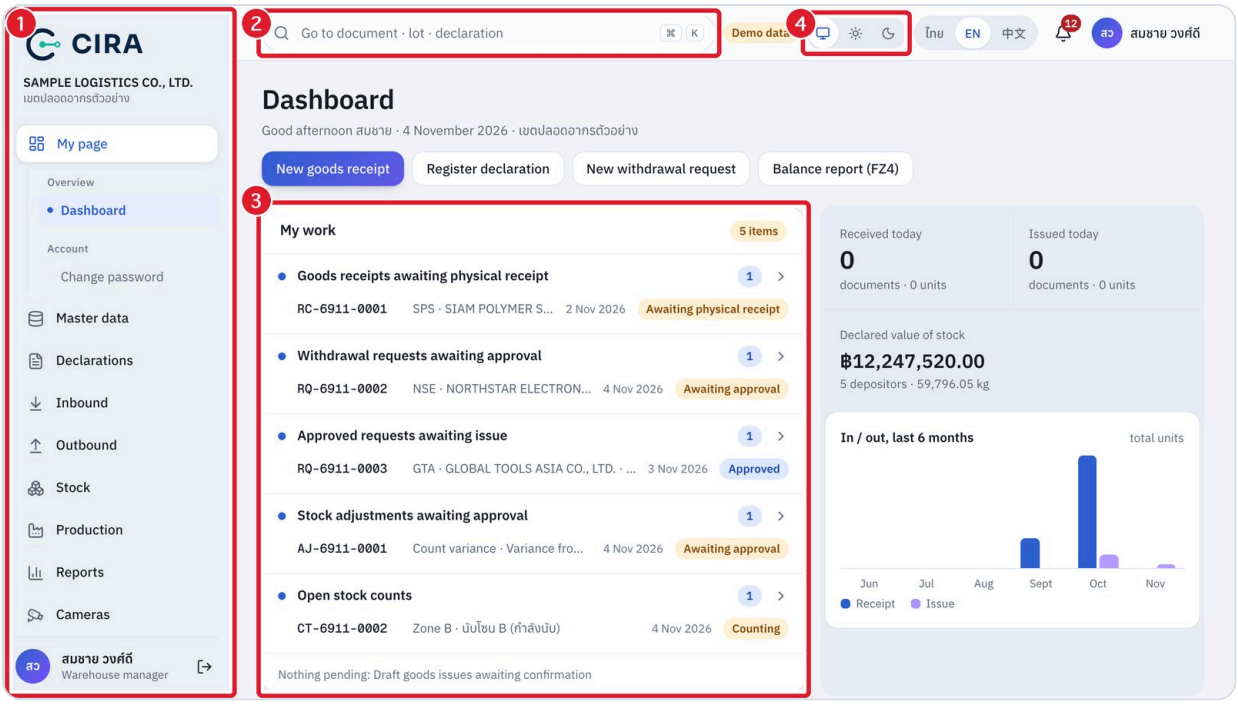
0. What everyone must know (5 minutes)

> **This book contains** Section 0 What everyone must know · Section 3 Warehouse manager · Section 7 Reports for customs officers · Section 8 CCTV cameras and snapshots · Section 9 Production in the Free Zone · 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.

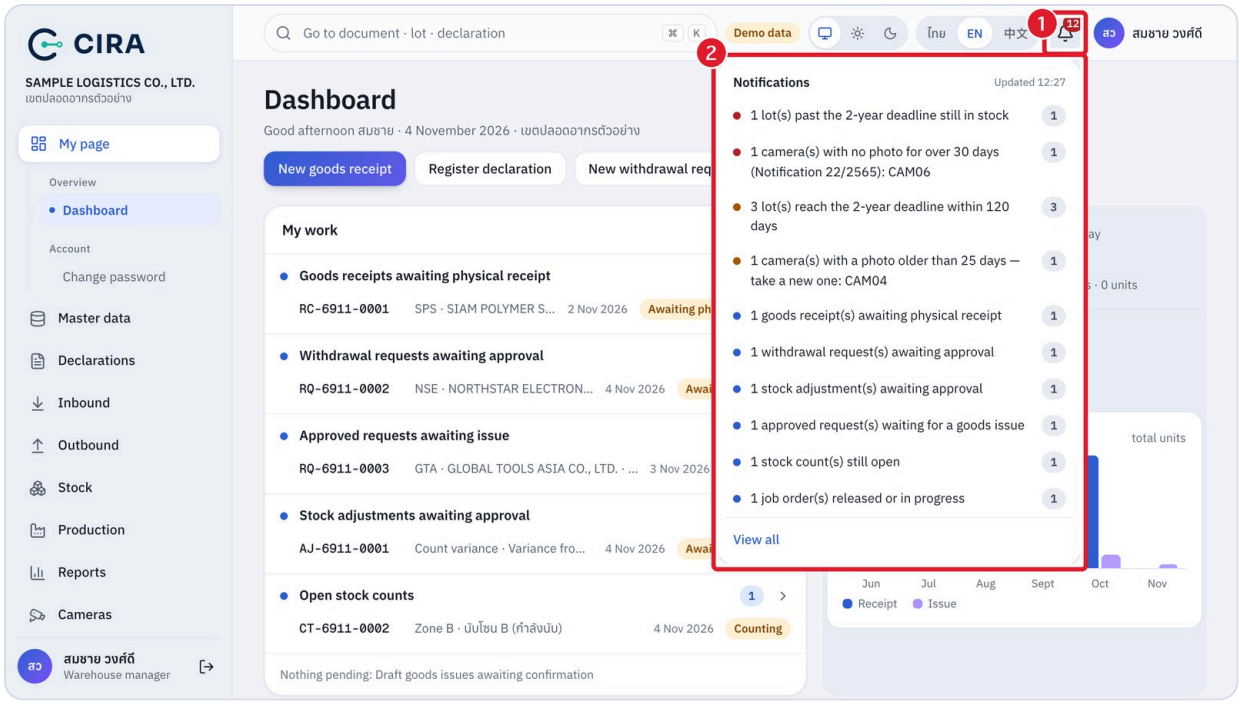
Main screen



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

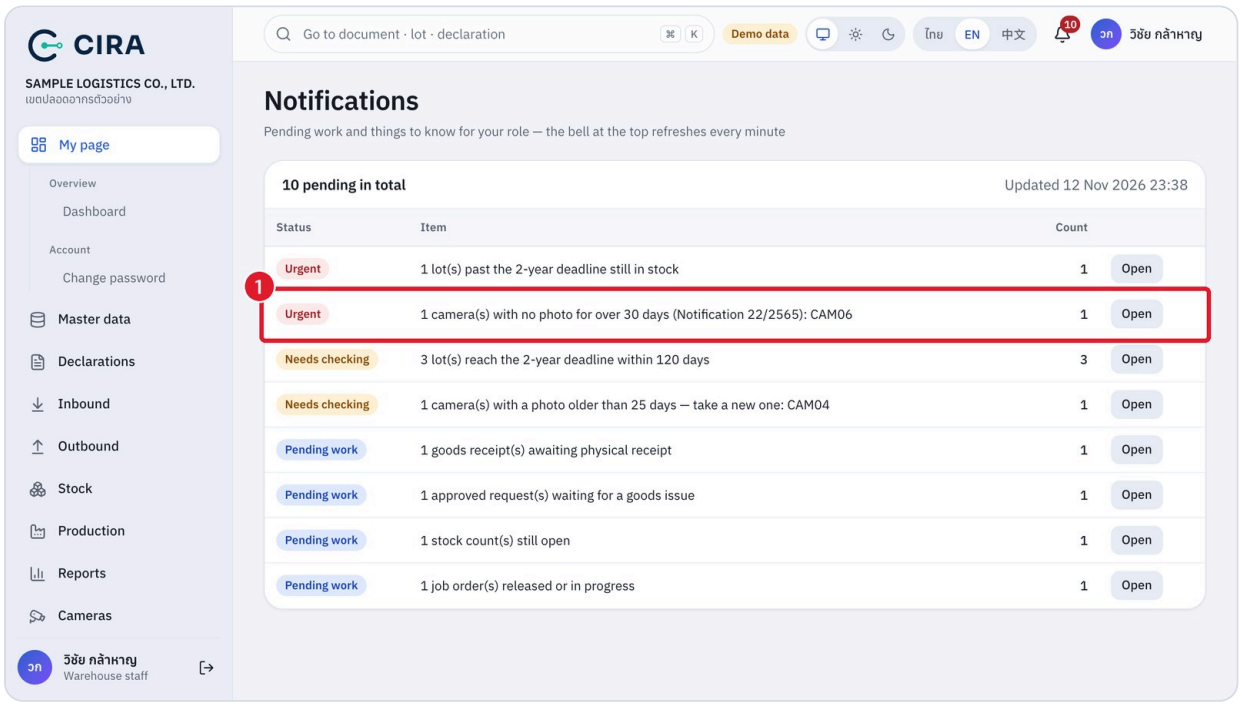
- **Left menu rail** (desktop) / **bottom tab bar + ≡ button** (phone): My page · Master data · Declarations · Inbound · Outbound · Stock · Production · Reports · Cameras · System. You see only the menus your role can use (the Production menu shows only when the production module is on, section 4.3).
- **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)

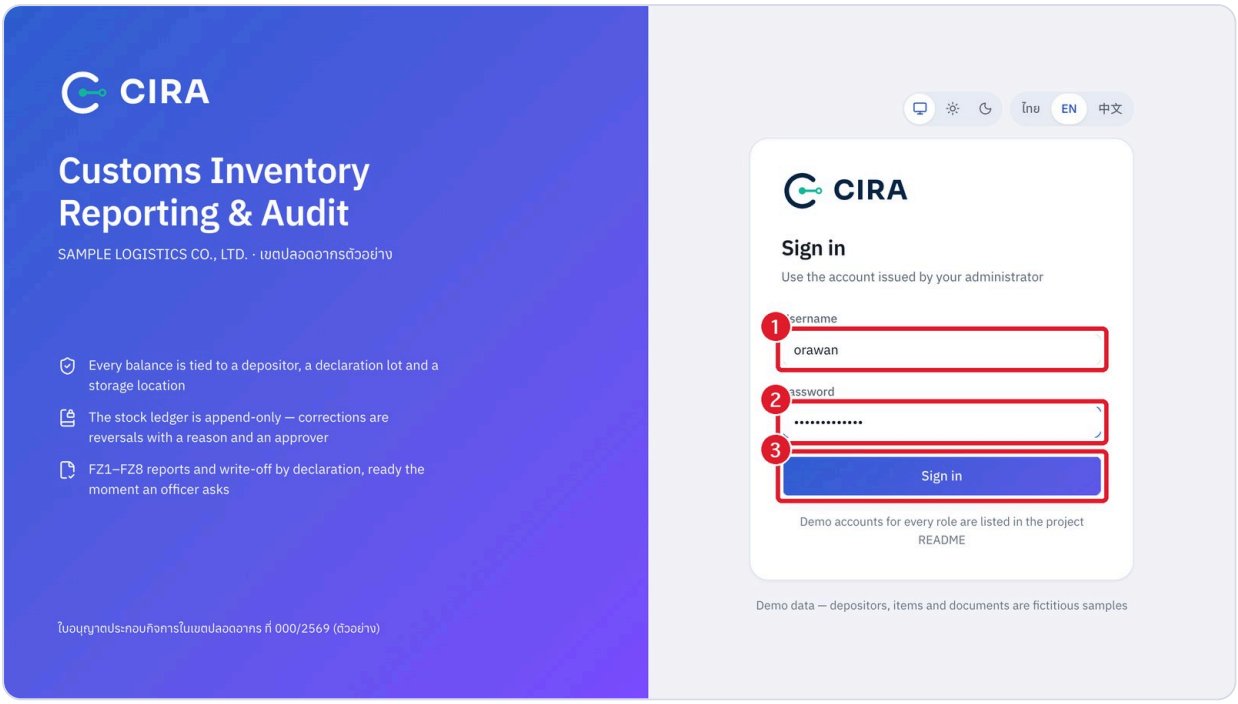
Key	What it does
F2	Create a new document or record on that page
F3	Fold or unfold the filter panel
F7	Pick from actual stock (transfers and adjustments)
F8	Save / Search / Confirm in a dialog
Esc	Close a dialog (if it holds unsaved data, the system asks before discarding it)

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)

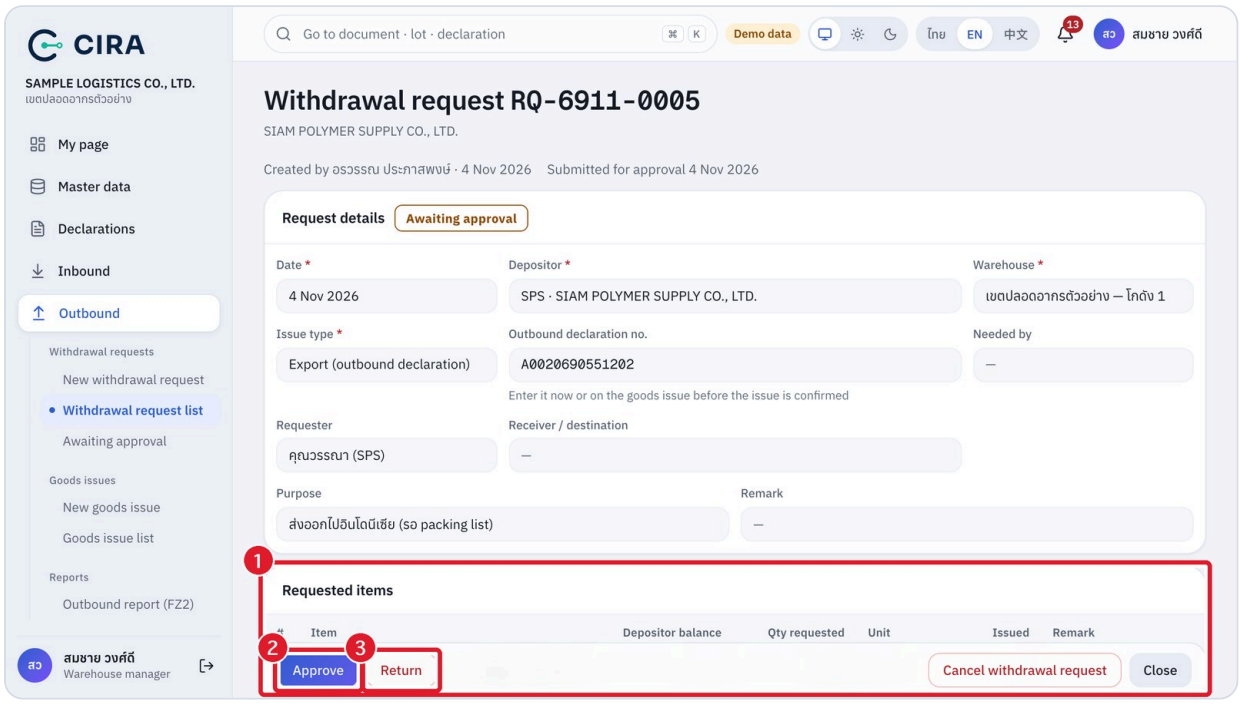
Use the account issued by your administrator. A wrong password shows "Incorrect username or password". Change your password from the avatar menu at the top right › **Account · change password** (at least 8 characters and not easy to guess: not a commonly used password, no username inside it, not repeated 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.

