CIRA

CUSTOMS INVENTORY REPORTING & AUDIT

Document No. 07

CIRA User Manual: Customs Inventory Reporting & Audit

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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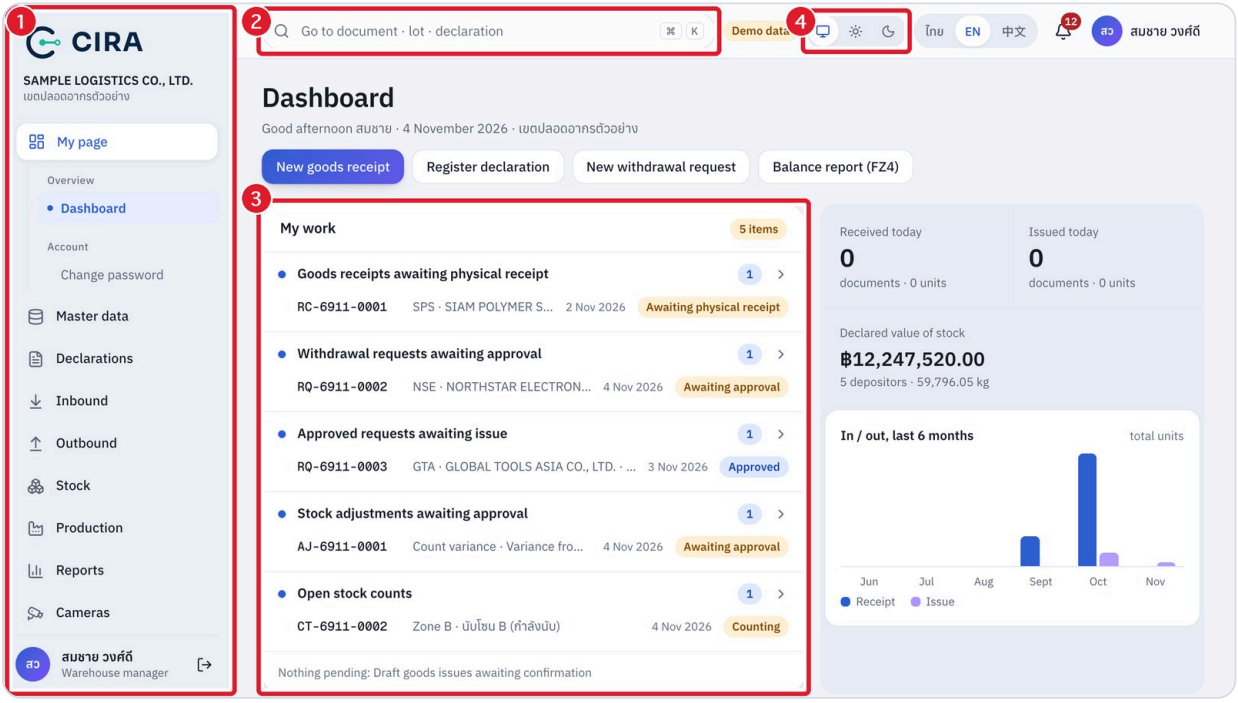
10. Common messages and what they mean

0. What everyone must know (5 minutes)

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.

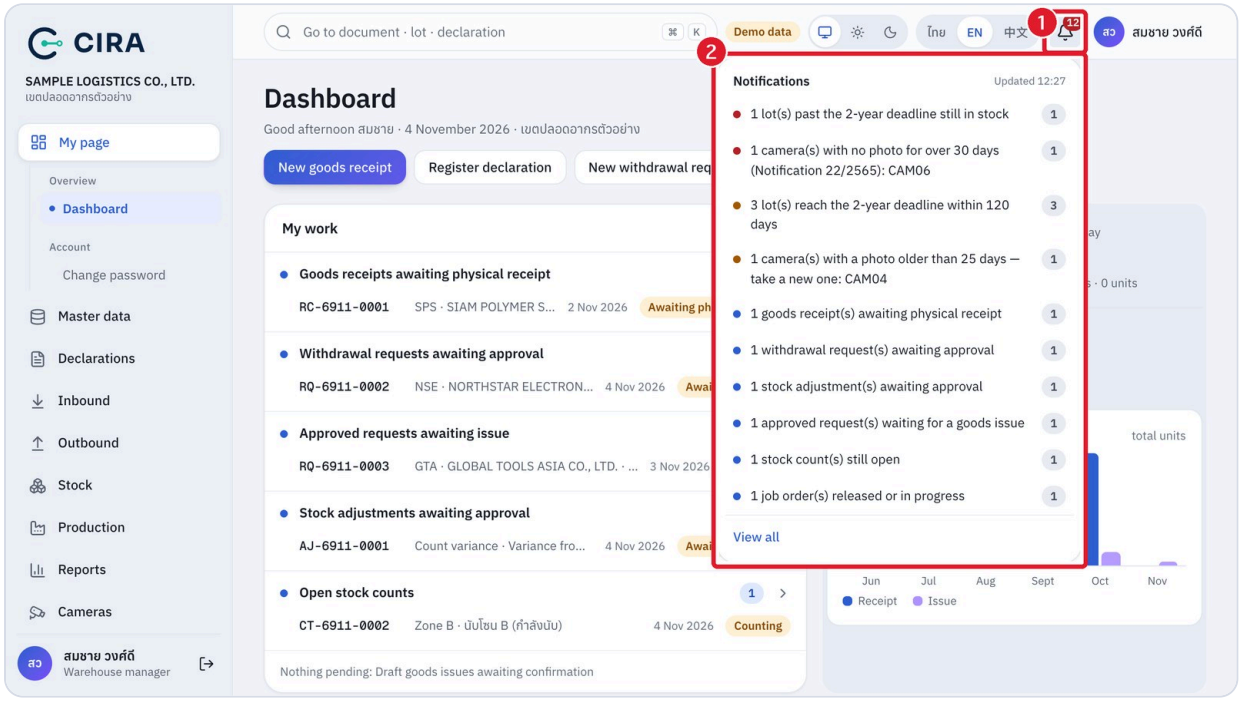
Main screen



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

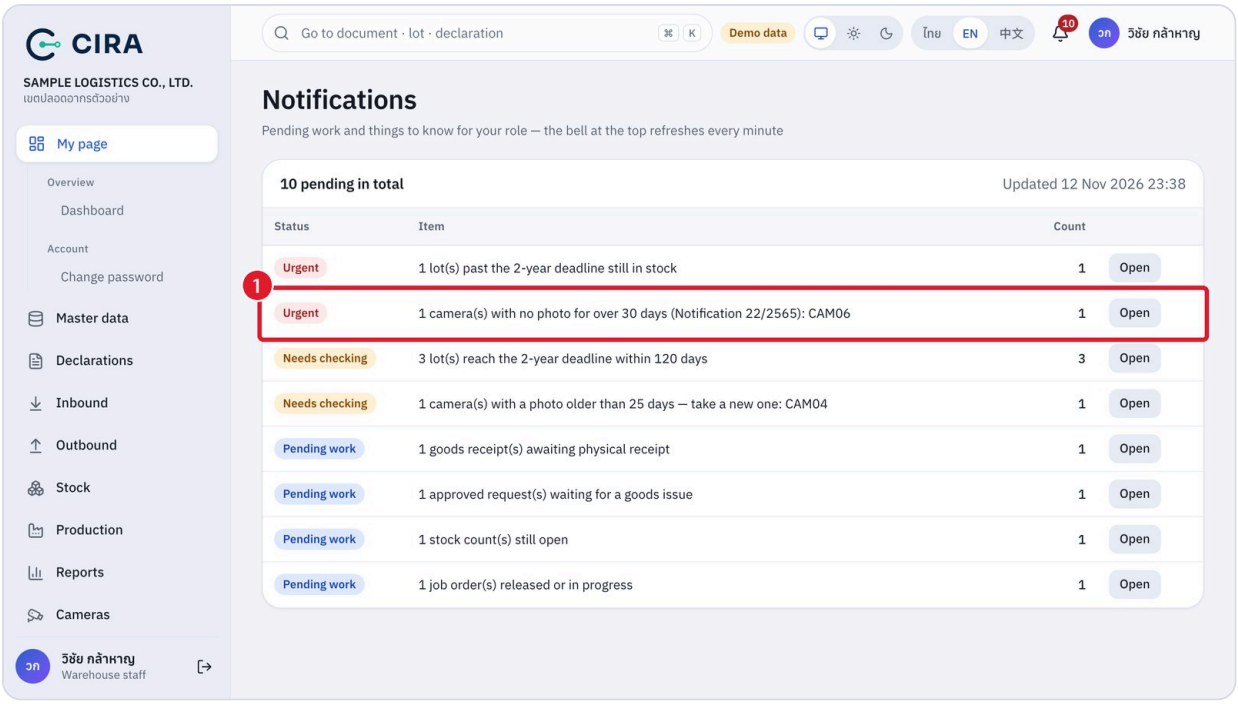
- **Left menu rail** (desktop) / **bottom tab bar + ≡ button** (phone): My page · Master data · Declarations · Inbound · Outbound · Stock · Production · Reports · Cameras · System. You see only the menus your role can use (the Production menu shows only when the production module is on, section 4.3).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

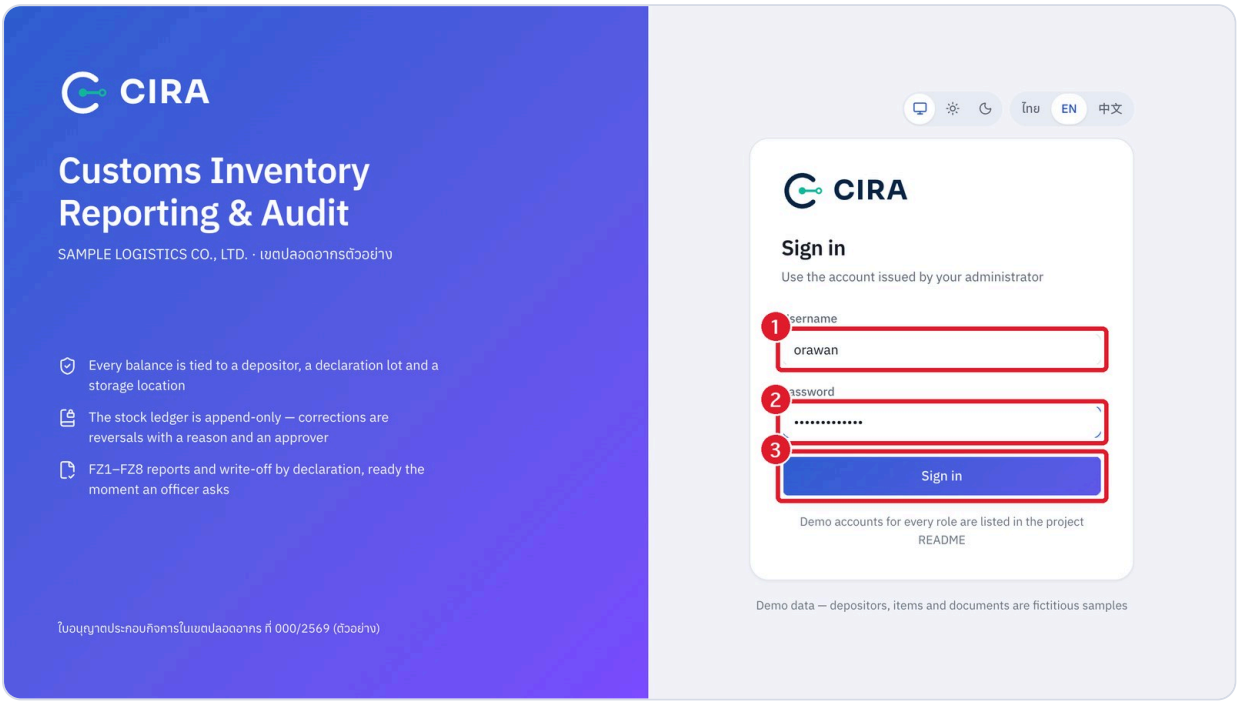
Key	What it does
F2	Create a new document or record on that page
F3	Fold or unfold the filter panel
F7	Pick from actual stock (transfers and adjustments)
F8	Save / Search / Confirm in a dialog
Esc	Close a dialog (if it holds unsaved data, the system asks before discarding it)

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)

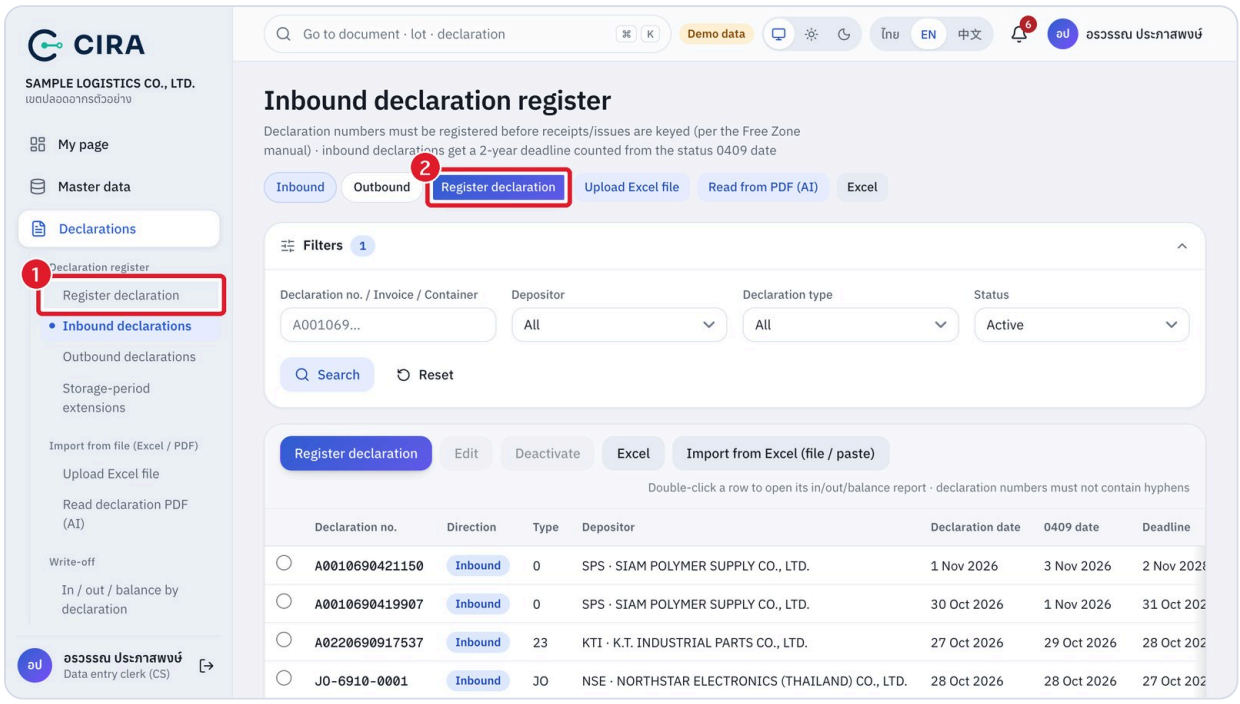
Use the account issued by your administrator. A wrong password shows "Incorrect username or password". Change your password from the avatar menu at the top right › **Account · change password** (at least 8 characters and not easy to guess: not a commonly used password, no username inside it, not repeated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

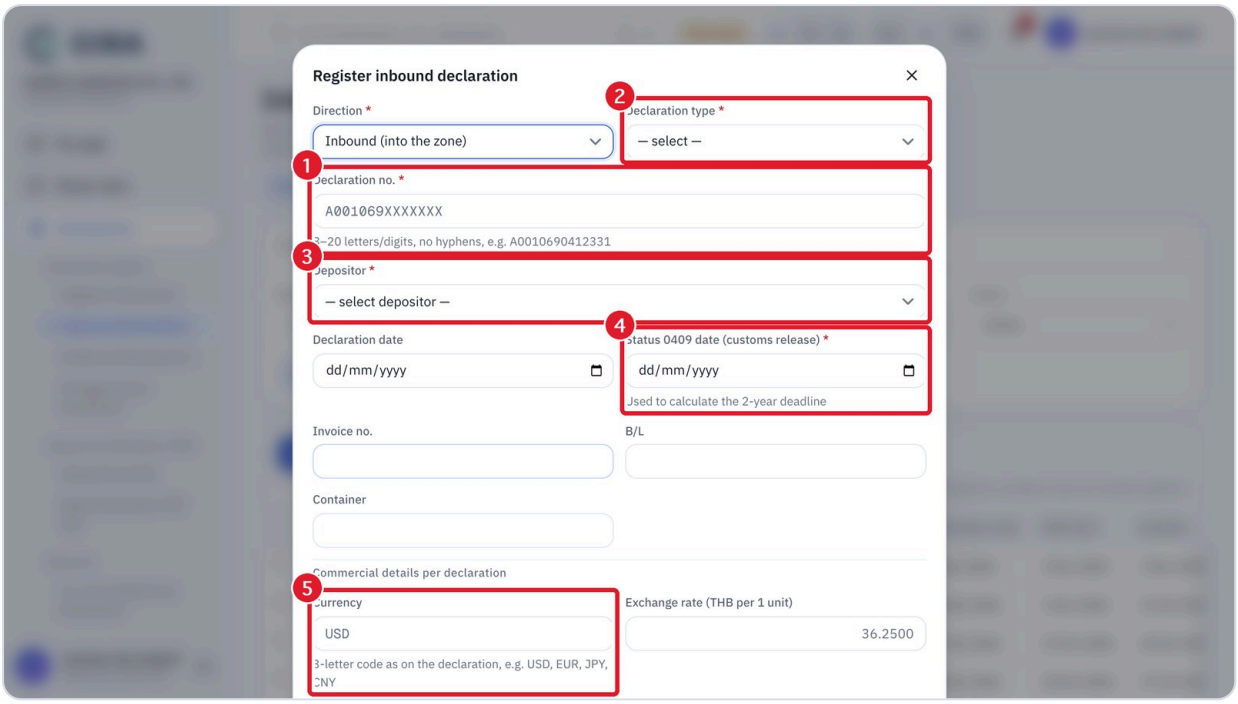
1. Data entry clerk (CS)

Duties: register declarations · key goods receipts and send them to the warehouse · key withdrawal requests and submit them for approval · look after master data (depositors, items, locations) · record storage-period extension requests (section 1.6) · produce reports **Cannot do**: confirm receipts or issues (warehouse), approve (manager), record the approval of an extension request you recorded yourself (section 1.6), transfer, count or adjust stock (warehouse), manage users or settings (administrator)

1.1 Register an inbound declaration



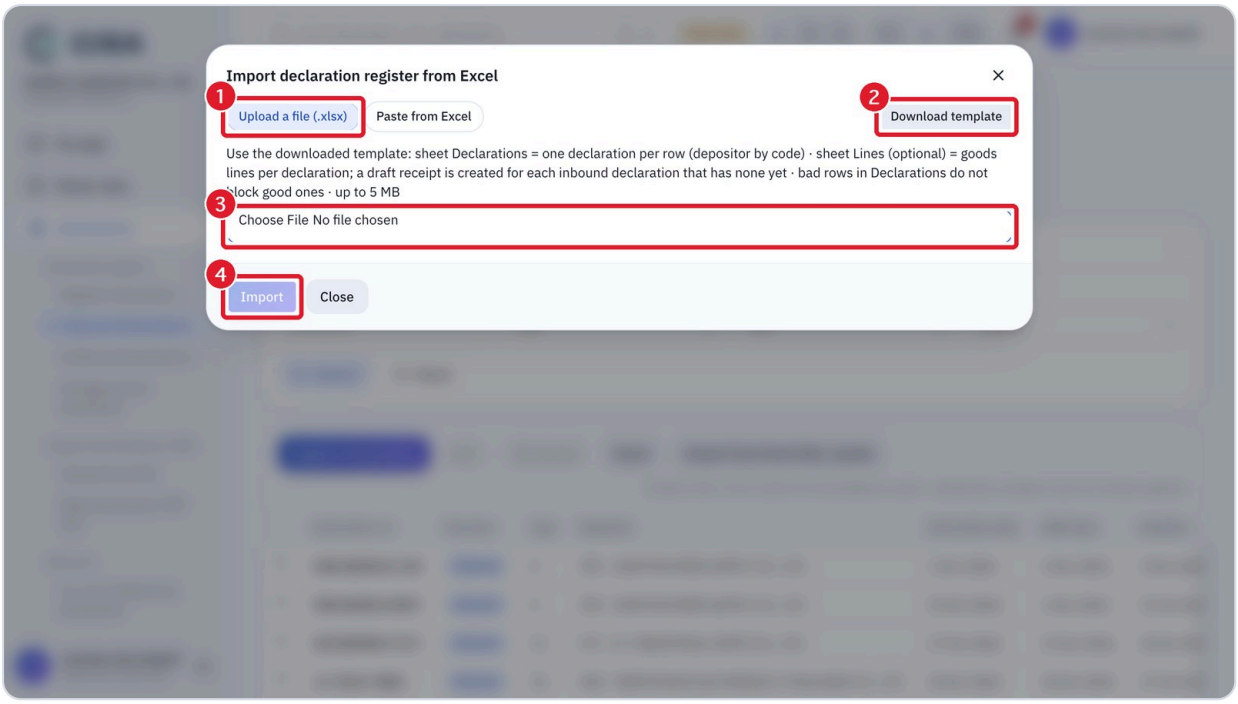
① Menu Declarations › Register declaration (opens the registration window at once) · ② Register declaration button at the head of the declaration register — the same button is in the toolbar above the table (F2), on My page, and on a goods receipt when the depositor has no declaration yet



① Declaration no. · ② Declaration type · ③ Depositor · ④ Status 0409 date (customs release) · ⑤ Commercial details per declaration: Currency, Exchange rate, Value in foreign currency (Optional — used to cross-check the amounts on the goods receipt) — the Save (F8) button is at the bottom of the window