3. Warehouse manager (MANAGER)

Duties: approve or return withdrawal requests · approve or return stock adjustments · reverse confirmed documents · confirm goods issues that did not come from a withdrawal request · accept lots over 2 years · record answers on storage-period extensions (section 1.6) · do all CS and warehouse work · view the audit log **Cannot do**: manage users or settings (administrator); approve a document you created, edited or submitted for approval, including an adjustment from a count whose results you recorded

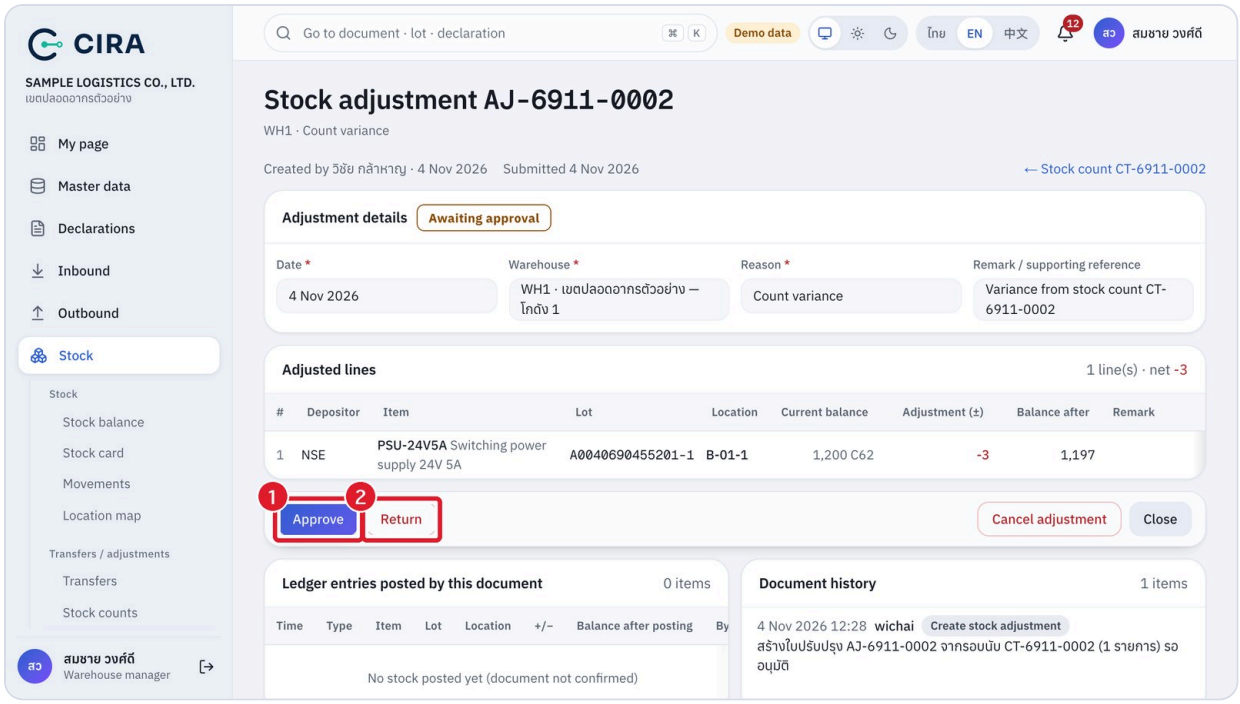
3.1 Approve a withdrawal request



① *Requested items (check the quantities against the balance)* · ② *Approve (F8)* · ③ *Return (a reason is required)*

Dashboard › **Withdrawal requests awaiting approval** → open the request → check the depositor, the outbound declaration and the quantities against the balance → **Approve** (F8) or **Return** (a reason is required; the creator sees it, corrects the request and submits it again).

3.2 Approve a stock adjustment



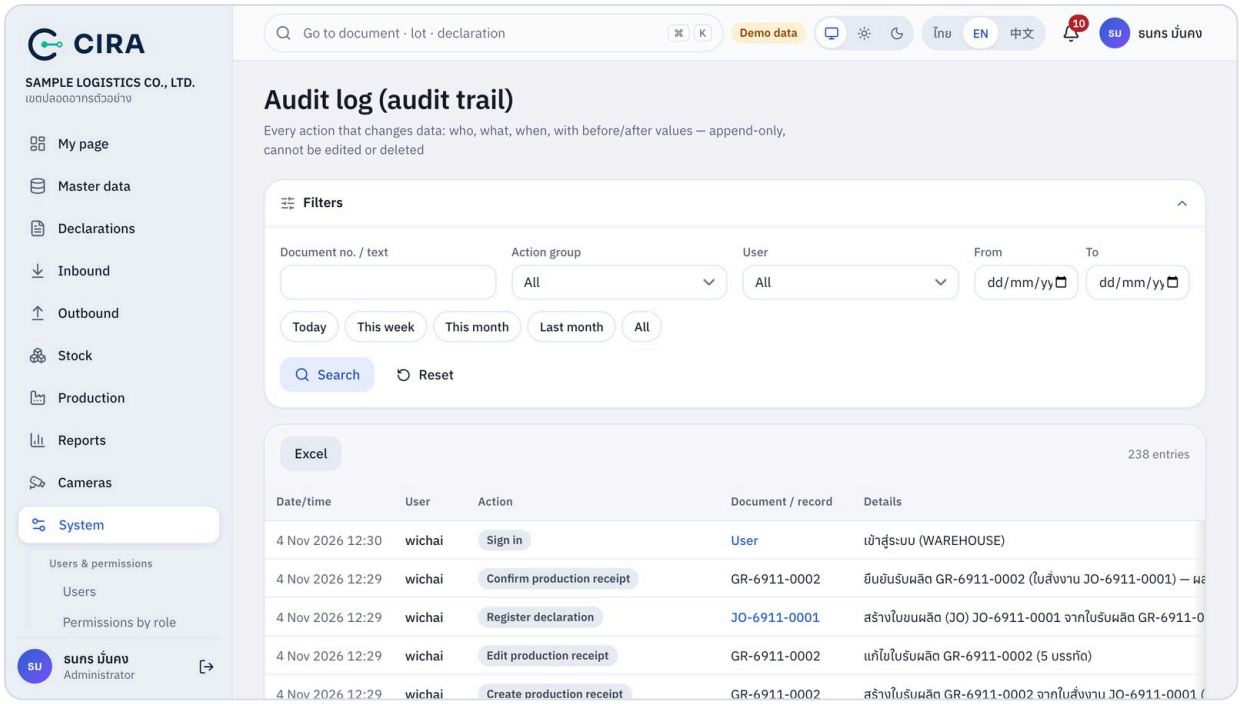
① Approve (writes to the stock ledger at once) · ② Return

Open it from the **Stock adjustments awaiting approval** queue. The dialog tells you how many lines and what net quantity will be written to the stock ledger → **Approve** (writes to the ledger at once and can no longer be changed) or **Return**.

3.3 Reverse (correcting a confirmed document)

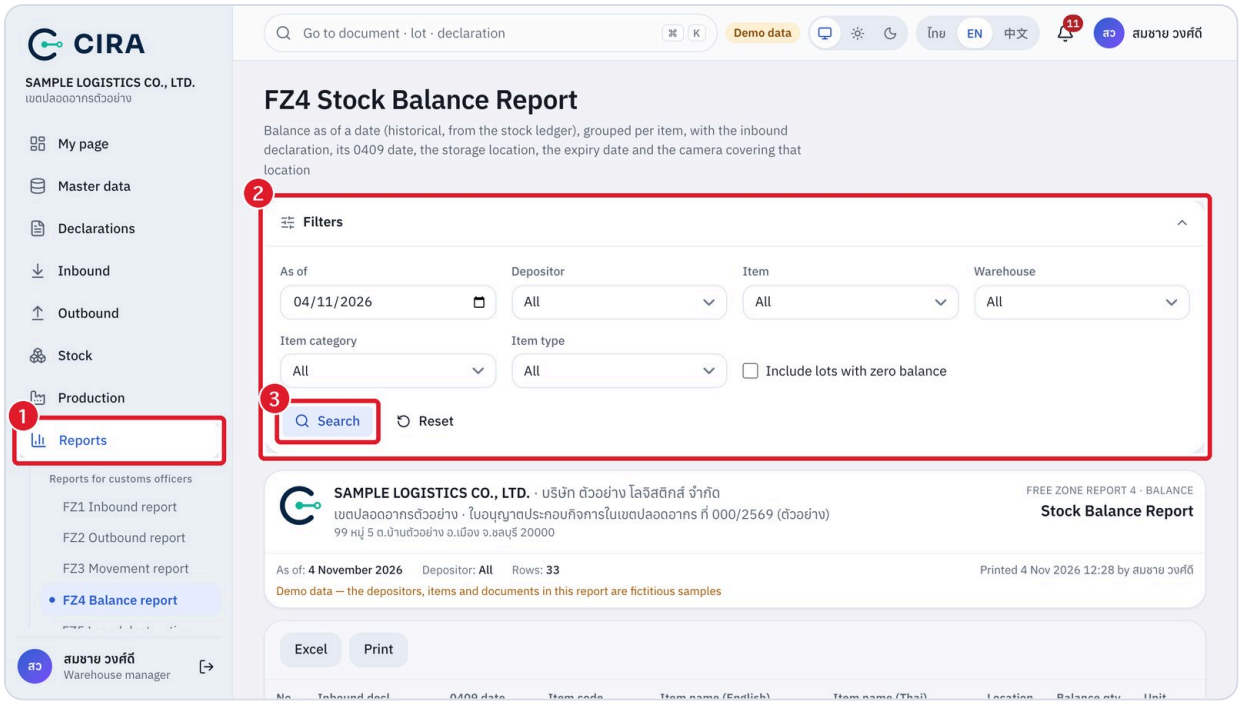
Open a "Confirmed" goods receipt or goods issue → **Reverse** → give a reason (kept in the history). The system posts the opposite entry in the stock ledger for every line. A reversed goods issue returns the lots and reopens the related withdrawal request for issuing again. A goods receipt whose goods have already been issued cannot be reversed (use a stock adjustment).

3.4 Checking the history



System › Audit log: filter by document number, user, action group or date range. Click "Show values" to see the values before and after. Export to Excel for the auditor.