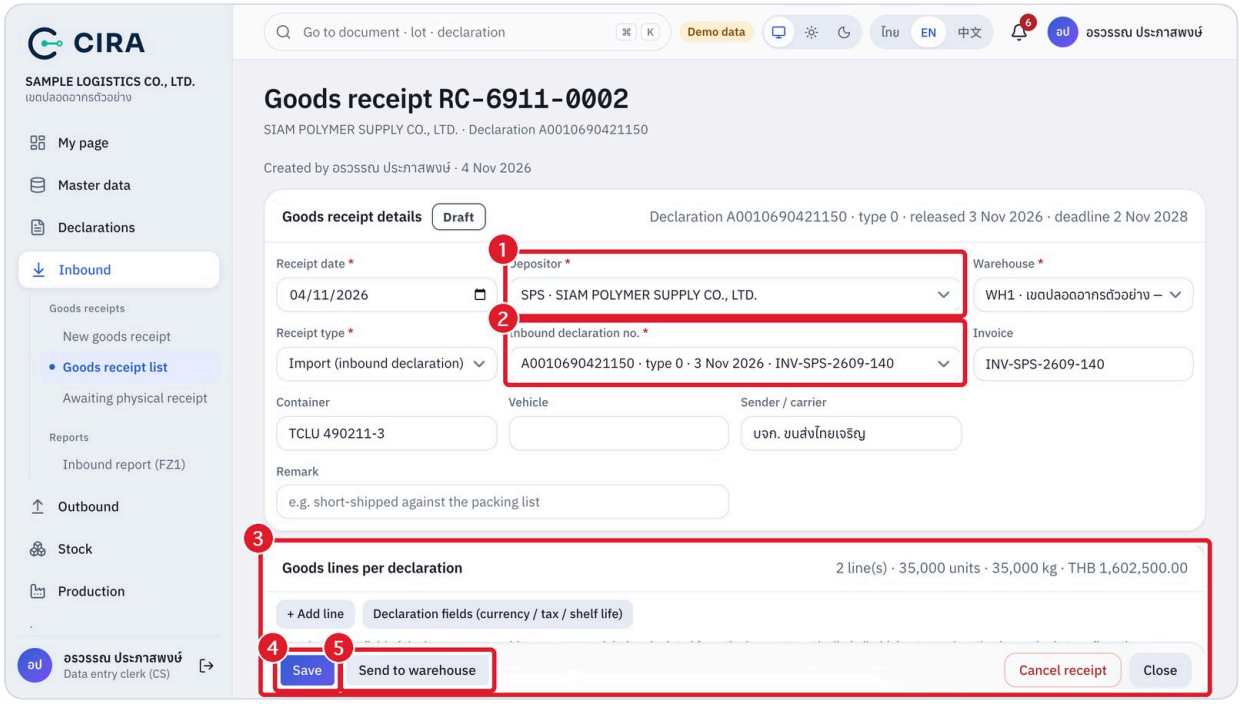
1. There are 4 ways in: the **Declarations › Register declaration** menu · the **Register declaration** button at the head of the declaration register (first press the Inbound / Outbound switch at the top right) or in the toolbar above the table (F2) · the button on **My page** · the "register a declaration" link on a goods receipt when the depositor you selected has no declaration yet.
2. Fill in the Declaration no. (8–20 letters/digits, no hyphens), Declaration type (0 = import, 20/23 = transfer, and so on), Depositor, **Status 0409 date (customs release)** (the system works out the "2-year deadline" by itself), and Invoice, B/L and container if any.
3. **Save (F8)**. A duplicate number shows "Duplicate: this declaration number already exists. Use another value."
4. For several declarations: **Upload Excel file** (menu Declarations › Upload Excel file, or the button at the head of the register) → **Download template** → fill in the Declarations sheet (declaration header, 1 row per declaration, depositor given by code) and the Lines sheet (optional: the goods lines of each declaration; the system creates a **draft goods receipt** for any inbound declaration that has no receipt yet) → choose the file → **Import (F8)** → results row by row: a bad row does not block the others, and there are links to open the draft receipts created. You can still paste a table from Excel in **Paste from Excel** mode, or let the system **read the declaration PDF** (section 1.5).

- To edit a registered declaration, select its row and press **Edit**. A declaration already referenced on a document cannot have its number, direction or depositor changed (other fields still can). Double-click a row to open its in/out/balance report. When the 0409 date is edited, the deadlines of the declaration and of the lots that use the same deadline move with it. Lots with their own **Shelf life (days)** keep their date, and a declaration with an approved extension keeps the extended date (section 1.6).



① Modes Upload a file (.xlsx) / Paste from Excel · ② Download template (includes a sample sheet and all the valid depositor, declaration type, unit, warehouse and location codes) · ③ Choose an Excel file (.xlsx, up to 5 MB) · ④ Import (F8) — the row-by-row results and the draft goods receipts created appear below the box

1.2 Key a goods receipt and send it to the warehouse



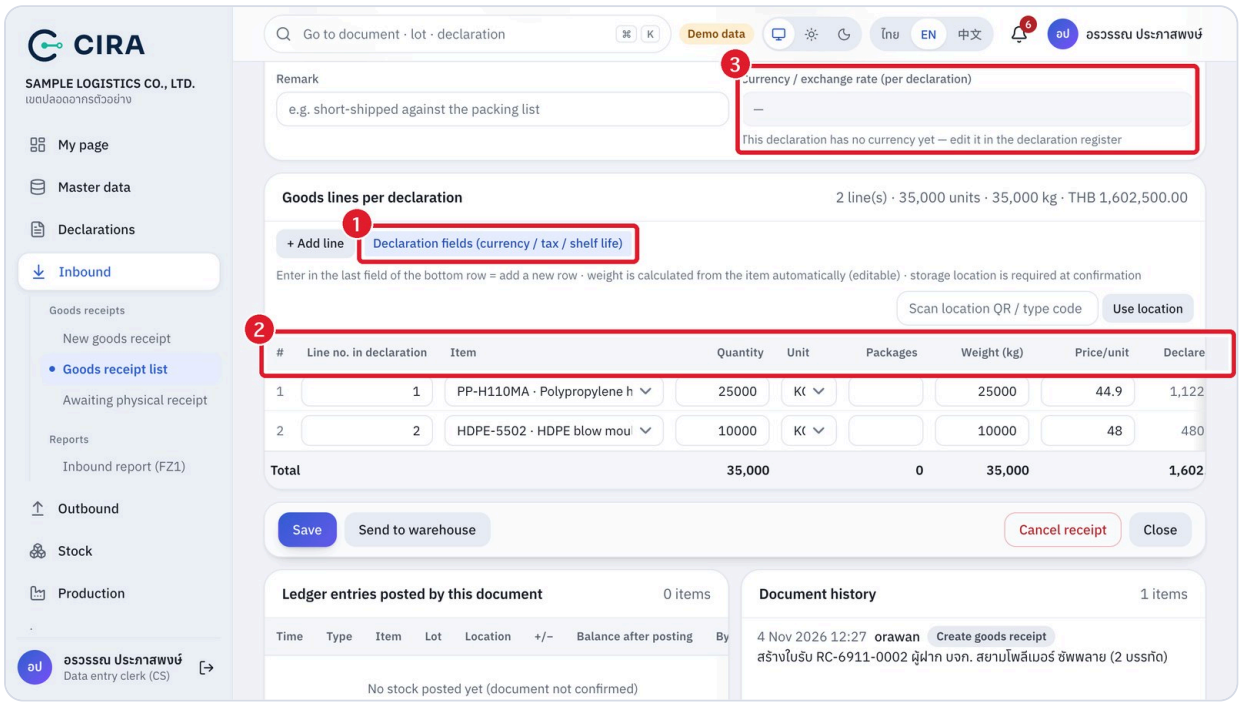
① Depositor · ② Inbound declaration no. · ③ Goods lines per declaration · ④ Save (F8) · ⑤ Send to warehouse

1. **Inbound › New goods receipt** (or F2 in the list).
2. Select the **Depositor** first. The **Inbound declaration** and **Item** lists then show only that depositor's entries.
3. Fill in the lines from the packing list: **Line no. in declaration** (= the line number on the declaration, used to form the lot number), Item, Quantity, Unit (set automatically from the item), Packages, Weight,

Price/unit (up to 6 decimal places; the value is rounded to 2 places), Location (can be set later; the warehouse must fill in all of them before confirming).

4. **Save (F8)**. You get a number RC-YYMM-#### (YY = the last two digits of the Buddhist year, so 6910 means October 2026), status "Draft" (still editable).
5. After checking, press **Send to warehouse** → confirm in the dialog (F8) → status "Awaiting physical receipt". **CS can no longer edit it** (if it must change, have the warehouse edit that receipt, or press "Cancel receipt" and key it again).

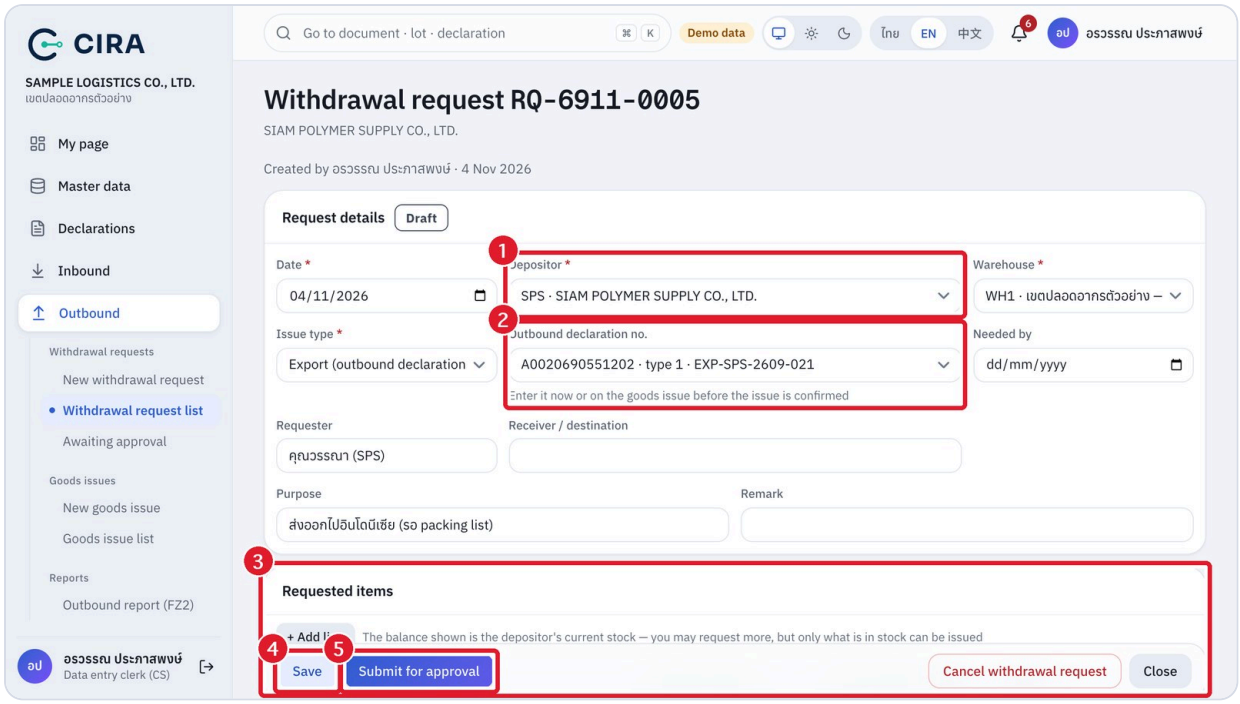
- Goods short or wrong: put it in the Remark, "e.g. short-shipped against the packing list". You can cancel a receipt while it is a draft or awaiting receipt (a reason is required).