7. Reports for customs officers (every role allowed to view reports)

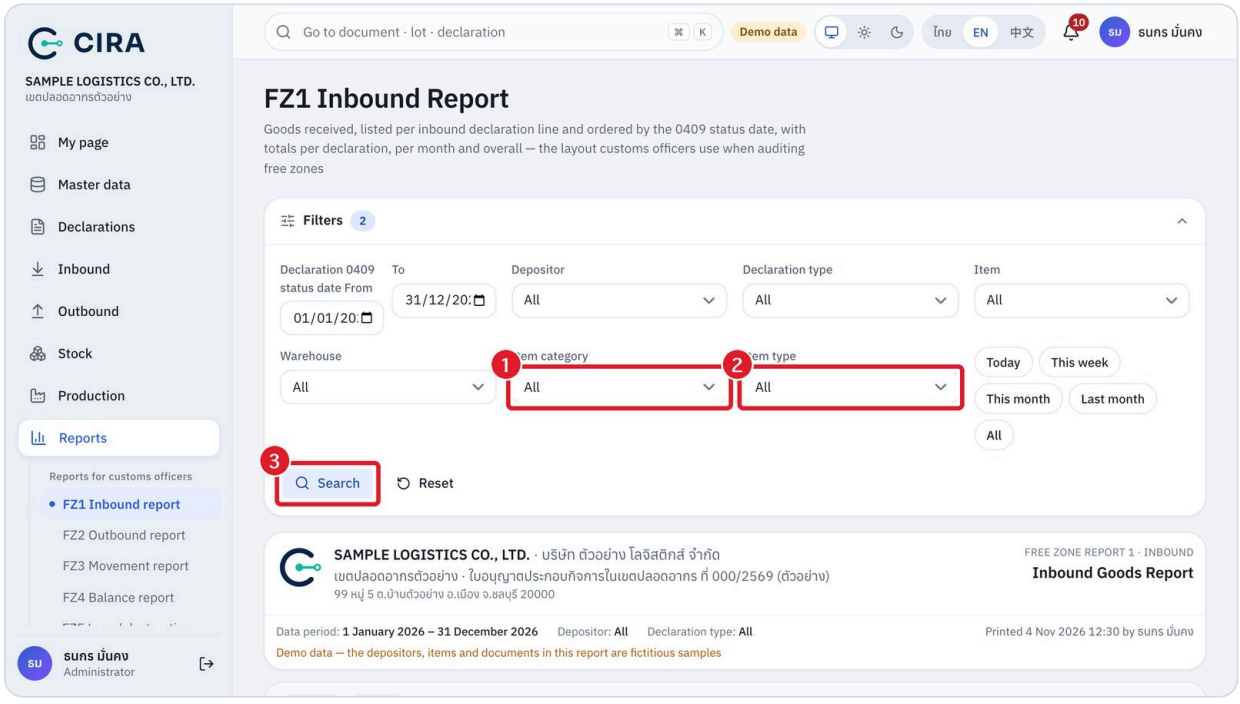


① *Reports menu* · ② *Filter panel (As of / Depositor)* · ③ *Search (F8)*

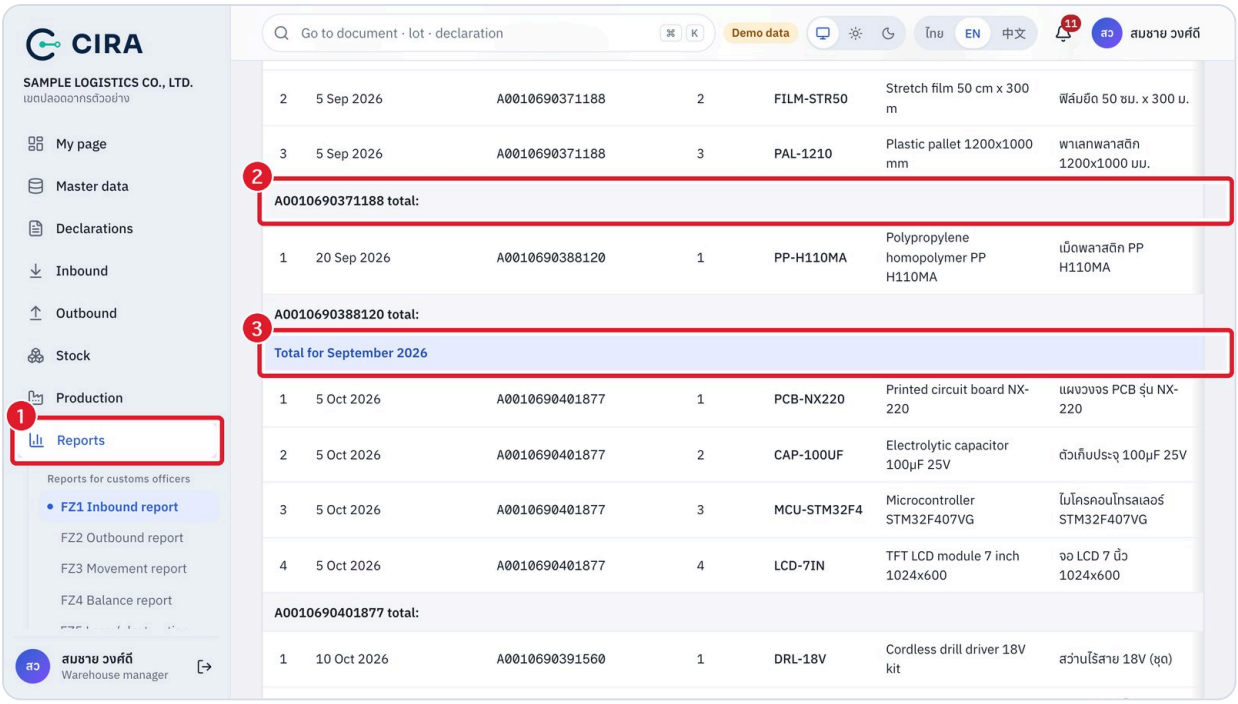
Reports FZ1–FZ6 use **the same format as the reports customs officers see in the CTL system** of other Free Zones (column order, declaration 0409 status date, total rows per declaration → month total → grand total). FZ7 and FZ8 belong to the set sent to Customs every 6 months (at the end of this section).

Report	Use it for	Note
FZ1 Inbound report	Lines of inbound declarations already received, sorted by 0409 date, with totals per declaration and per month	Several receipts for the same line are combined into one row, with the receipt numbers at the end of the row
FZ2 Outbound report	Lines of outbound declarations already issued + the inbound declarations written off	Goods issues without a declaration (internal use / destruction, return to depositor) are grouped separately
FZ3 Movement report	Opening balance + in − out = balance, per item, every line with its declaration number, line in declaration and invoice	Choose the period, depositor, item or warehouse
FZ4 Balance report	Balance as of a date (can go back in time) grouped by item, with inbound declaration, 0409 date, location, expiry date and **View camera / View snapshot**	You can tick "Include lots with zero balance"
FZ5 Loss / destruction report	Approved stock adjustments (damage, loss, count variance, data correction), goods issues of type internal use / destruction, and production loss (production receipt), grouped by reason	New

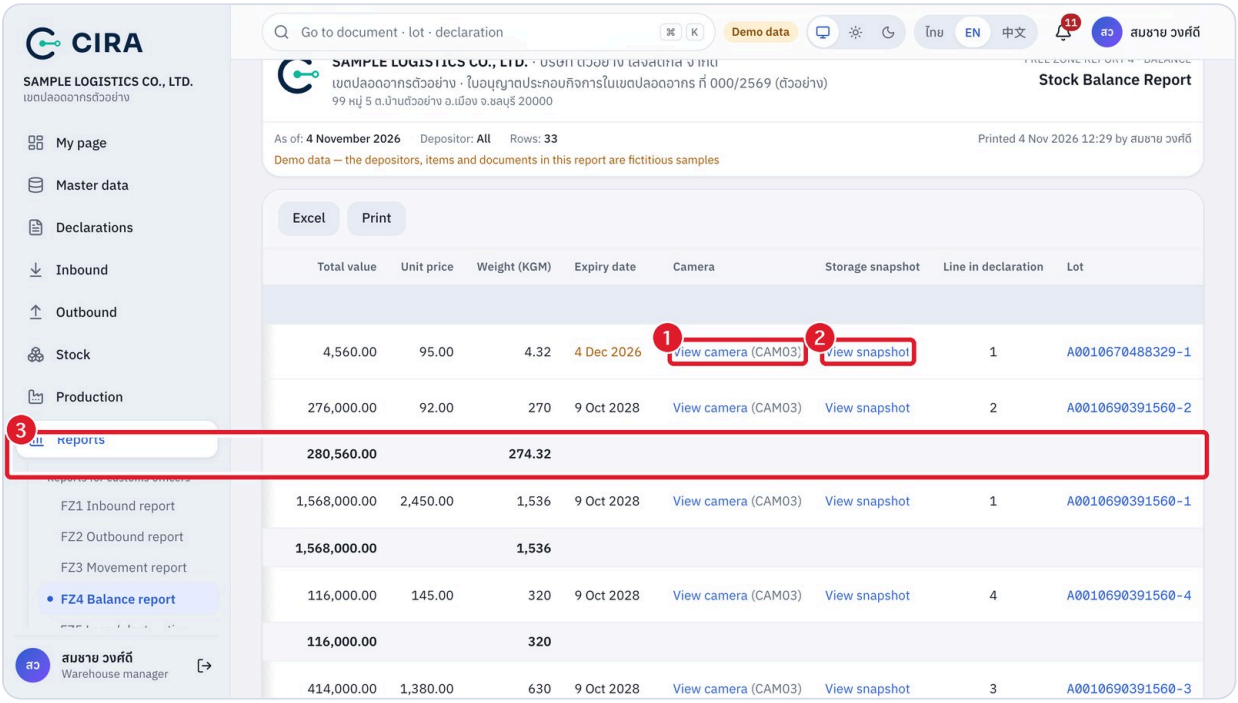
Report	Use it for	Note
FZ6 Expired inbound lots	Lots that still hold goods and have reached the 2-year deadline, or will reach it within "Look ahead (days)"	New · 0 days = only those already expired
FZ7 Stock summary report	Opening balance, in, out, adjustments and other, and closing balance, in both quantity and value (THB), by depositor and by item, for the chosen period (period buttons Jan–Jun / Jul–Dec)	New
FZ8 Goods with storage-period extension requests	Declarations with a storage-period extension request, with the customs letter, the original deadline and the deadline in force, and the goods still held	New · Withdrawn requests are not included
In / out / balance by declaration (write-off)	For each inbound declaration: how much was received, which outbound declarations wrote it off, how much was used in production, how much is left and when the 2-year deadline falls (a production declaration, JO, shows the output received)	Net of reversals
Monthly summary	Monthly summary by depositor or by item. When there is production, the Produced and Used in production columns are added	



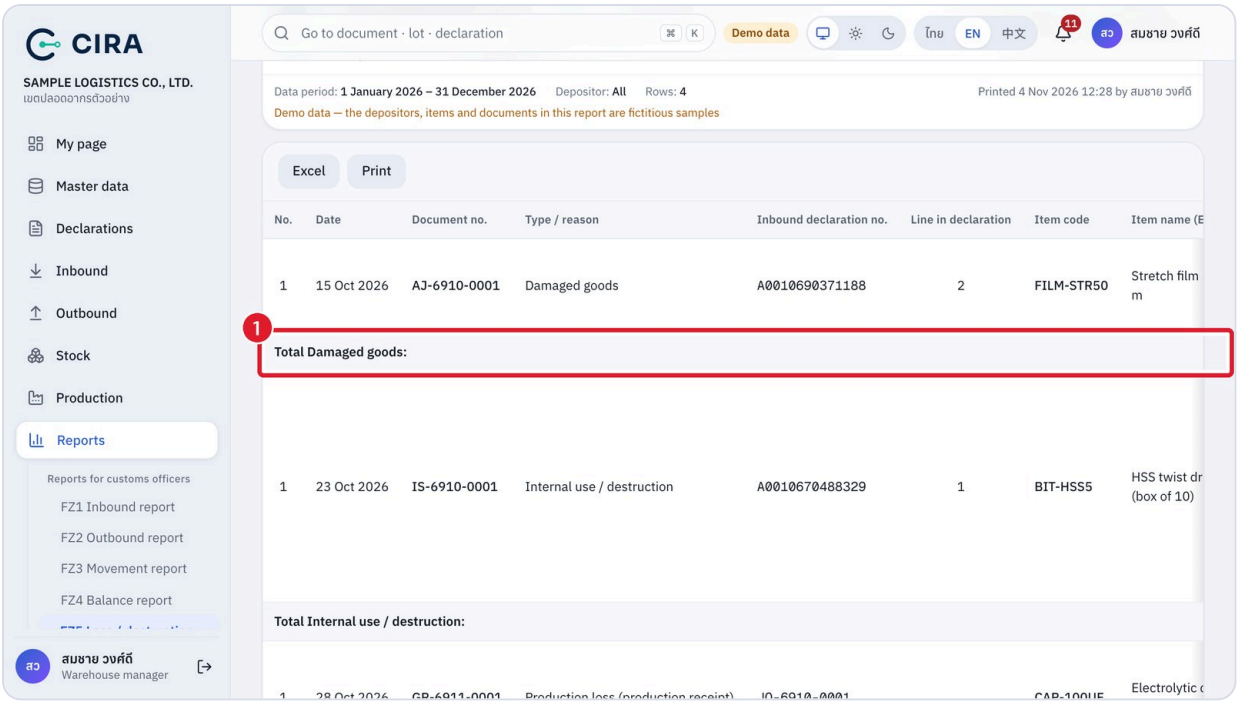
Filters available on reports FZ1–FZ8: ① Item category · ② Item type · ③ Search (F8) — the conditions chosen are printed in the report header and also apply to Excel



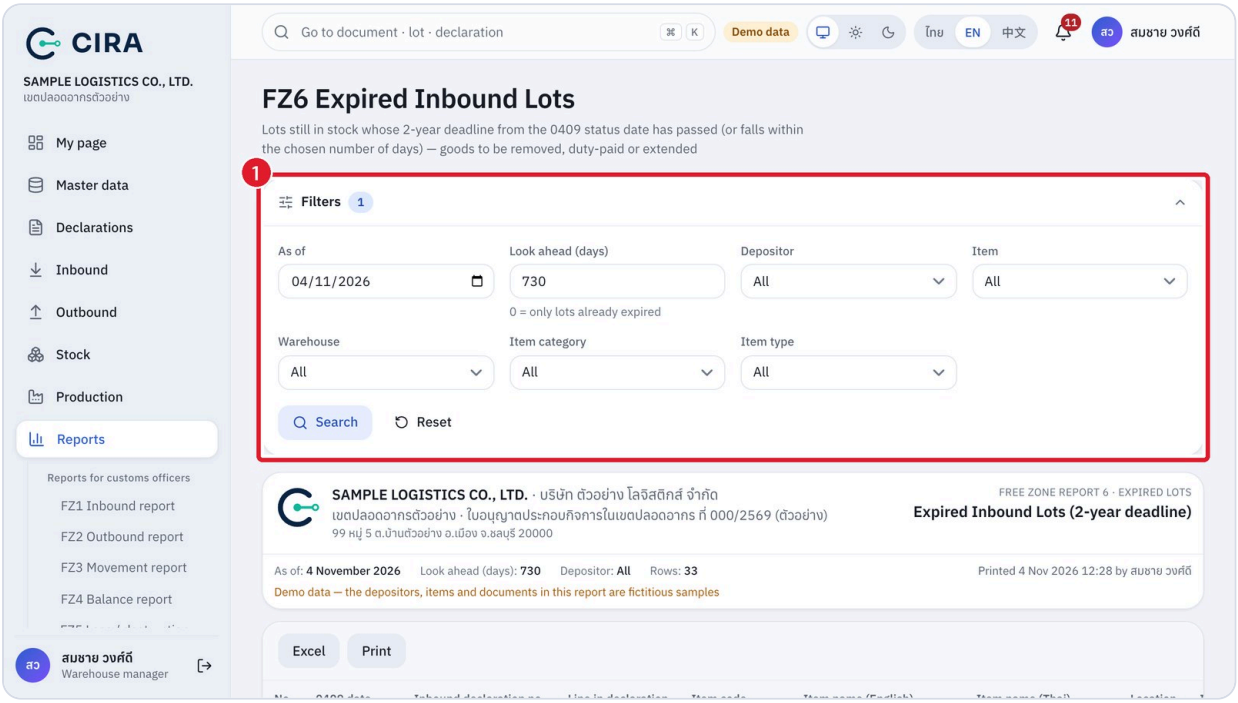
① *FZ1 menu* · ② *Total row "{declaration no.} total:"* · ③ *Month total row — the Grand total is at the end of the table*