① The "Declaration fields (currency / tax / shelf life)" button · ② Extra columns: HS code, Foreign currency amount, Sale price, Tax, Shelf life (days) · ③ The declaration's currency and exchange rate, with a check line Σ foreign currency × rate against Σ baht value (a difference over 0.5% turns yellow — a warning only)

- **Shelf life (days)**: if set, the lot created when the receipt is confirmed falls due on the receipt date + that number of days, instead of the declaration's 2-year deadline (for goods that last less than 2 years). Fields left blank are not saved as 0 and do not affect the Declared value (THB) used in customs reports.
- You can read the declaration from a PDF file instead of keying it (see section 1.5).

1.3 Key a withdrawal request (taking goods out)

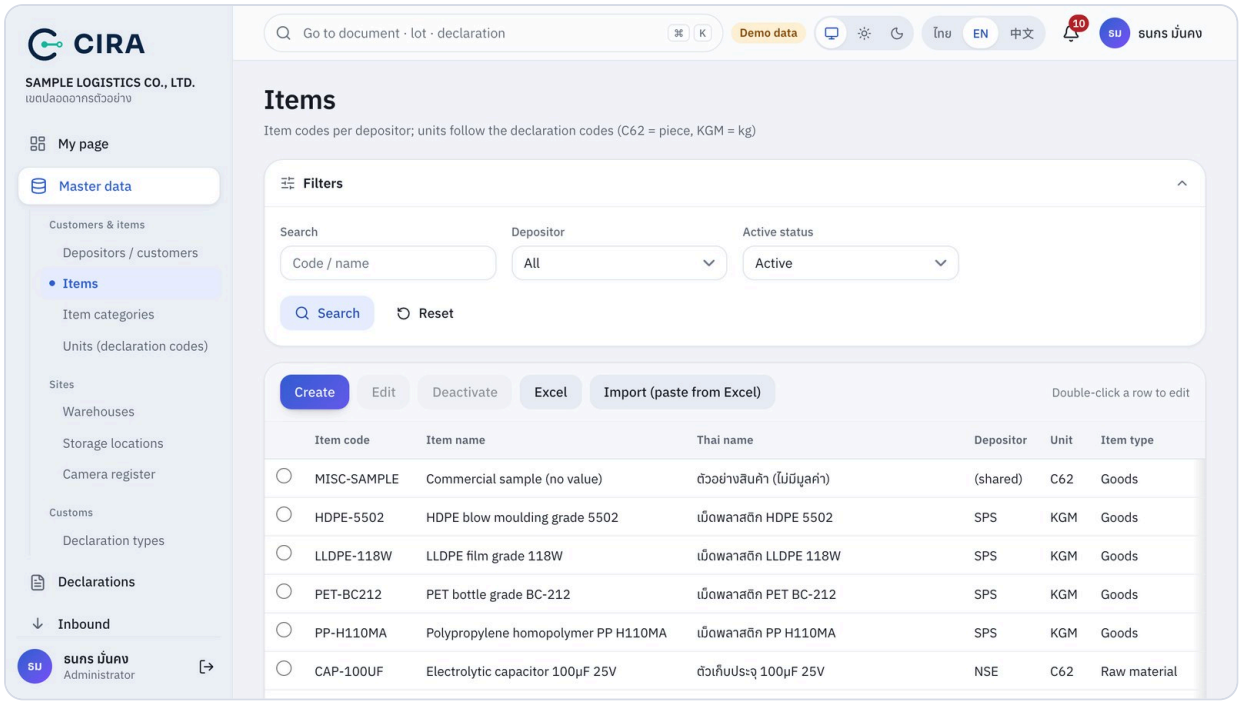


① Depositor · ② Outbound declaration no. (export) · ③ Requested items · ④ Save (F8) · ⑤ Submit for approval

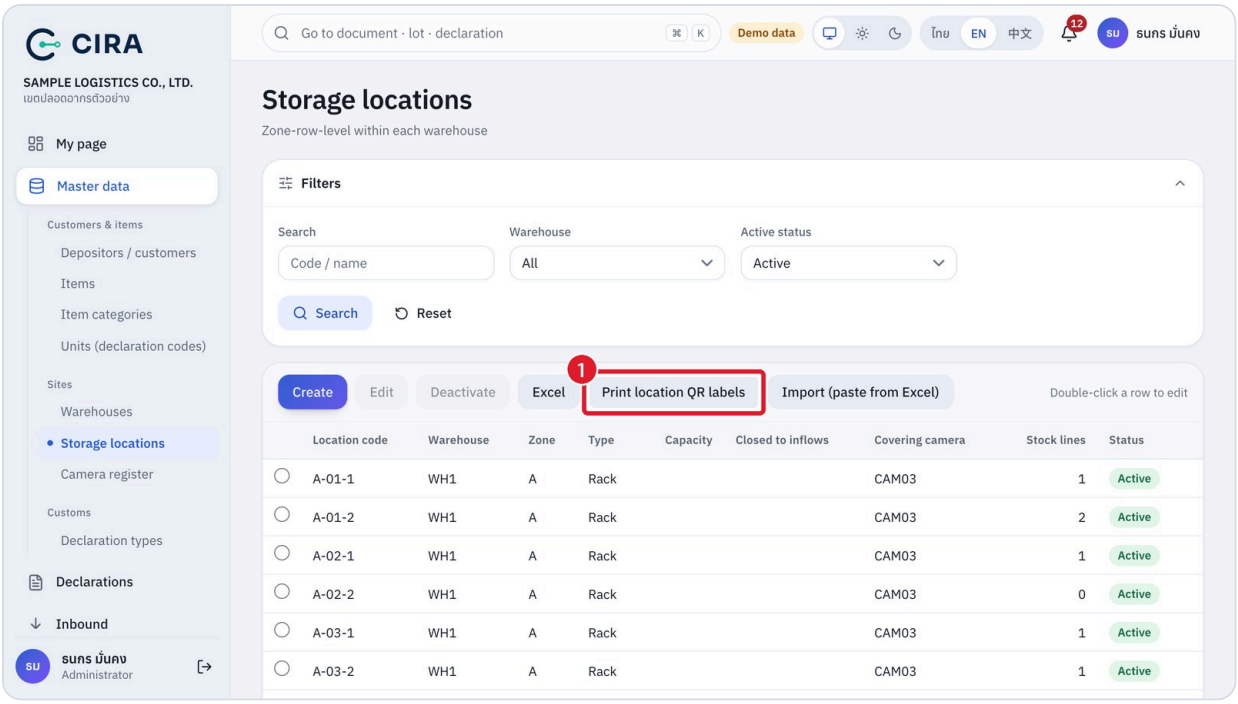
1. **Outbound › New withdrawal request** → select the depositor, the **Issue type** (Export and Domestic transfer out = an outbound declaration is required: select it now, or enter it on the goods issue before the issue is confirmed; Return to depositor; Internal use / destruction), Needed by, Receiver / destination, Purpose.
2. Lines: item + Qty requested (the system shows the depositor's balance for you).
3. **Save (F8)** → **Submit for approval** → "Awaiting approval", waiting for the warehouse manager.

- If it is **Returned**: open the request, read the reason in the history line, make the corrections, then press **Submit for approval** again.
- If the customer withdraws the request: **Cancel withdrawal request** (with a reason). You can do this until issuing has started.

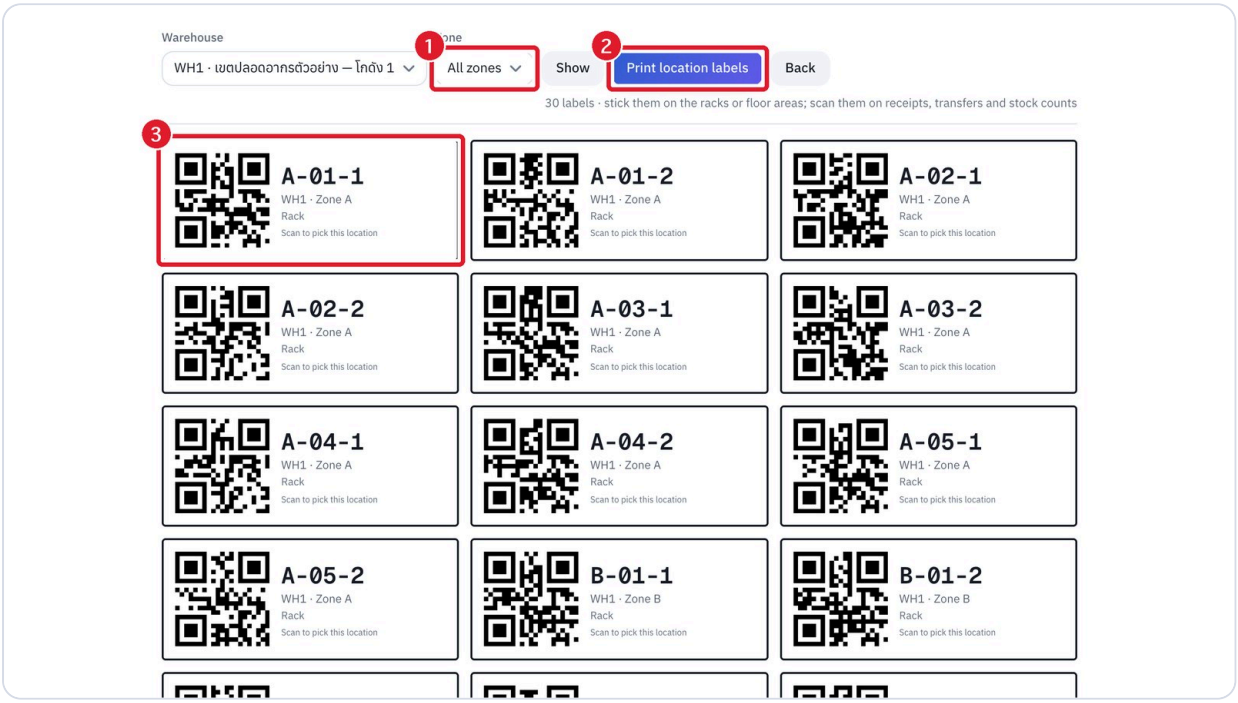
1.4 Master data



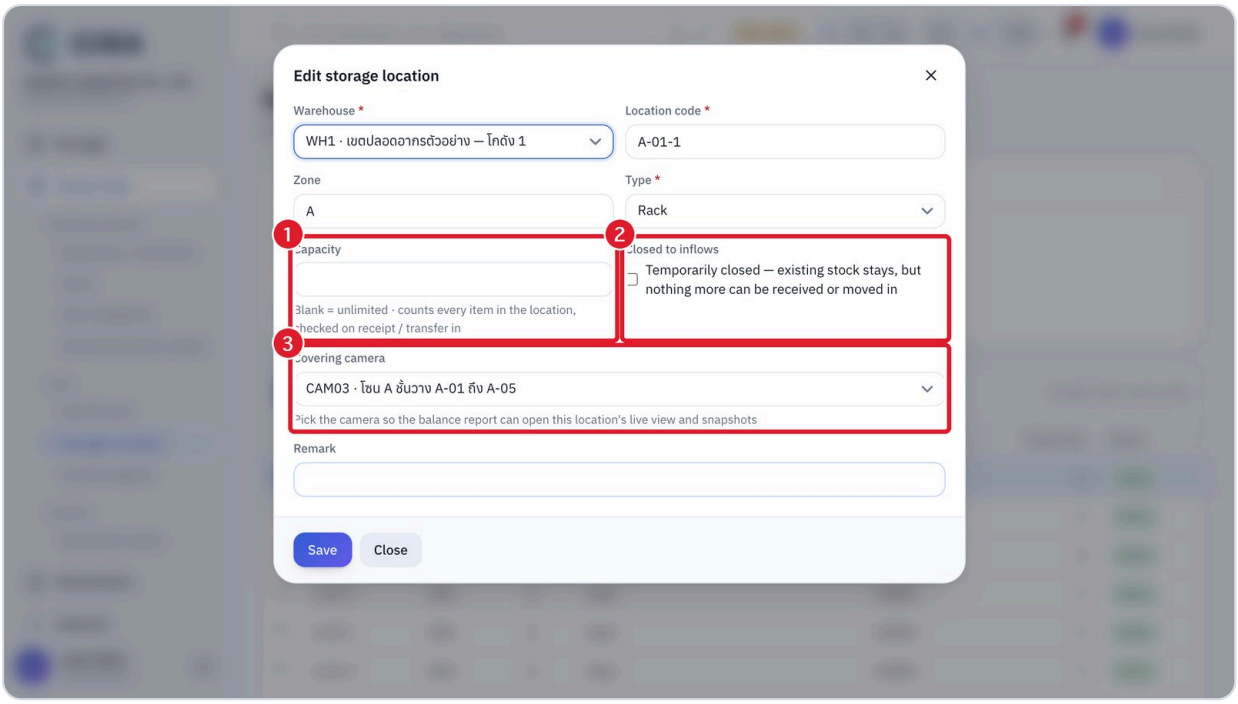
- **Master data › Depositors / customers · Items · Item categories · Units (declaration codes) · Warehouses · Storage locations · Camera register · Declaration types** — Create (F2), double-click a row to edit, **Deactivate** (nothing is deleted, the history stays), **Excel** to export, **Import (paste from Excel)**.
- **Camera register**: code, name / installation point, type (Gate / Storage area), feed type and feed address. Then go to **Storage locations** and choose a "Covering camera" for each location, so that you can press "View camera / View snapshot" in the balance report (see section 8).
- An item belongs to a depositor (the same code may exist under different depositors) and must have a **Unit per declaration** (C62 = piece, KGM = kg) and an **Item type** (Goods / Raw material / Sub-material / Machinery / Finished goods / Semi-finished / For destruction / Consumables — used to filter reports and to separate the raw-material and finished-goods reports). An item that already has lots cannot change its unit or its owning depositor.
- A tax ID must have 13 digits, and codes must not repeat.
- **Storage locations**: set a **Capacity** (blank = unlimited), and tick **Closed to inflows** for a temporary stop. The system checks at every receipt, transfer in and production receipt; goods already there can still be issued as usual. The **Work in process (WIP)** type is for production (section 9). A location with movement history cannot be moved to another warehouse.
- **Storage-location QR labels**: the **Print location QR labels** button on the Storage locations page (or on the Location map page) prints labels for every location in a warehouse, and you can choose a single zone. The QR holds the text `LOC/warehouse code/location code`, for example `LOC/WH1/A-01-1`. Stick it on the rack or storage area, then scan it on the receipt, transfer and stock count pages (section 2.1, section 2.3, section 2.4). Customs Notification 189/2564 requires a barcode or QR on both the goods and the storage location: goods use the lot label, locations use this label.



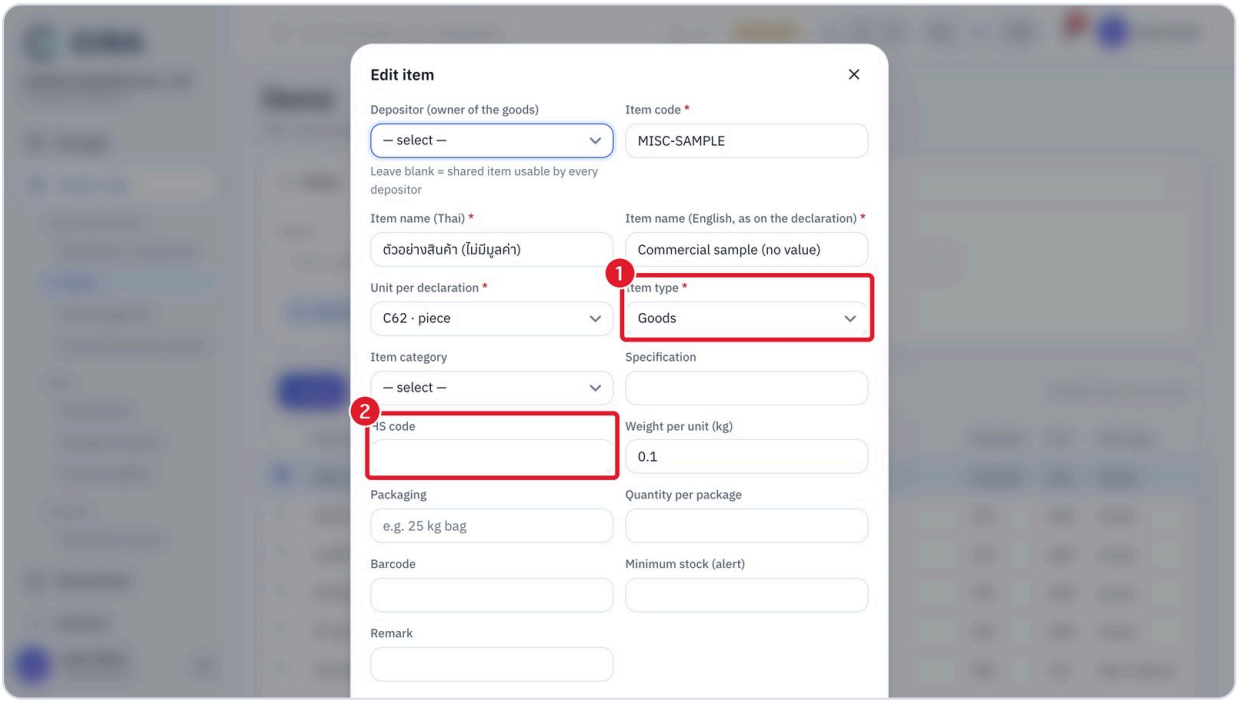
① *Print location QR labels (opens the print page in a new tab, for the warehouse you filtered on)*



① *Choose a zone (blank = All zones)* · ② *The **Print location labels** button* · ③ *One label per location: QR, location code, warehouse, zone and type*