① *View camera (the camera covering that storage location)* · ② *View snapshot* · ③ *Item total row*



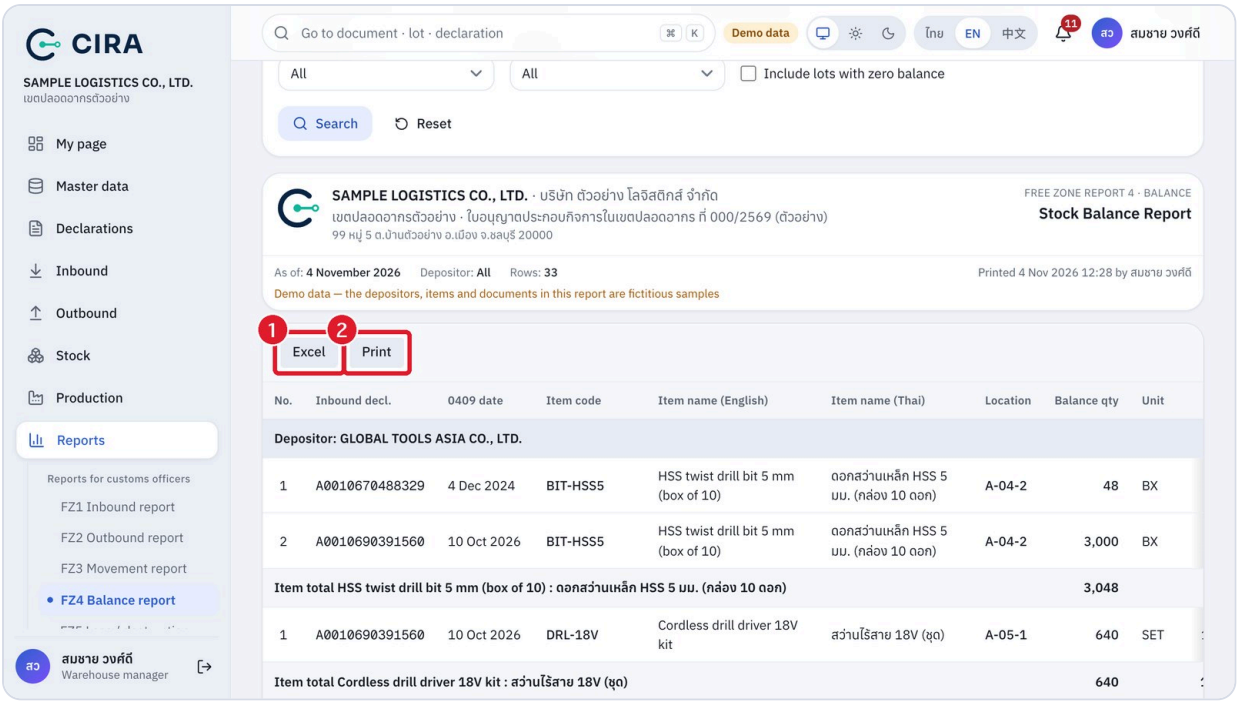
① *Total row per reason (damaged goods / internal use-destruction ...)*



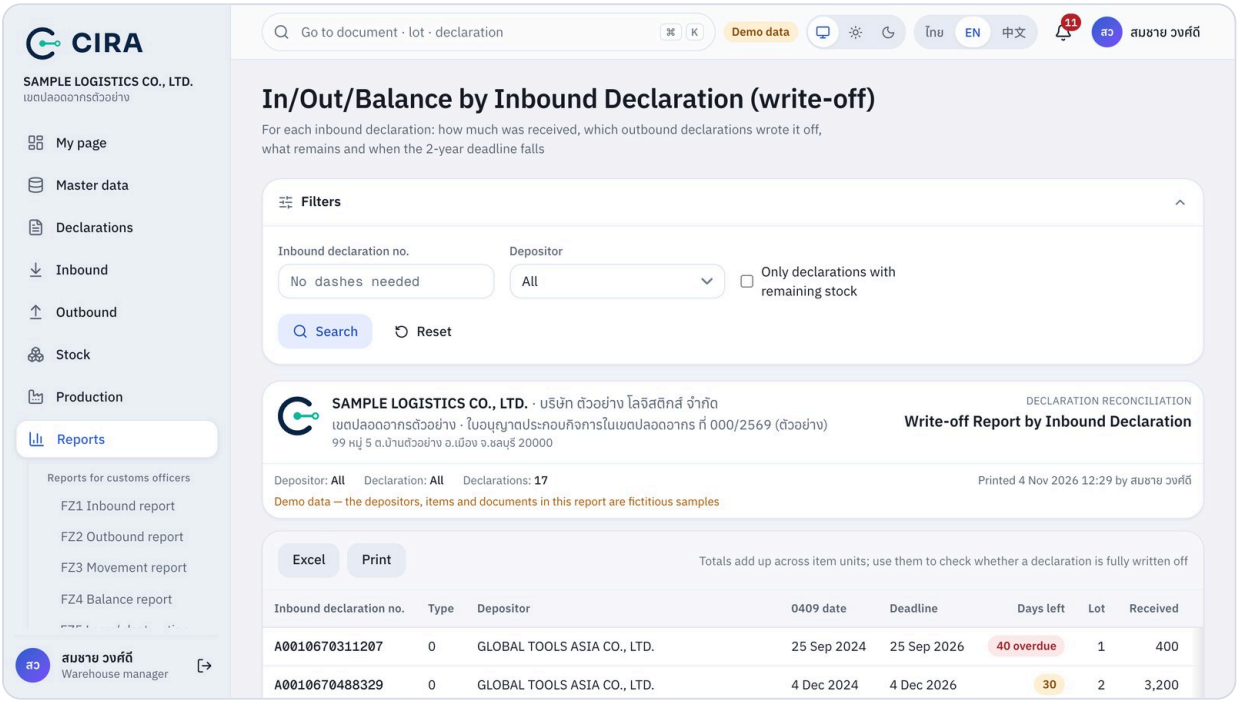
① *As of and Look ahead (days) filters*

Every report has the licensee's letterhead, the filter conditions, and who printed it and when. It has **Excel** and **Print** buttons (A4 landscape). A table wider than the paper is shrunk to fit the page, so no column runs off the edge, and the system's menus do not appear on paper. The printed page is always white, even in dark mode. Documents such as the deposit receipt and the goods issue note / gate pass print on A4 portrait.

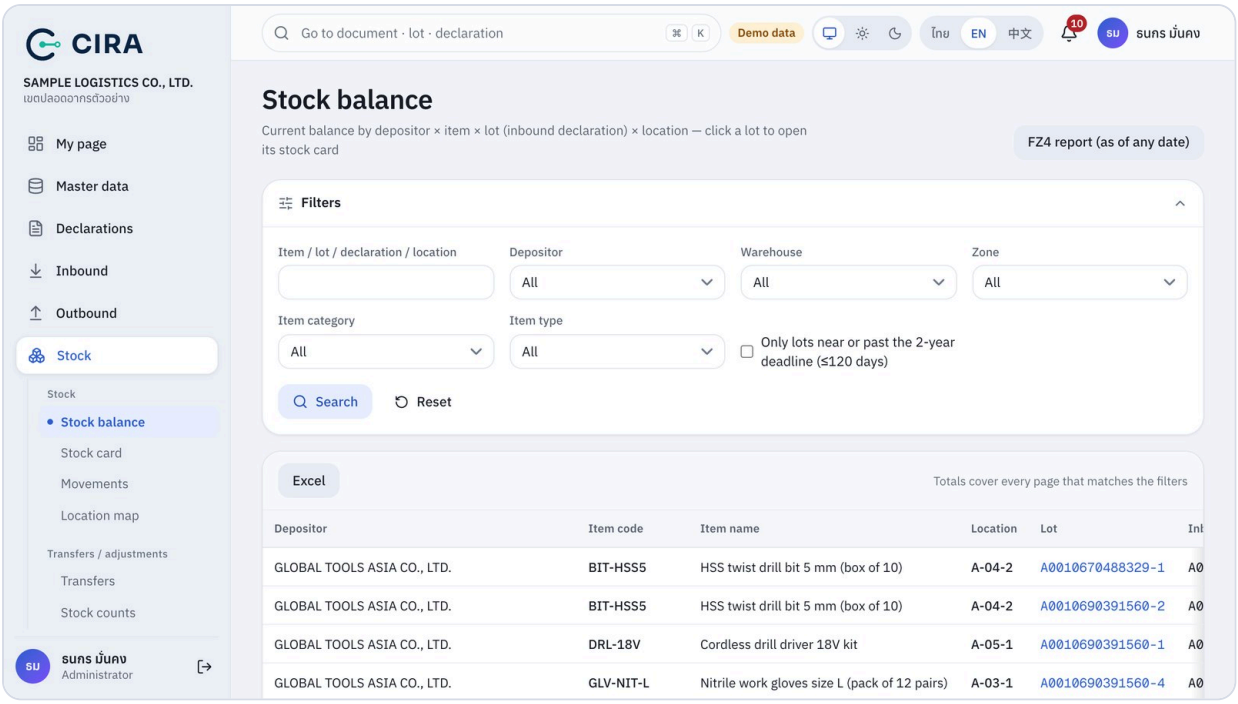
Reports FZ1–FZ4, FZ6 and In / out / balance by declaration show at most 1,000 detail lines on screen and on paper. Beyond that, the system shows the message "Showing ... of ... detail rows", and totals at every level are still calculated from all the data. Narrow the depositor, item or date range, or export to Excel to see every line.



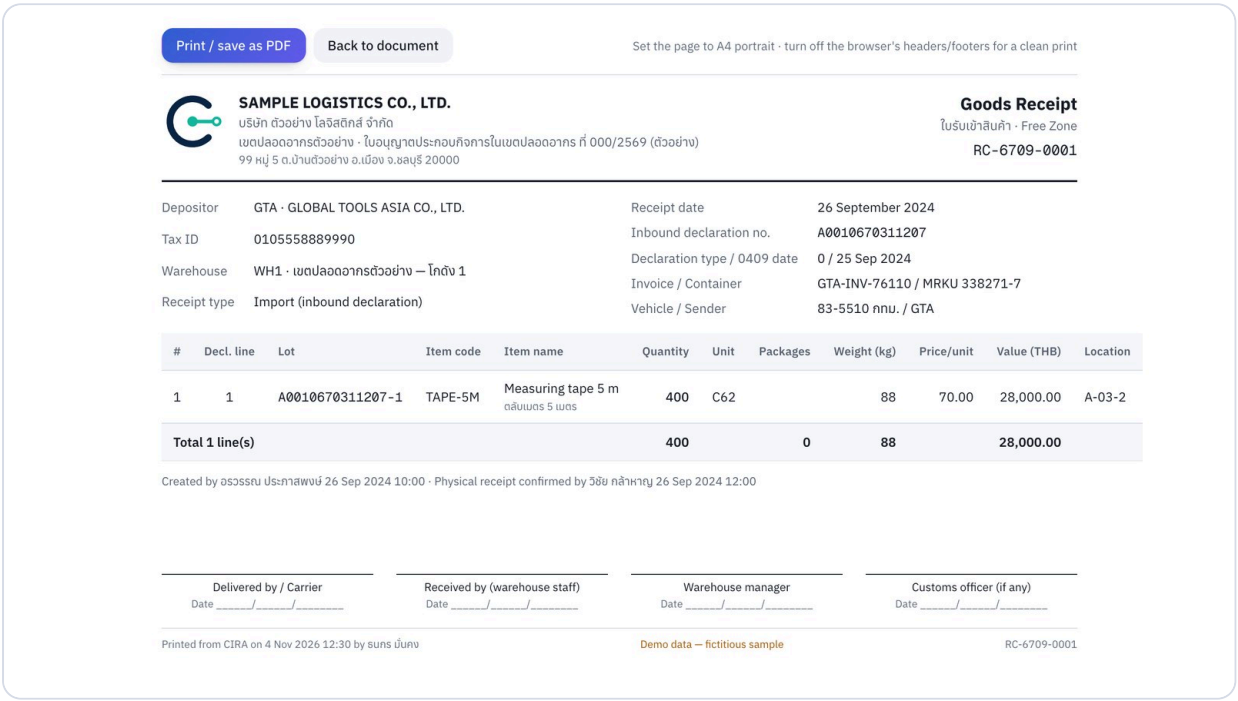
① Excel · ② Print (A4 landscape) — the button bar of every list and report is above the table, in view at once without scrolling down



Write-off report by declaration — received / issued / balance / 2-year deadline per inbound declaration



Stock balance by depositor × item × lot × location



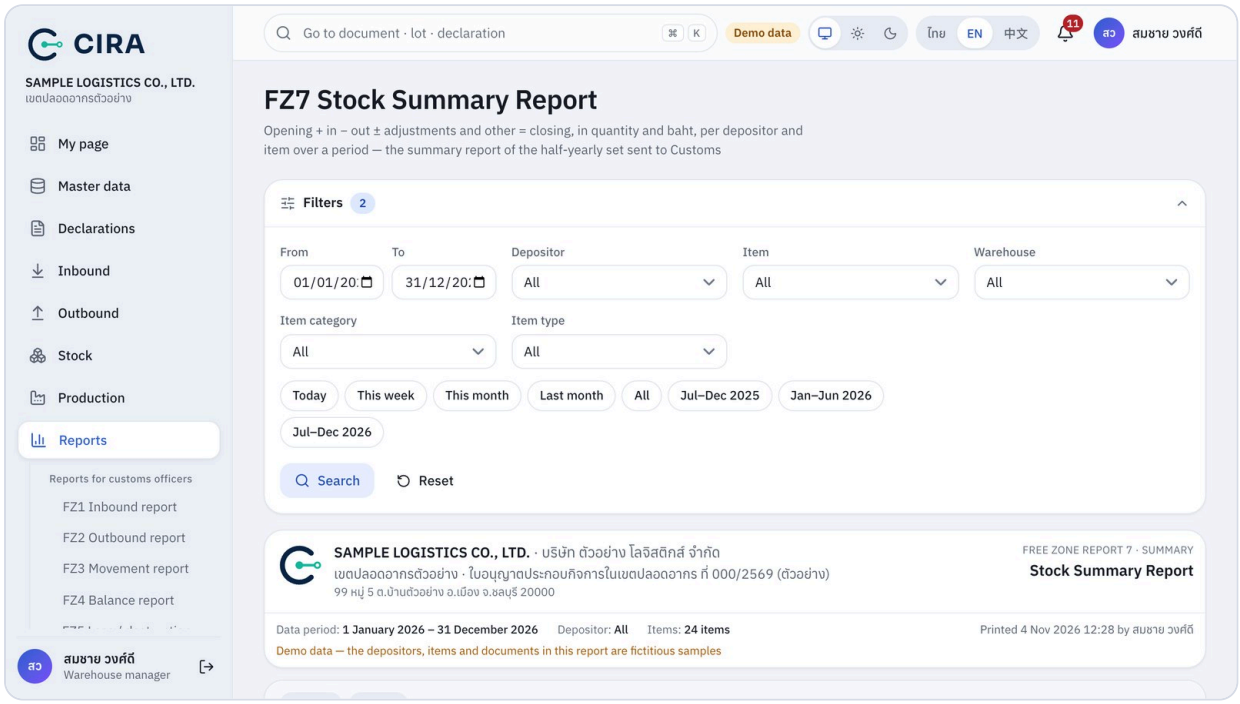
Deposit receipt printed from the system (licensee's letterhead + company logo)

Report set sent to Customs every 6 months (commercial-type operators)

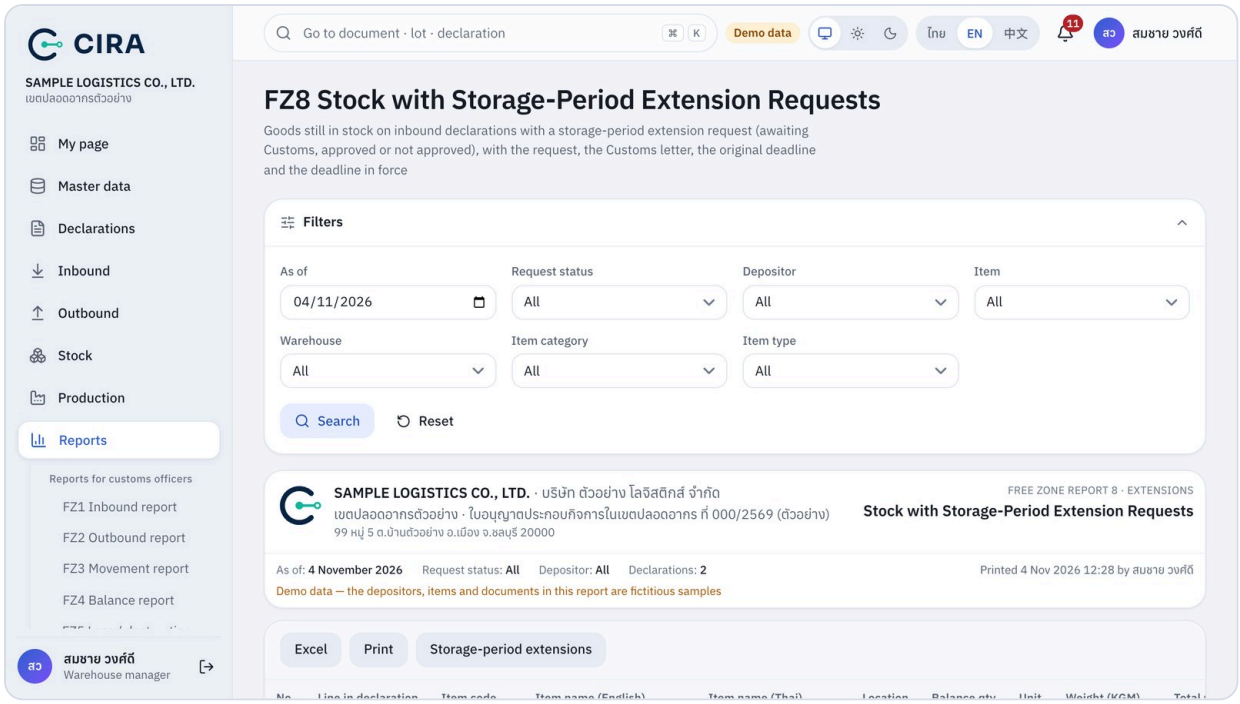
Sent 2 times a year (Jan–Jun and Jul–Dec) as Excel files, by the 30th of the month after the period. Set the period in the filter panel, then press **Excel** for each report in turn. FZ7 has period buttons for **Jul–Dec** of last year and **Jan–Jun** and **Jul–Dec** of this year: press a button, then press **Search (F8)** (if you choose none, the system shows the current period). For FZ1, FZ2 and FZ3, fill in the date range of the period. For FZ4 and FZ8, set **As of** to the last day of the period.

This set is for commercial-type operators. Other types of operator can open the same reports, but should follow the report set and deadlines that Customs sets for their type.

Report to send	In CIRA
Inbound report by declaration type (รายงานการนำเข้า แยกตามประเภทใบขน)	FZ1 (choose the declaration type in the filter)
Export report (รายงานการส่งออก)	FZ2
Summary stock balance report (รายงานสินค้าคงเหลือแบบสรุป)	FZ7
Detailed stock balance report (รายงานสินค้าคงเหลือแบบแจกแจง)	FZ3
Balance report as of a date (รายงานของคงเหลือ ณ วันที่)	FZ4
Goods with storage-period extension requests (ของคงเหลือที่ขอขยายระยะเวลาจัดเก็บ)	FZ8



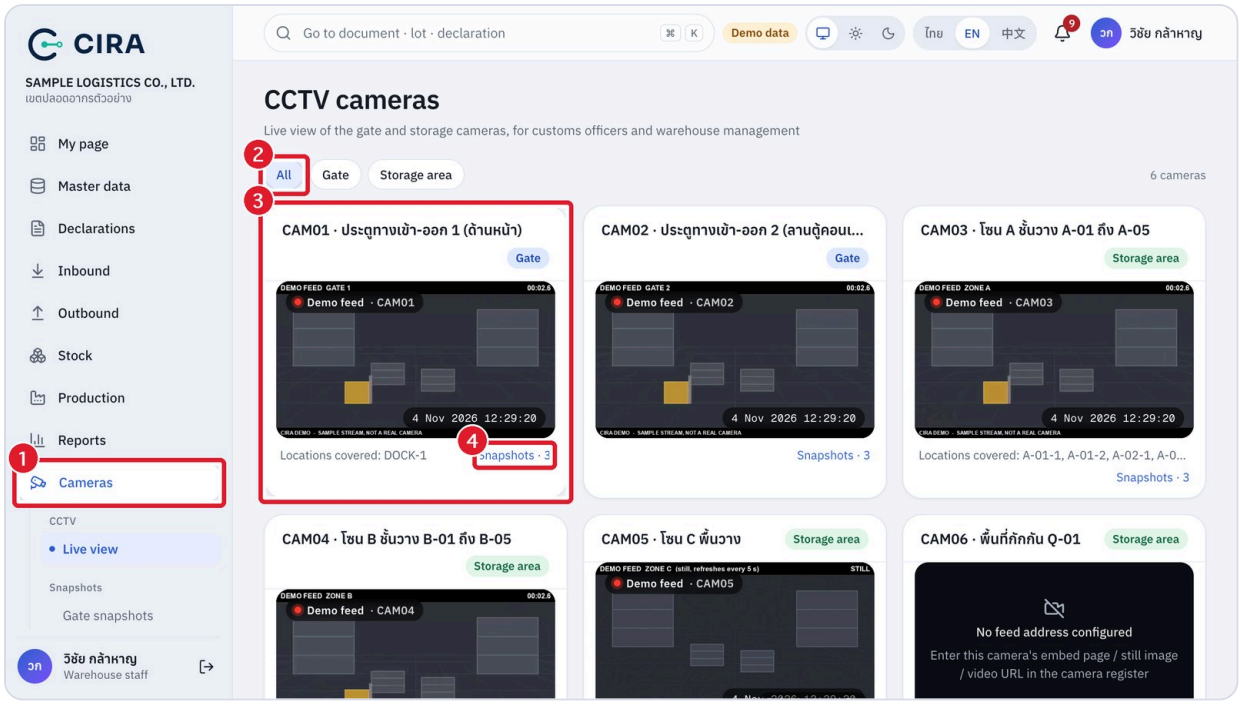
FZ7 — Opening, Brought into the zone, Taken out of the zone, Adjustments and other, and Closing, in both quantity and value, by depositor



*FZ8 — The heading row of each declaration shows the request, the customs letter, the original deadline and the deadline in force · The **Storage-period extensions** button opens the page for recording requests*

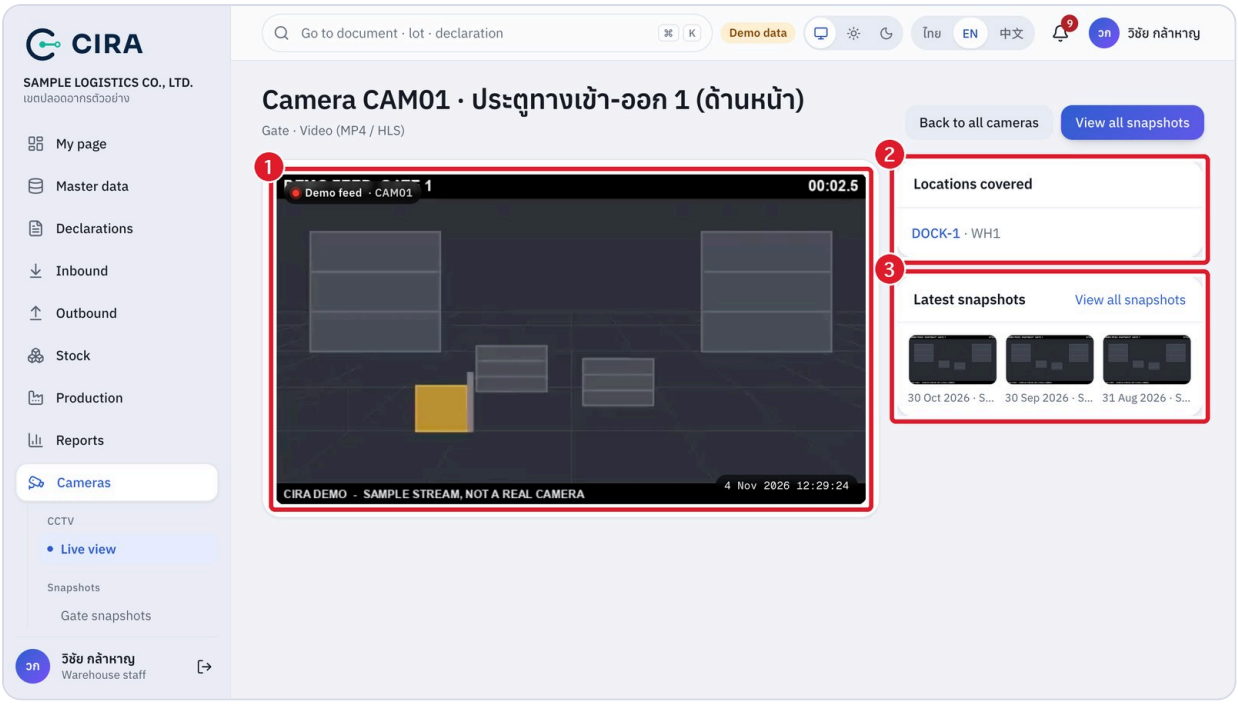
FZ8 shows only declarations that still hold goods on the chosen date, whether the request is awaiting an answer, approved or not approved (filter with **Request status**). For how to record requests and answers, see section 1.6.