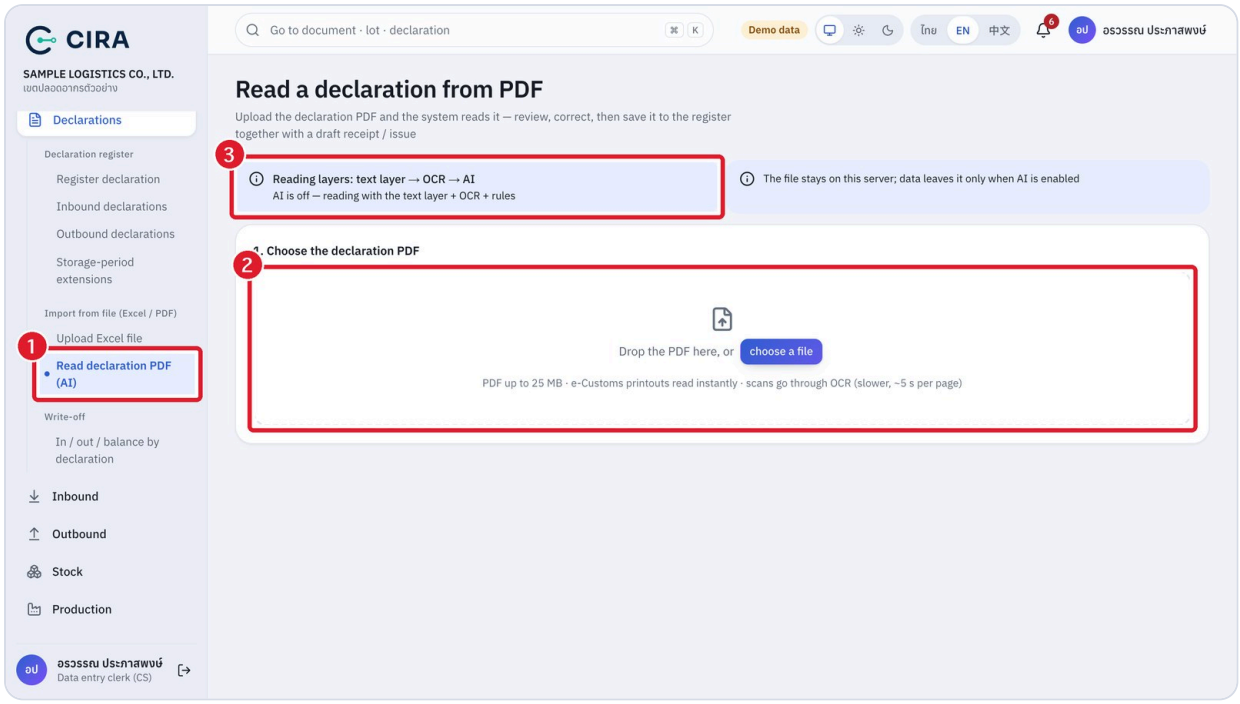


① *Capacity* · ② *Closed to inflows* · ③ *Covering camera*



① *Item type* · ② *HS code*

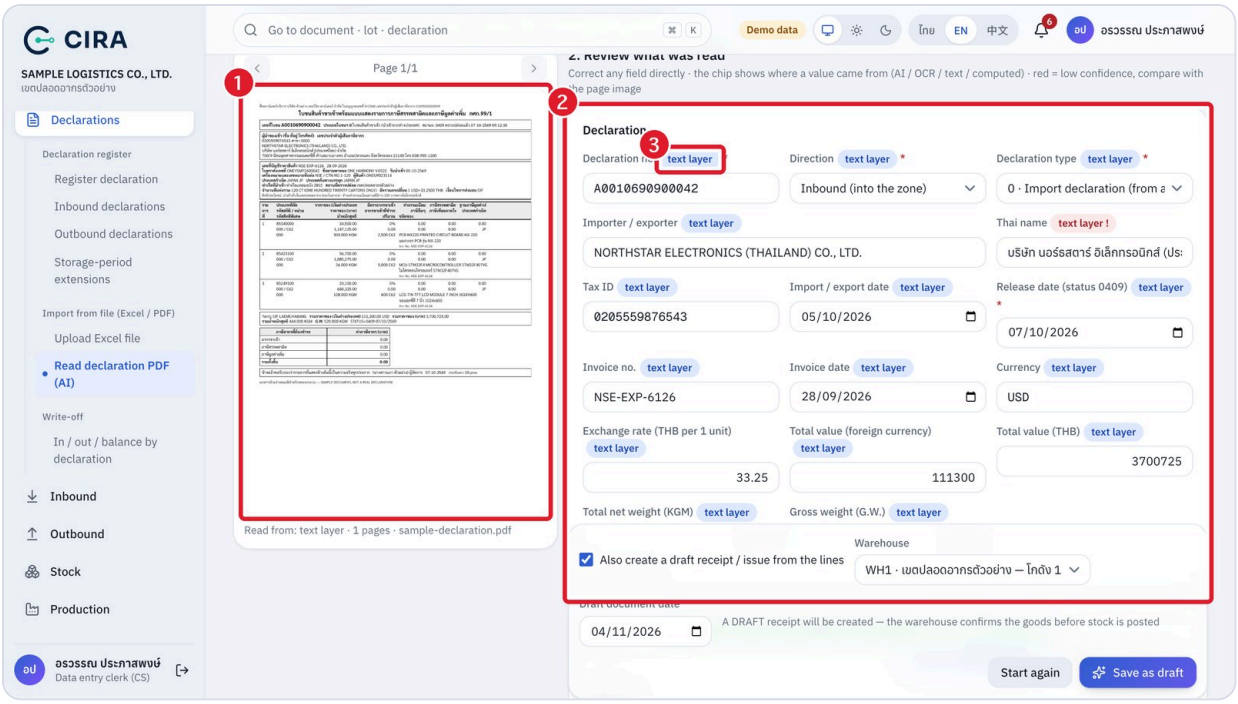
1.5 Read a declaration from a PDF file with AI/OCR (instead of keying line by line)



① Menu Declarations › Read declaration PDF (AI) (the declaration register page has the same button, Read from PDF (AI)) · ② Drop the PDF here, or press choose a file · ③ This server's AI status — even at "AI is off" the system still reads with the text layer + OCR + rules

The system reads the customs declaration file (ใบขนสินค้า), either a PDF printed from e-Customs or a scan or photo, and turns it into data for you to check and correct before saving. In one step you get **the declaration register entry + the original file attached as evidence + a draft goods receipt (inbound declaration) or a draft goods issue (outbound or transfer declaration)**. The draft still has to be sent and confirmed as usual (section 1.2, section 2.1), so the system never posts stock directly from a file.

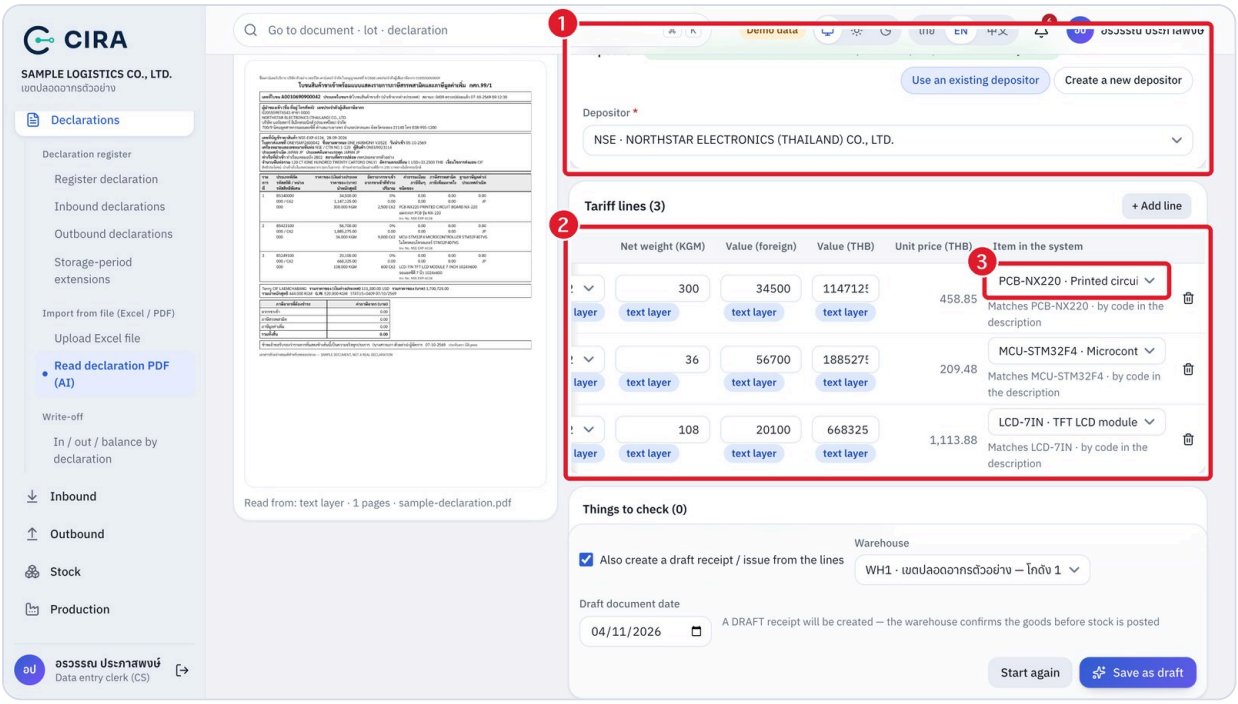
1. **Declarations › Read declaration PDF (AI)** → drop the file in or choose it (PDF up to 25 MB). An e-Customs file is read in 1–2 seconds. A scan goes through OCR at about 5 seconds per page (the first 6 pages are read). If a scan also contains a cover letter or other documents, the system finds the "declaration page" by itself.
2. **Review** the declaration data against the page image on the left (you can move between pages). You can correct any field straight away.



① Page image (Previous page / Next page, jump to the declaration page) · ② Declaration data: number, direction, type, importer, tax ID, import date, 0409 release date, Invoice, currency / exchange rate, value, weight (the "More details" section has branch, country, port, packages, container, B/L, vessel / vehicle) · ③ Chip showing where each value came from

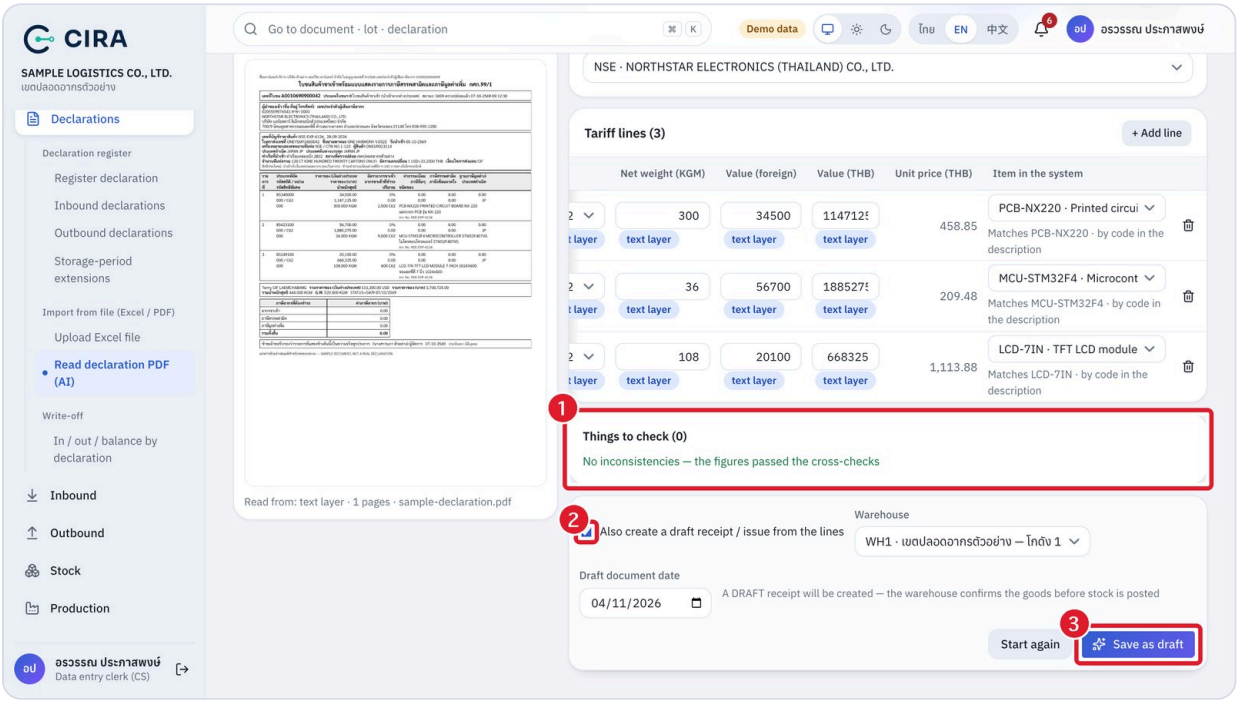
Chip	Meaning
text layer	Read from the text layer of the PDF (e-Customs files)
OCR	Read from the image by Thai/English OCR on the server (scanned files)
AI	Read by AI (when an administrator has turned it on)
computed	Calculated by the system from other values, for example baht value = foreign value × exchange rate
Red !	Low confidence. Compare with the image before saving
verified	You have edited this field yourself

3. **Depositor / Item / Lot**: the system matches these for you. The depositor is matched by tax ID (exact) or name (≥ 80% similar); if none is found it offers "Create a new depositor" with the code, name and tax ID filled in. Each item is matched by the code in the description, by HS code + name, or by name; if none is found it offers "+ create new item" (with a code proposed from the description). Outbound and transfer declarations have a **Lot to write off** column, taken from "referenced declaration ... line ..." on the declaration (if none is found, it proposes one by FIFO).