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

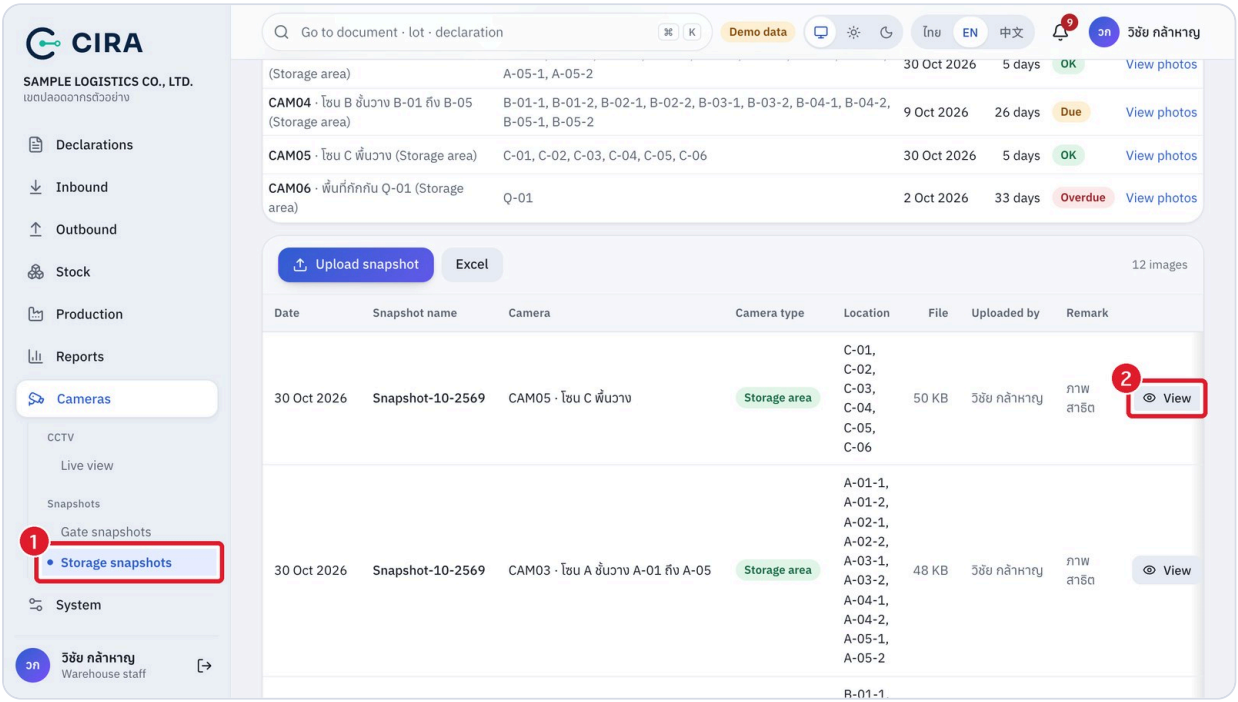


① *Menu Cameras › Live view* · ② *Type filter (Gate / Storage area)* · ③ *Live picture of each camera (press it to open the camera page)* · ④ *Snapshot link of that camera*

- **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.



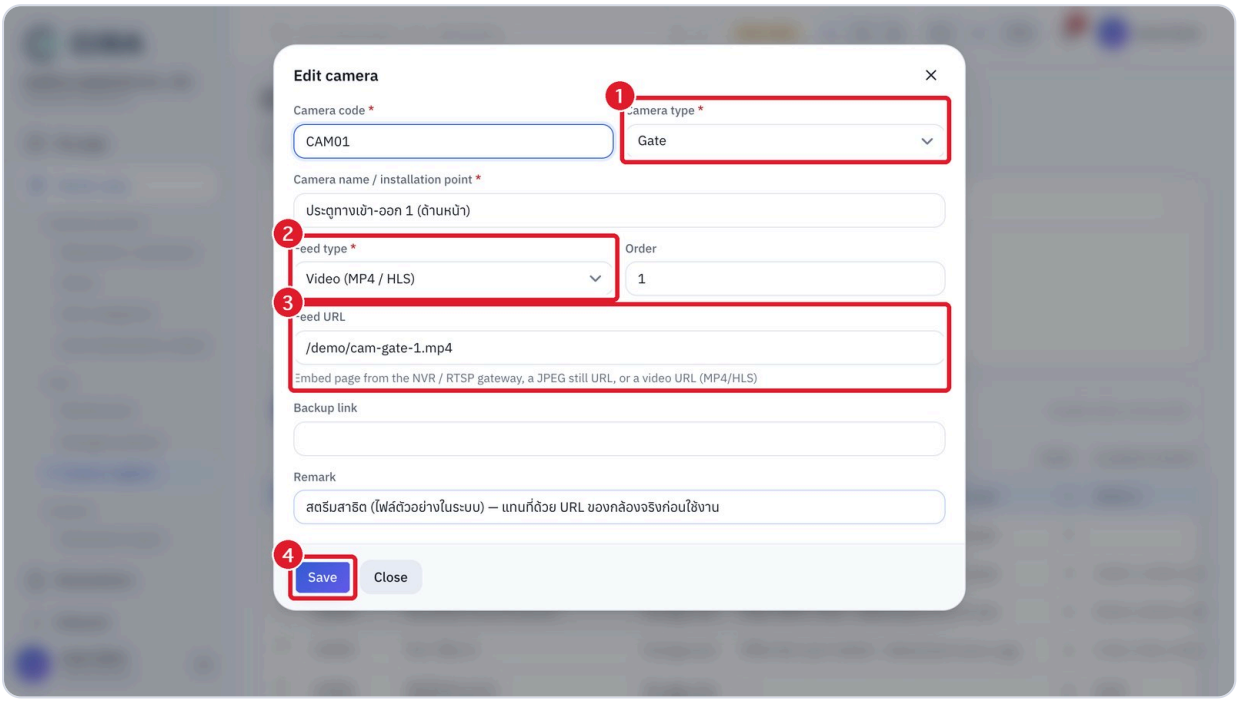
① *Live picture* · ② *Storage locations covered by the camera* · ③ *Latest snapshots*



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.

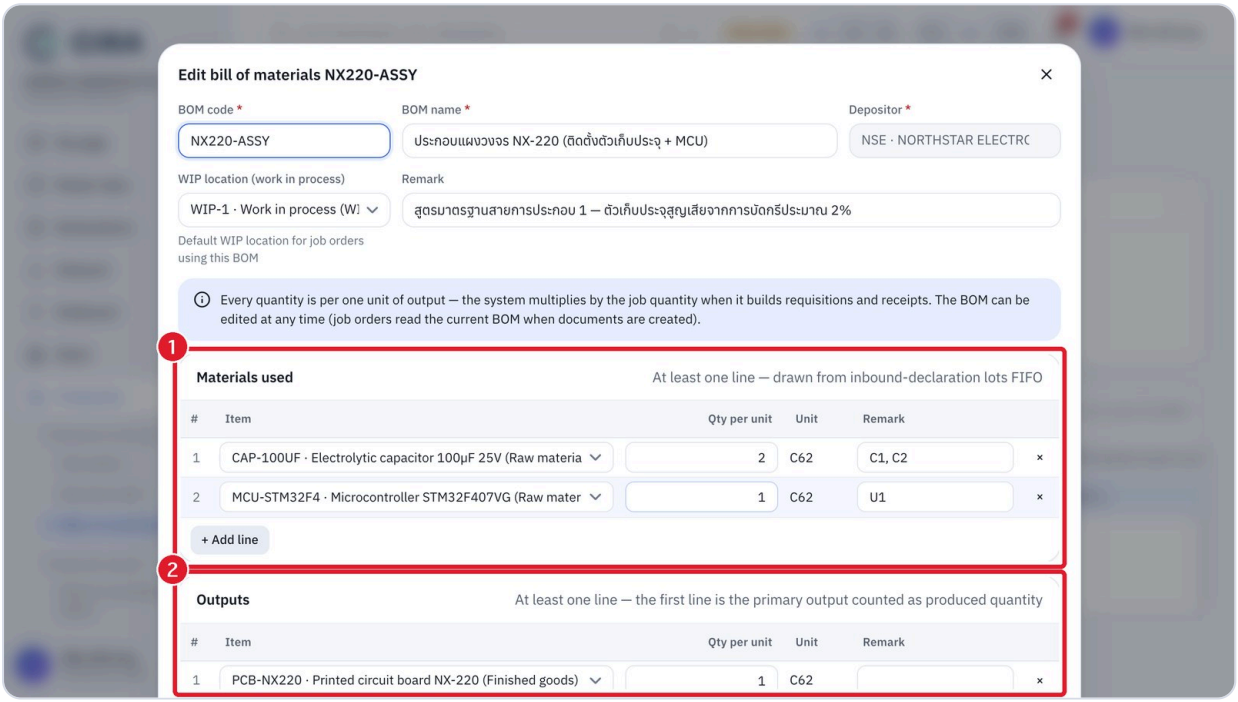


Master data › Camera register: ① Camera type · ② Feed type · ③ Feed URL · ④ Save (F8)

9. Production in the Free Zone (depositors who manufacture in the zone · keyed by CS or warehouse · confirmed by warehouse or manager)

Use this when the **Production module** is on (section 4.3), for operators that manufacture in the zone. Operators that do not, such as commercial-type operators, turn this module off, so they see neither the Production menu nor the production reports group, and they can skip this section.

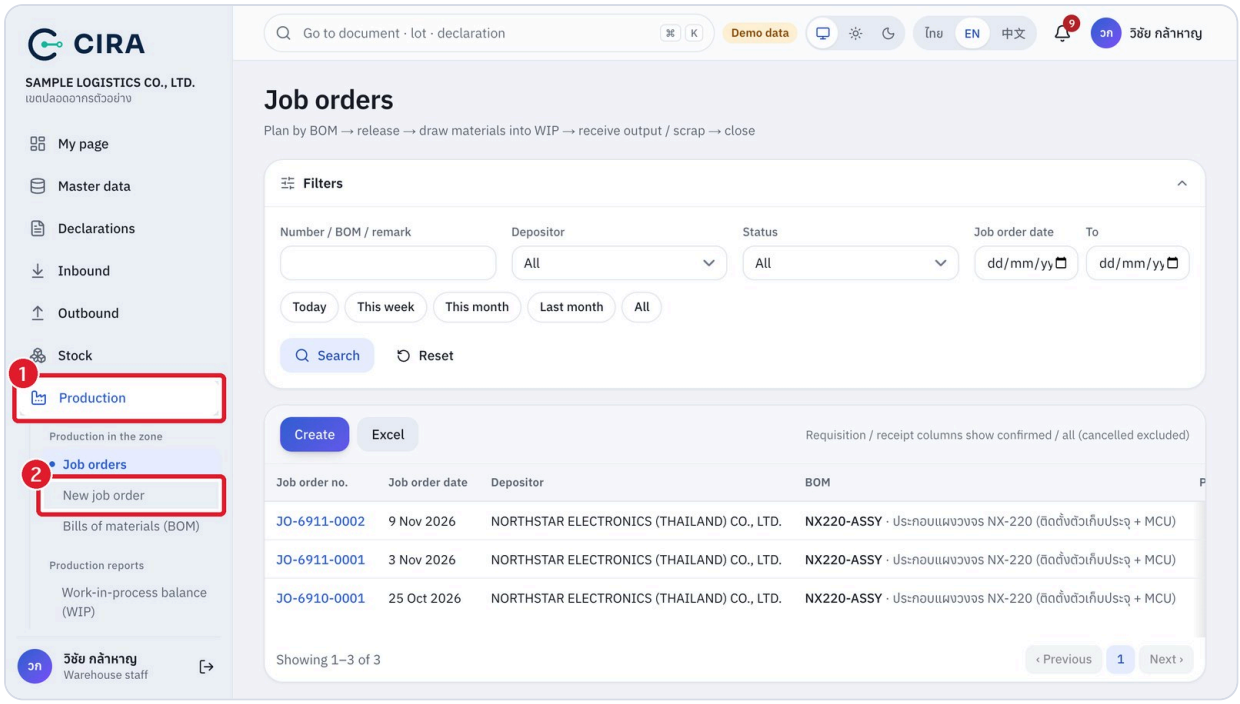
This matches the production module of the CTL system (BOM → job order → requisition → production receipt → WIP → RM/FG reports), and every movement still goes through the stock ledger and the system's usual rules (no negative balances, no edits after confirmation, full history).



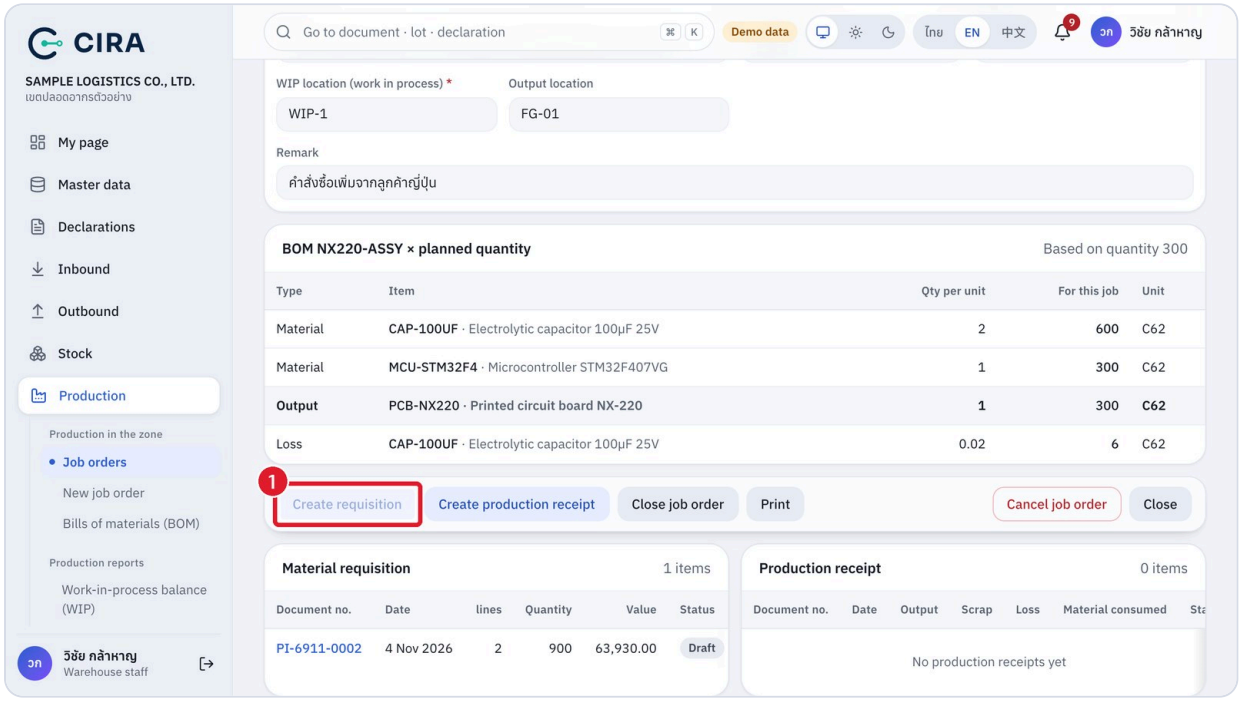
Bill of materials (BOM) — ① Materials used per 1 unit of output · ② Outputs (first line = main output) and Loss per BOM — the Save (F8) button is at the bottom of the window

Prepare the master data: set the "Item type" of raw materials, finished goods and goods for destruction (Master data › Items), and create at least 1 storage location of type **Work in process (WIP)** (demo data: WIP-1) and an output location (FG-01). Create a BOM at **Production › Bills of materials (BOM)** by pressing **Create** (F2).

9.1 Job orders



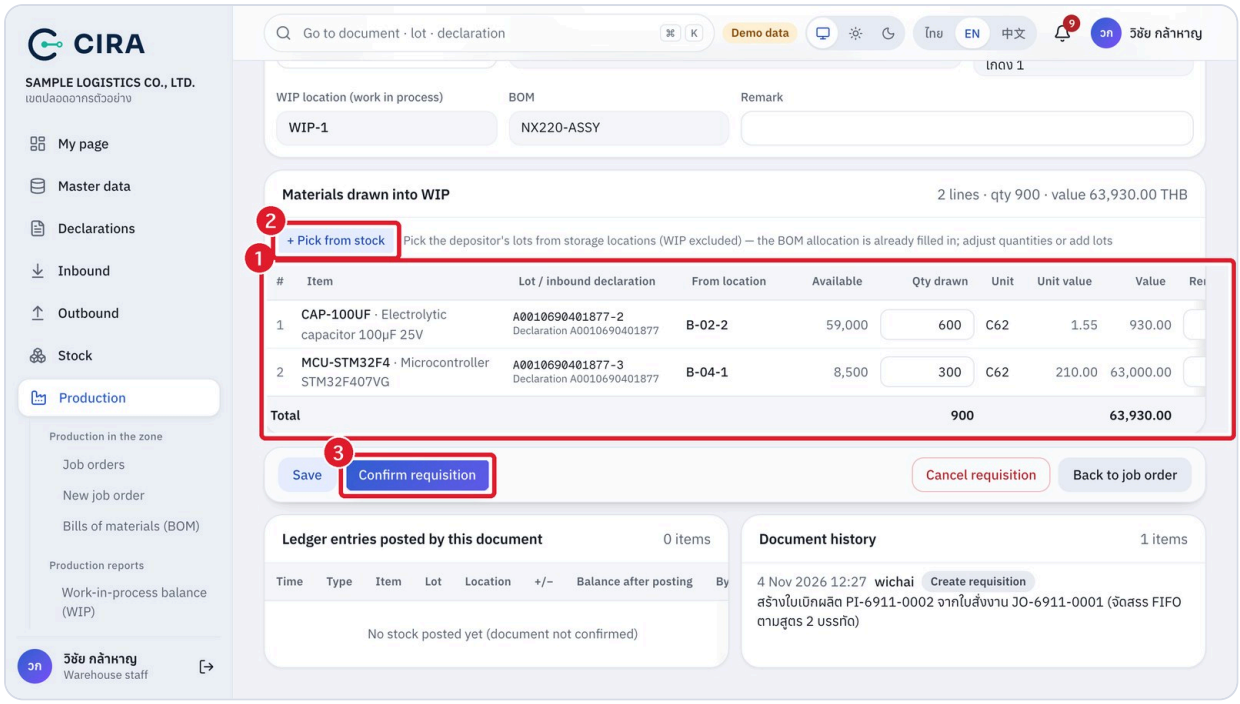
① Menu Production › Job orders · ② New job order



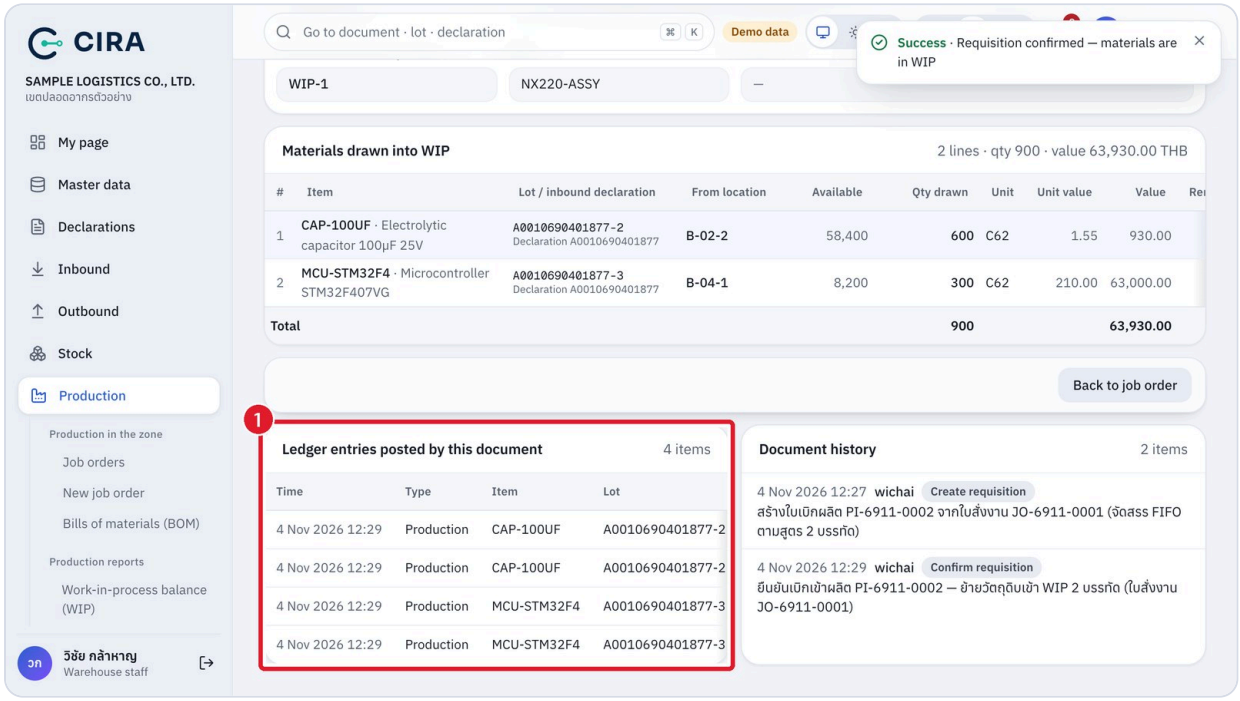
① Create requisition (toolbar button, available after release) — the status stamp is at the head of the document (Draft → Released → In progress → Completed), the BOM × planned quantity table is above the toolbar, and the requisition / production receipt panels + Materials in WIP right now are at the bottom of the page

1. **Production › New job order** → date, depositor, warehouse, BOM (or "produce without a BOM"), WIP location, output location, planned quantity → Save (F8). The system shows a "BOM × planned quantity" table for you to check.
2. Press **Release**. The document header locks, and you can then create the requisition.

9.2 Requisition (materials into WIP)



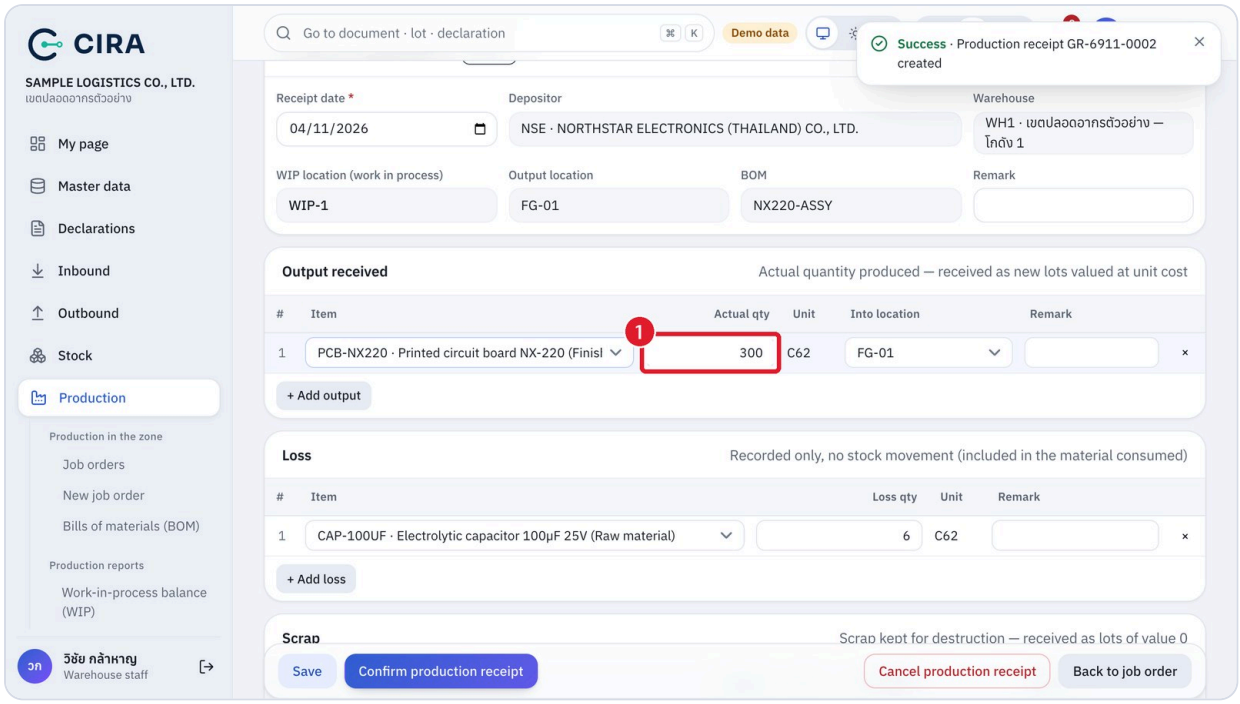
① *Lots allocated by the system by FIFO (oldest lot first, lots past the 2-year deadline skipped)* · ② *Pick from stock (F7) adds a lot or a material outside the BOM* · ③ *Confirm requisition*



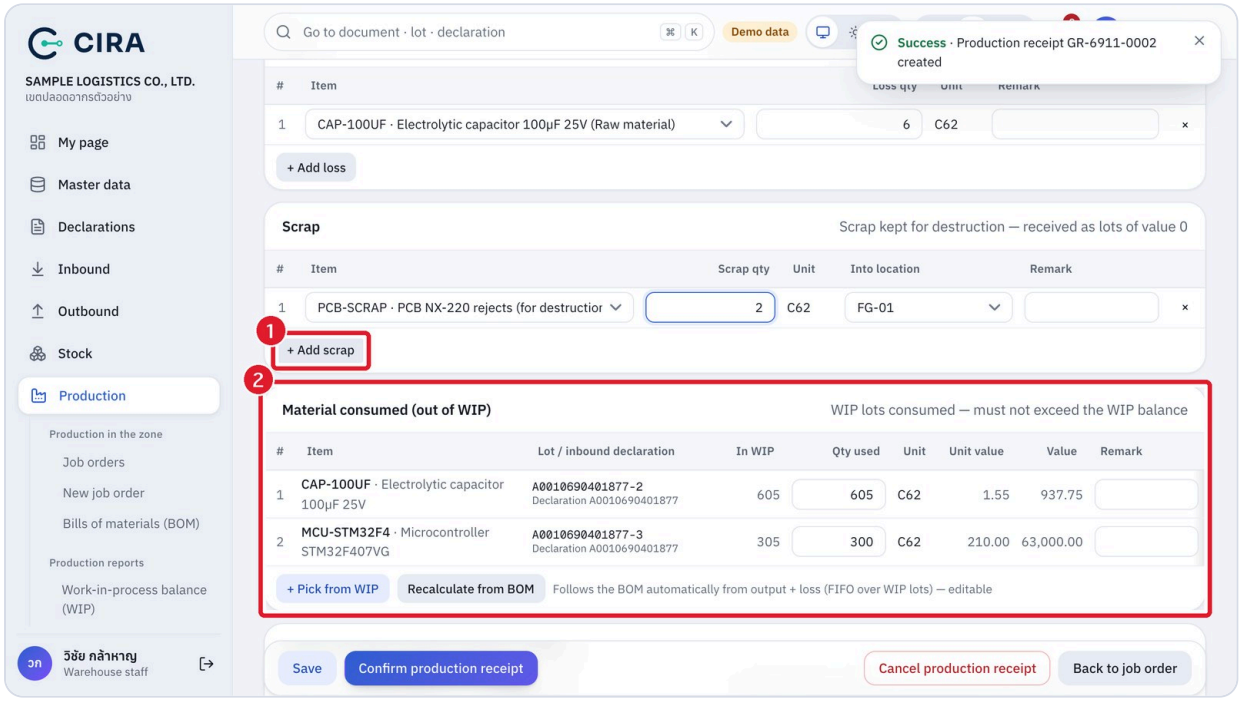
① *Ledger entries posted by this document: out of the storage location (−) into WIP (+), same lot, same inbound declaration — the goods are still the depositor's stock in the zone (the document shows the "Confirmed" stamp)*

- On the job order page, press **Create requisition** → choose *From the BOM (FIFO, oldest lots first)* or *Pick materials by hand (empty requisition)*. From the BOM = material × planned quantity + the BOM's loss (the production receipt also writes the loss off from WIP, so it is drawn at the same time). If stock is short, the system writes "Insufficient stock for some lines" in the remark.
- Only warehouse staff, managers and administrators can confirm (permission production.confirm). The job order changes to "In progress".