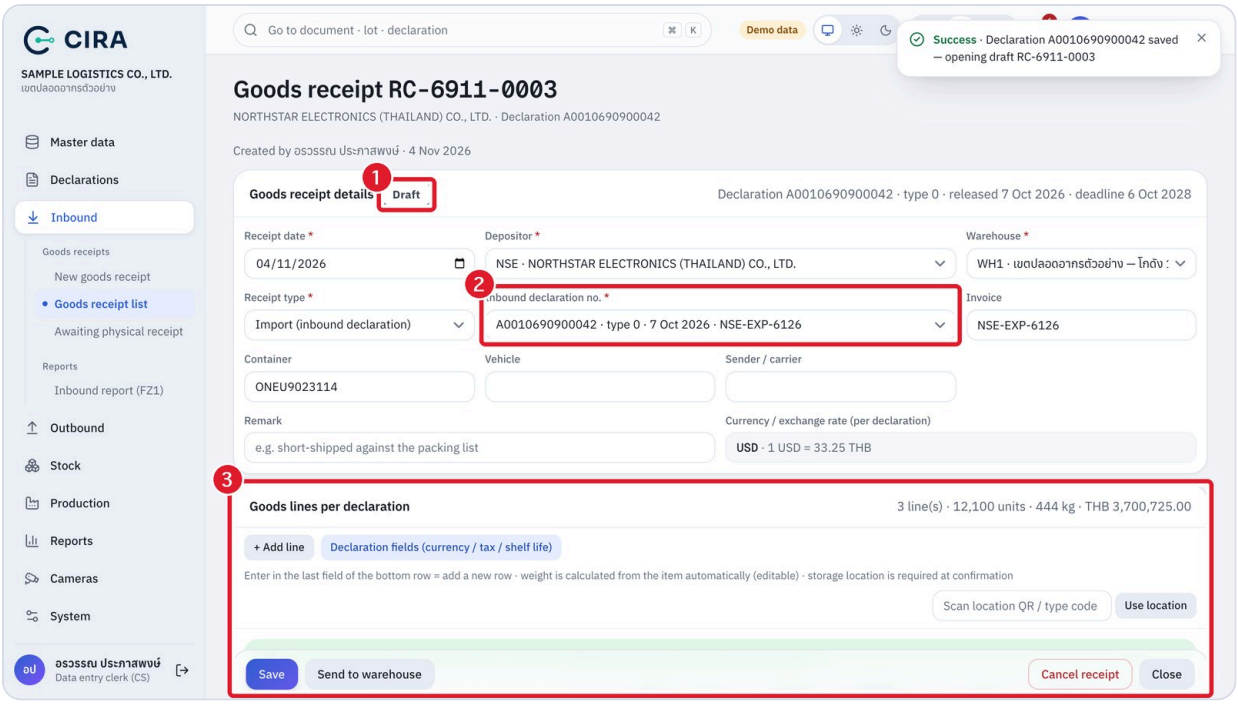


① The matched depositor (you can change it to another depositor or create a new one) · ② Goods lines per declaration: every field can be edited (line, HS code, description EN/TH, quantity, unit, weight, foreign and baht value), and lines can be removed or added · ③ The "Item in the system" column: choose the matched item or "+ create new item"

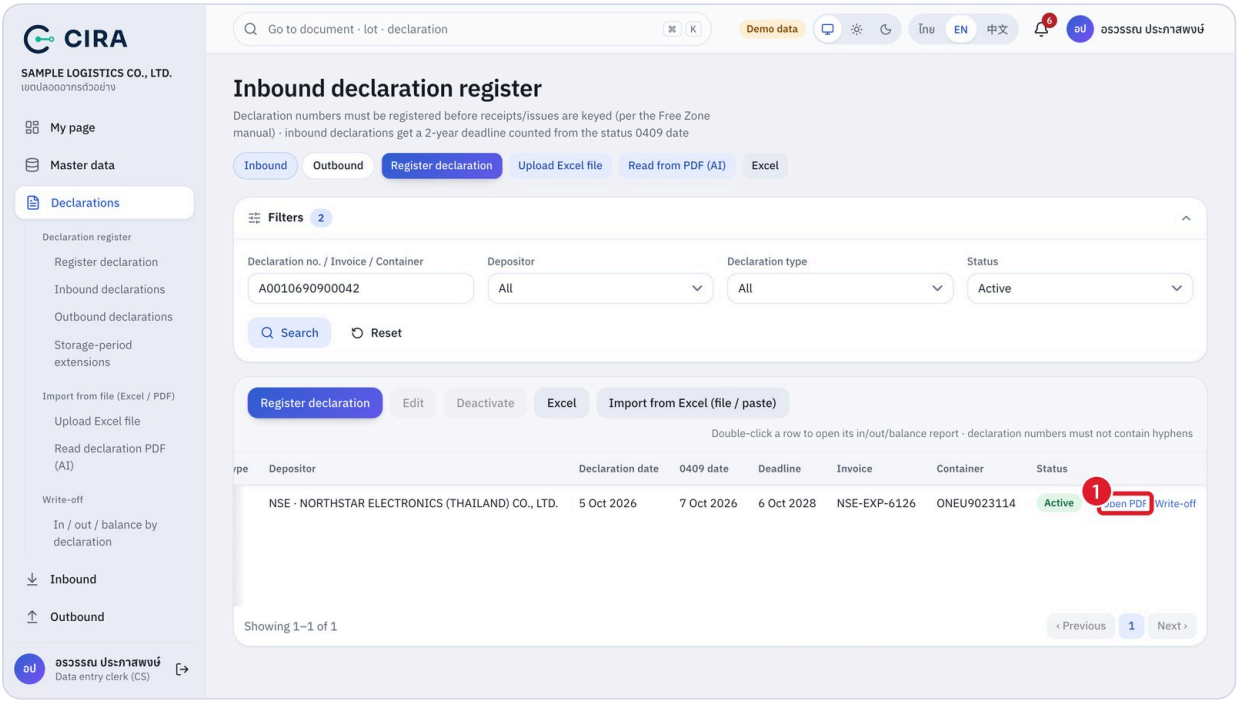
4. Read **Things to check** at the bottom of the page, then tick **Also create a draft receipt / issue from the lines** (on by default), and choose the warehouse and document date → **Save as draft (F8)**. The system creates the register entry, attaches the PDF and opens the new draft straight away. If you do not want a draft, remove the tick and only the declaration register entry is saved. **Start again** discards the result so you can upload another file.



① Things to check: every point where the system repaired or calculated a value or found totals that do not match, or where the AI and the rules read a value differently (in this example all the figures passed the cross-checks) · ② Create a draft too + warehouse / date · ③ Save as draft (F8) / Start again



① *The resulting draft goods receipt (status Draft: check or correct it, then send it to the warehouse as usual)* · ② *Linked to the declaration just registered* · ③ *Goods lines per declaration, with line number, quantity, unit, weight and unit price (calculated as baht value ÷ quantity)*

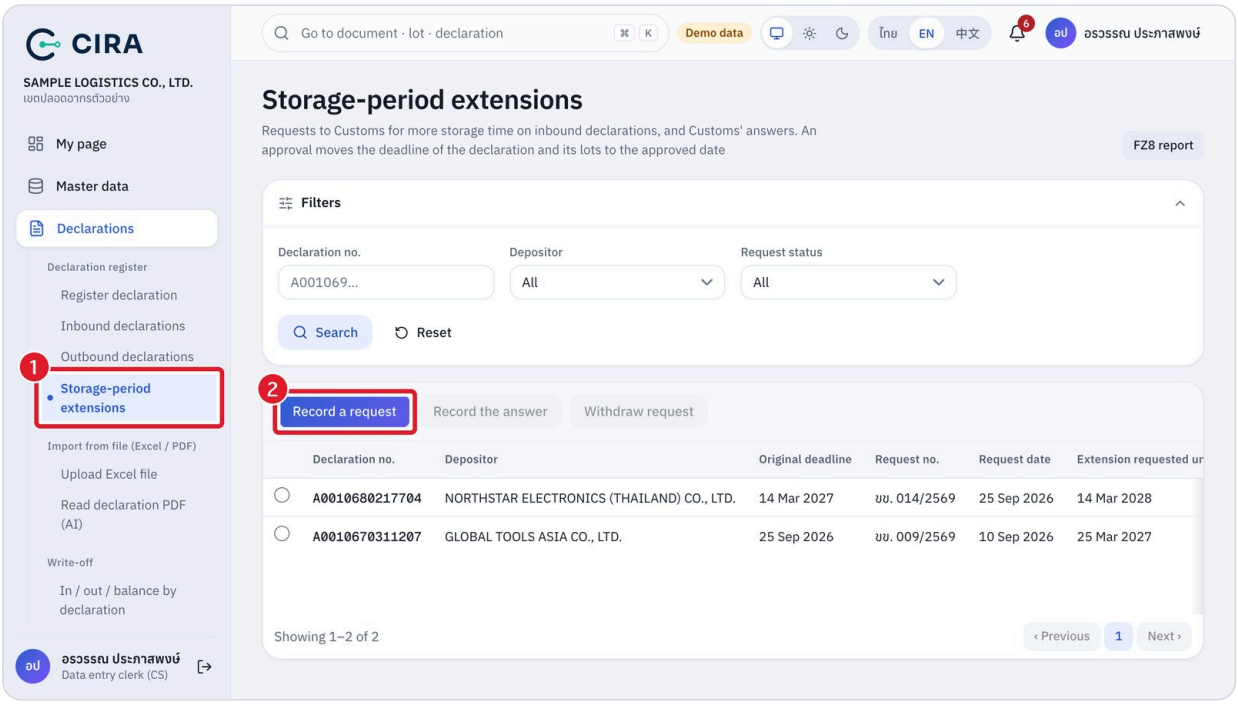


① *The Open PDF link in the declaration register — anyone allowed to view the register (CS, manager, warehouse, executive) can open the original file at any time, and show it to a customs officer on request*

What the system checks for you: foreign value × exchange rate ≈ baht value (within 0.5%; if only one side can be read, it calculates the other and marks it with the "computed" chip) · Σ line weights = total net weight (if only one line is wrong and it is a single misread digit, such as 45,000 ↔ 15,000, the system corrects it and warns you; if it cannot tell which, it only warns and does not guess) · Σ baht values and Σ foreign values against the totals · consecutive line numbers · an outbound declaration must have a referenced declaration · units and declaration numbers misread by OCR (062 → C62, a leading 6 → A) are repaired with a warning · Buddhist Era dates are converted to the Common Era.

- The system **does not guess the 0409 release date**. For an inbound declaration you must enter it yourself if it is not printed on the form (it is used to calculate the 2-year deadline).
- Thai OCR can misread vowels and tone marks, so always check Thai names and descriptions. When an administrator turns on AI, Thai names and descriptions are far more accurate, and values that the AI and the rules read the same get high confidence.
- A draft goods issue for an outbound or transfer declaration can be created once a lot has been chosen for every line (stock of the referenced inbound declaration must be in the system).
- Every save leaves "Read declaration from PDF" and "Attach declaration file" entries on the history page (section 3.4). Files uploaded but not saved are deleted automatically within 1 day.
- **Privacy**: the text layer and OCR run on our server and no data leaves the machine. Only when an administrator sets up AI is the declaration file sent to the Anthropic API for reading (use this on real documents once the depositor has given consent).