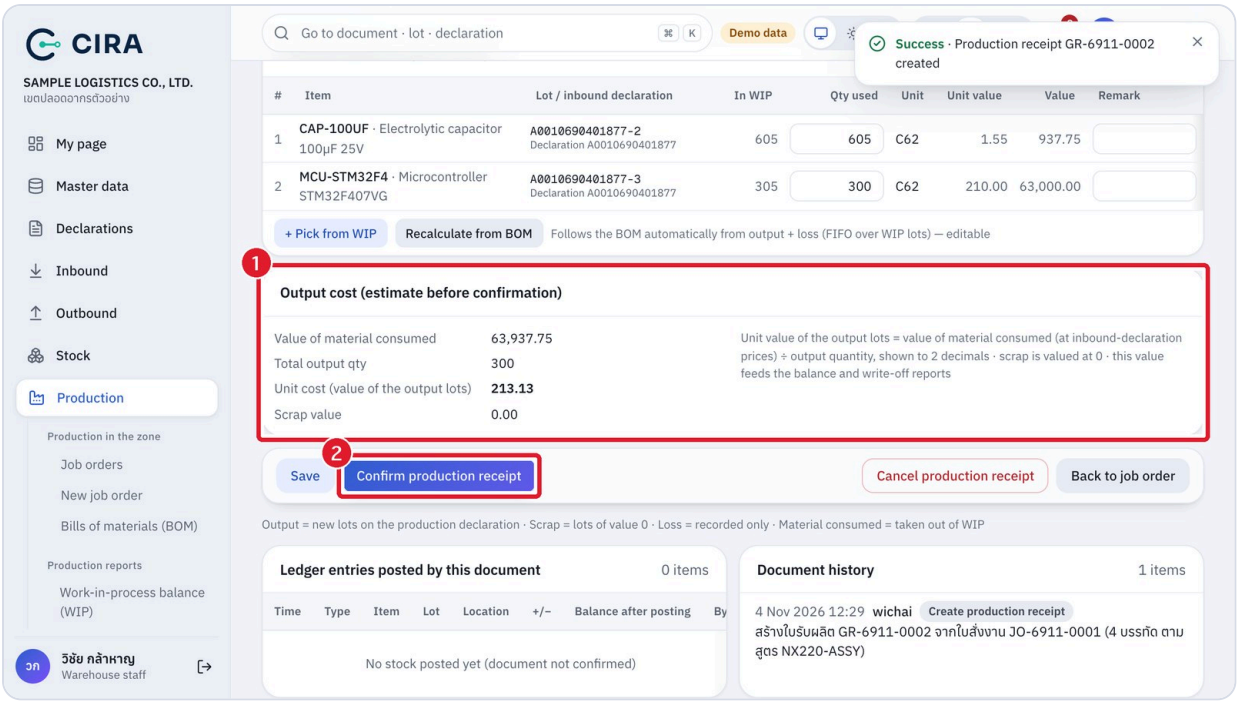
9.3 Production receipt (output into the warehouse, materials written off from WIP)



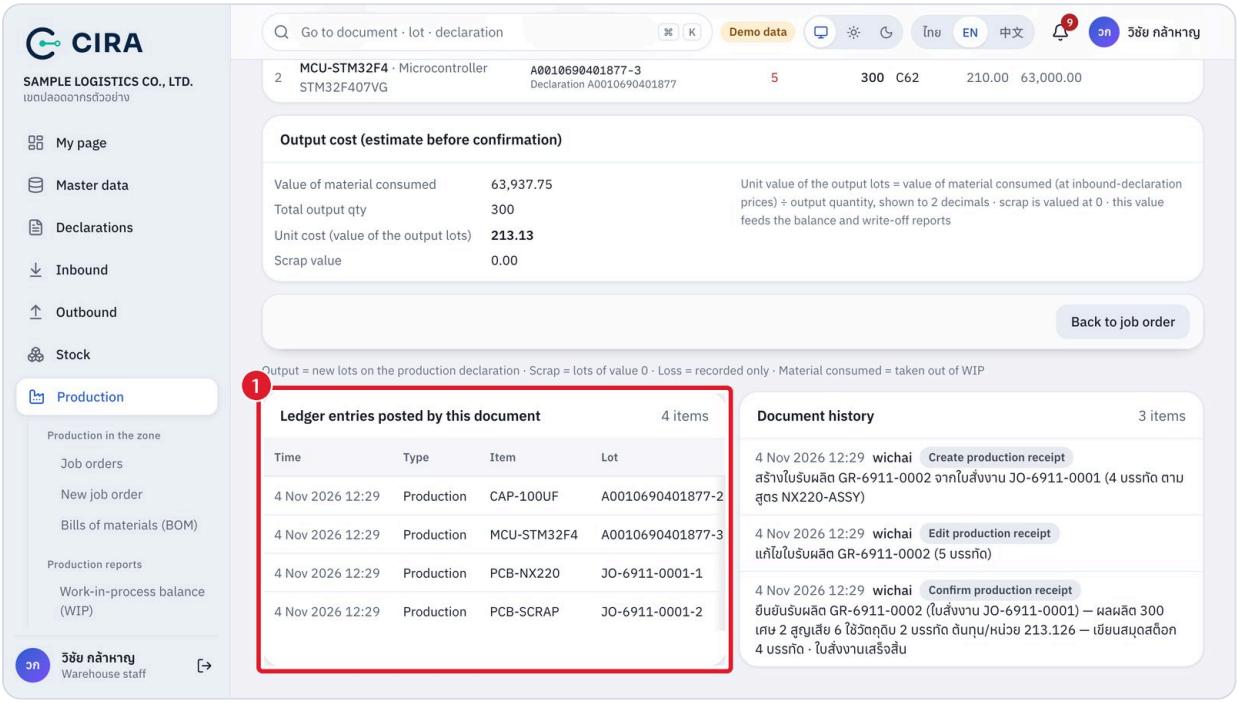
① *Actual qty (the main output per the BOM) — the Loss panel, per the BOM, is further down*



① *+ Add scrap (an item of type For destruction, received as a lot of value 0)* · ② *Material consumed = BOM × output + loss, written off from the lots in WIP (editable, but not above the balance in WIP)*



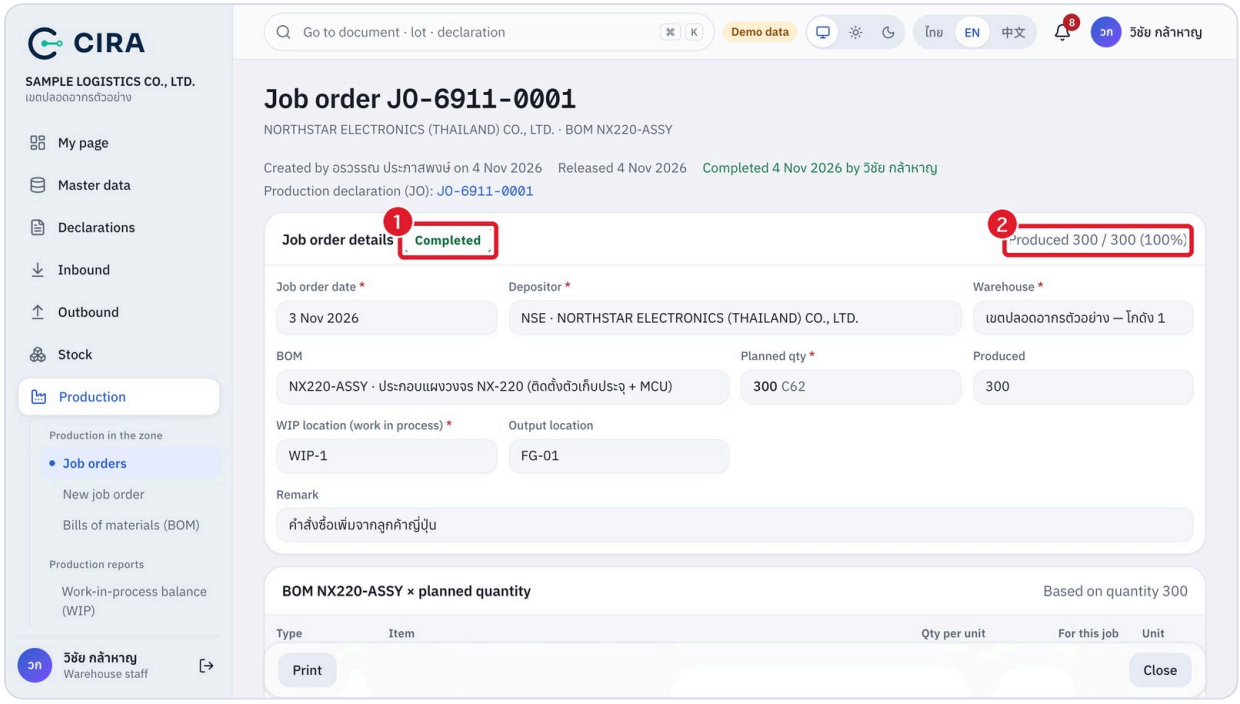
① *Unit cost = value of material consumed ÷ output quantity (an estimate before confirmation)* · ② *Confirm production receipt*



① *Ledger entries posted by this document: materials out of WIP (−), output and scrap in as new lots (+) — the document shows the "Confirmed" stamp and can no longer be edited*

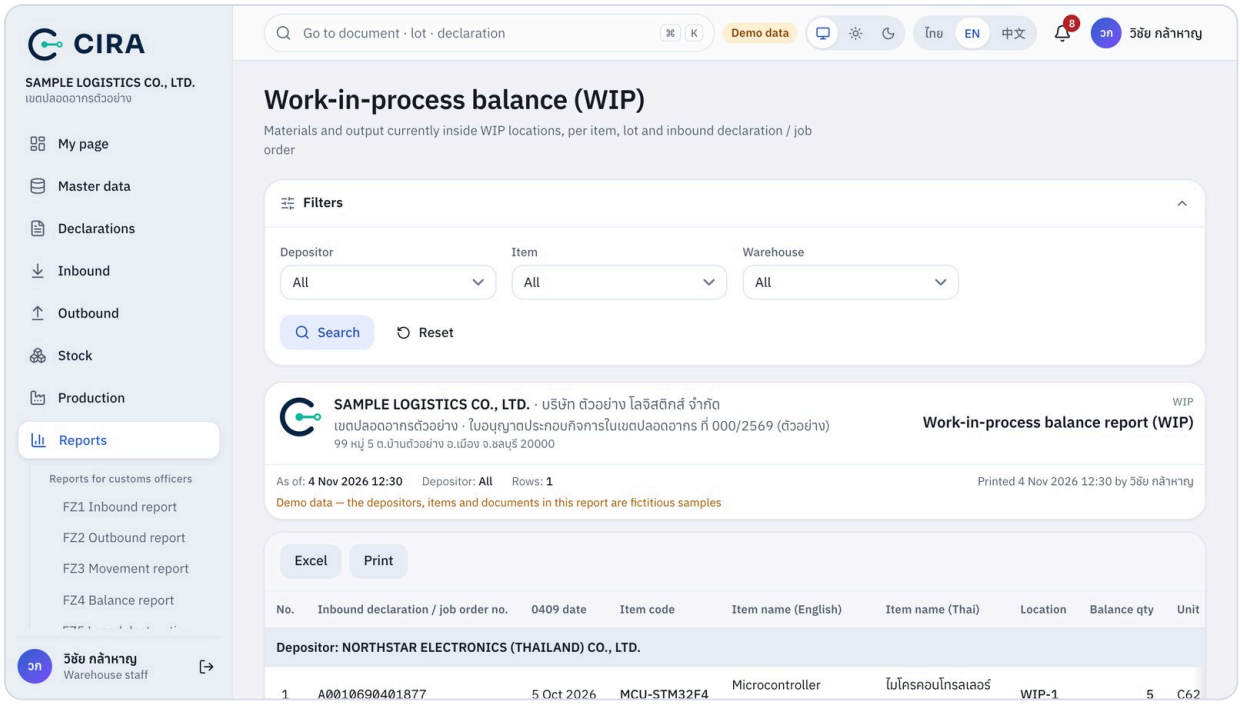
- Goods made in the zone have no inbound declaration, so the system creates a **production declaration of type JO** (number = job order number, 0409 date = production receipt date, 2-year deadline under the rule), the first time only. Output lots are named `JO-YYMM-####-n` and work on goods issues, outbound declarations, reports FZ2–FZ6 and the stock card just like imported lots.
- Loss (LOSS) records a quantity and does not move stock by itself. The missing material is already included in "Material consumed", so stock always matches what is really there. Scrap is received as a lot of value 0 awaiting destruction (it appears in FZ5).

- If WIP holds less material than the BOM needs (BOM × output + loss), only what is in WIP can be written off, and an orange warning above the material-consumed table says which items are short and by how much. Draw the rest with a material requisition before confirming, or correct the output / loss to what really happened.
- A job order completes automatically when the full plan has been produced, or press **Close job order** when the job ends short of the plan (at least 1 confirmed production receipt is needed, and no draft may be open). Requisitions and production receipts can be cancelled only while they are drafts. **Cancel job order** is possible while there is no confirmed requisition or production receipt (confirmed production documents cannot be reversed in this version: correct them with a new requisition or production receipt, or a stock adjustment).



① Completed (the full plan produced) · ② Produced / plan — the list of production receipts and requisitions of this job order is at the bottom of the page

9.4 Production reports



Work-in-process balance report: the Excel and Print buttons are above the table, and a total row per item ends each group — the same format as the CTL balance report (menu Reports › Production reports › Work-in-process balance (WIP))

Report	Use it for
Work-in-process balance (WIP)	Materials and output now in WIP locations, by item, lot and inbound declaration or job order
Raw material movement (RM)	Opening balance + in − out = balance for items of type raw material or sub-material, with declaration and document numbers (requisition, production receipt)
Finished goods movement (FG/Scrap)	Output and scrap from job orders (referring to the job order number instead of an inbound declaration) and goods taken out under outbound declarations

Every report has Excel and A4 landscape printing. A job order can be printed with the **Print** button on the job order (signature boxes for Planner, Warehouse staff, Production supervisor and Customs officer).

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