1.6 Storage-period extensions (recording requests and answers)



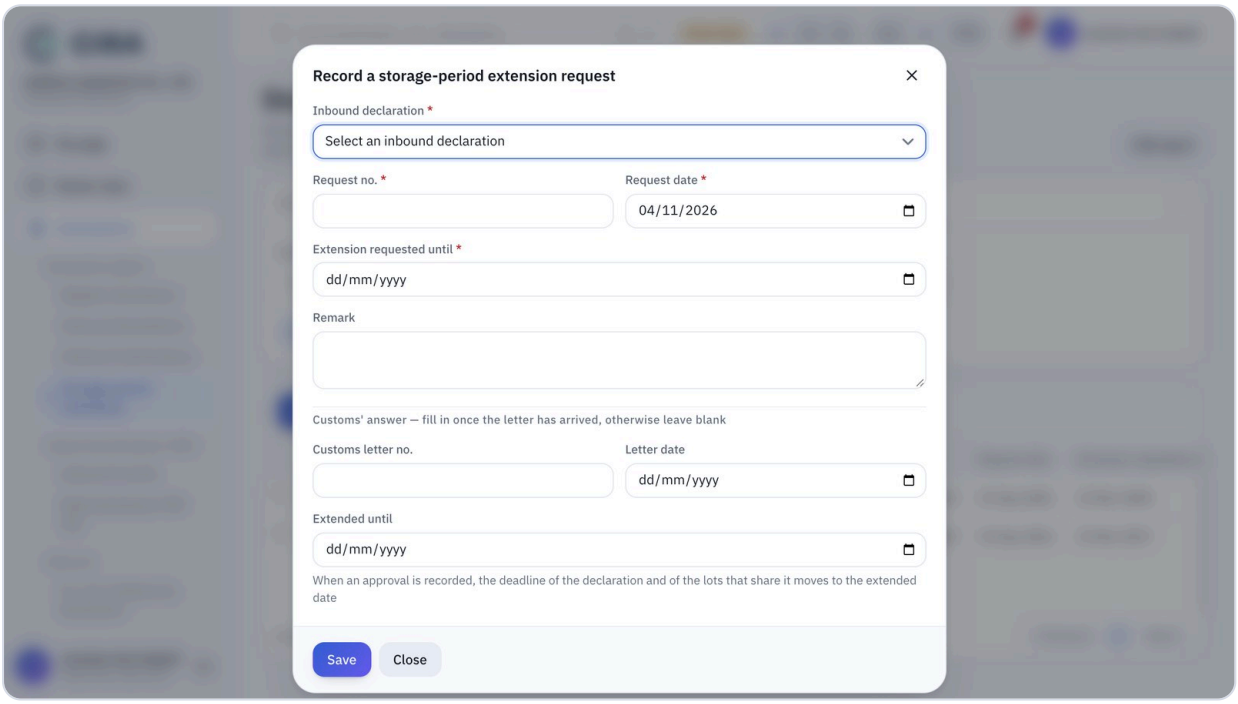
① *Menu Declarations › Storage-period extensions* · ② *Record a request button (F2) — the Record the answer and Withdraw request buttons work when you select a request row that is Awaiting Customs*

Goods may stay in the zone until the deadline of the inbound declaration (status 0409 date + the storage period in the Free Zone set in section 4.3, 2 calendar years by default). When goods must stay longer, the operator files a request with Customs, then records the request and the answer on this page. This works for every type of operator, but only for inbound declarations that have a status 0409 date and still hold goods.

What	Who can do it
Record a request · record a *Not approved* answer · **Withdraw request**	Data entry clerk (CS) · Warehouse manager · Administrator

What	Who can do it
Record an *Approved* answer	A user other than the one who recorded the request (such as another CS) or a warehouse manager · Administrator. CS cannot record the approval of a request they recorded themselves
Record a request together with its approval in one go	Warehouse manager · Administrator only
View the request register	Every role that can view the declaration register · Customs officers see it through report FZ8

1. Menu **Declarations › Storage-period extensions** → press **Record a request**.
2. Select the **Inbound declaration** (one that still holds goods), then fill in **Request no.**, **Request date** and **Extension requested until** (must be after the original deadline) → Save. The status becomes *Awaiting Customs*. A declaration can have only 1 request awaiting an answer at a time.



The Record a storage-period extension request window — fill in the Customs' answer section at the bottom once the letter has arrived, otherwise leave it blank — the Save (F8) button is at the bottom of the window

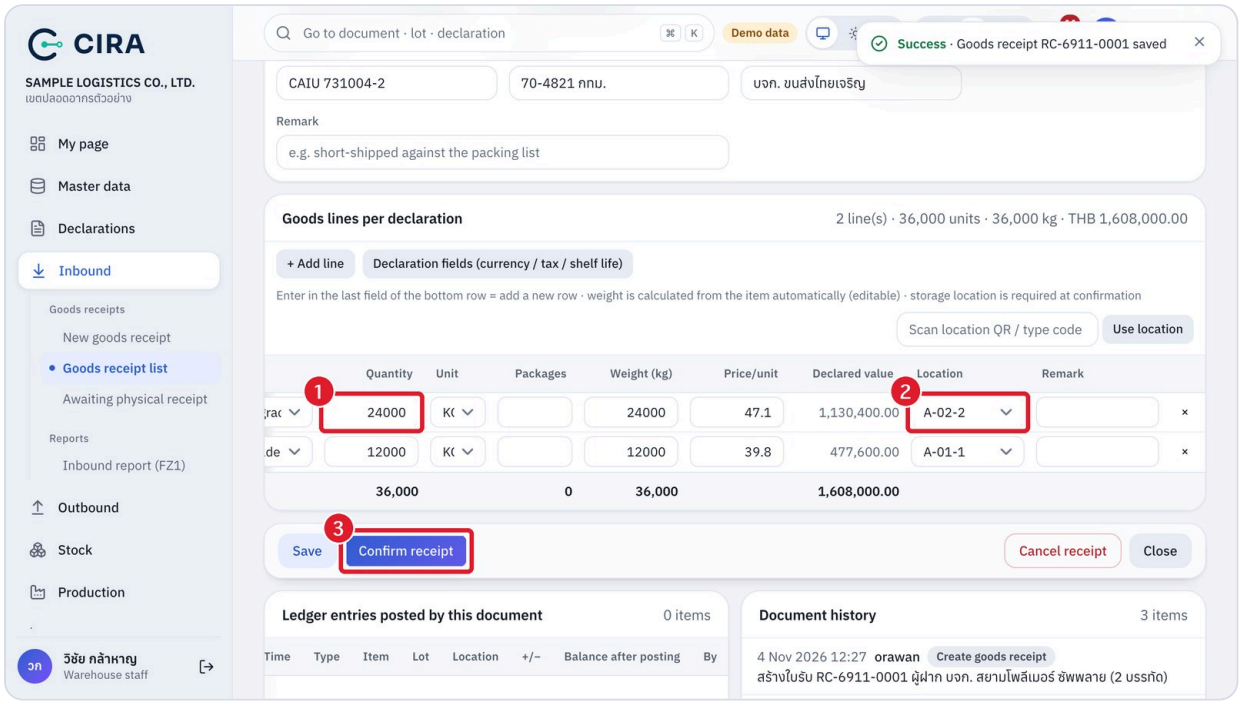
3. When the customs letter arrives, select the request row and press **Record the answer** → choose *Approved* or *Not approved*, then fill in **Customs letter no.**, **Letter date** and **Extended until** (must be after the original deadline and not later than the date requested). For *Not approved*, the Letter date is enough.
4. On approval, the deadline of the declaration and of its lots moves to the new date at once (lots with their own **Shelf life (days)** keep their date) and shows in reports FZ4, FZ6 and FZ8. A *Not approved* answer does not change the deadline. To drop a request you no longer need, press **Withdraw request** (with a reason). Everything recorded goes into the audit log.

- If you already have the letter when you record the request: a warehouse manager or administrator can fill in the Customs' answer section in the same window, and the system records it as *Approved* at once.
- If an approval was recorded wrongly: a recorded answer cannot be edited. Record a new request with the correct answer, and the system moves the deadline to match the latest approval.

2. Warehouse staff (WAREHOUSE)

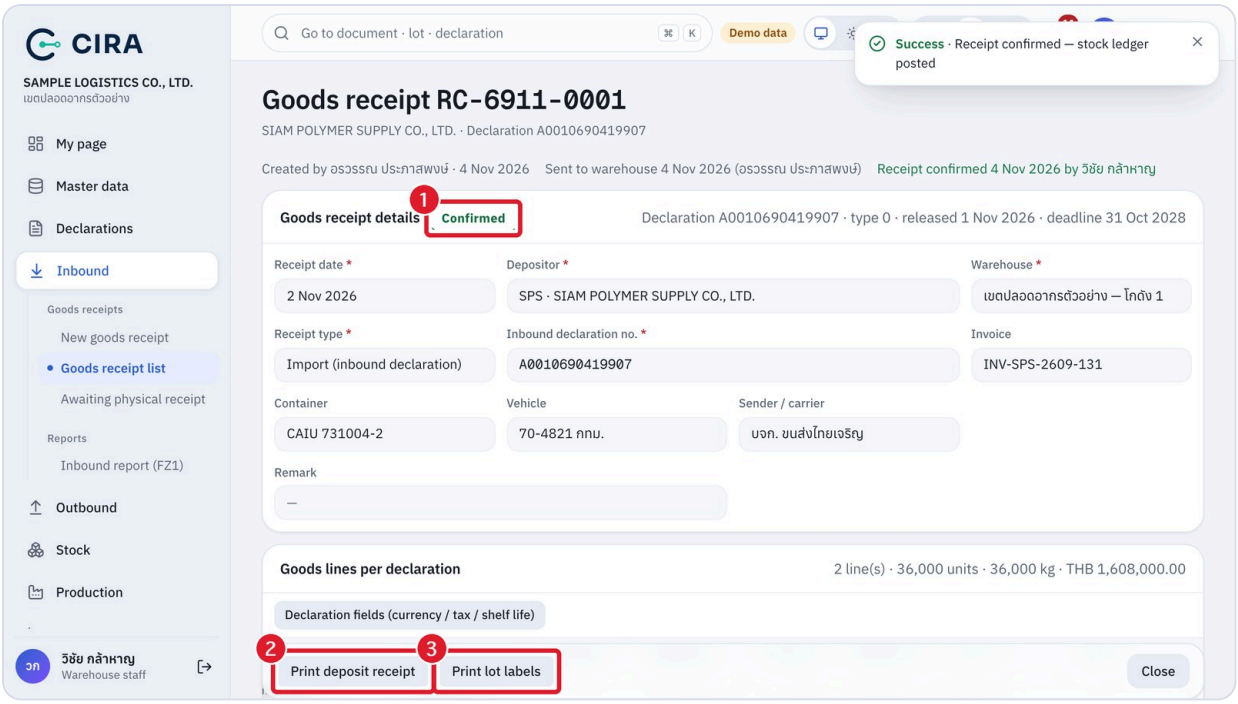
Duties: confirm physical receipt · create and confirm goods issues from approved withdrawal requests · transfer goods between locations · open stock counts · create stock adjustments (awaiting approval) · print deposit receipts, lot labels and goods issue notes **Cannot do**: approve, return or reverse; create withdrawal requests; edit master data; manage users

2.1 Confirm physical receipt

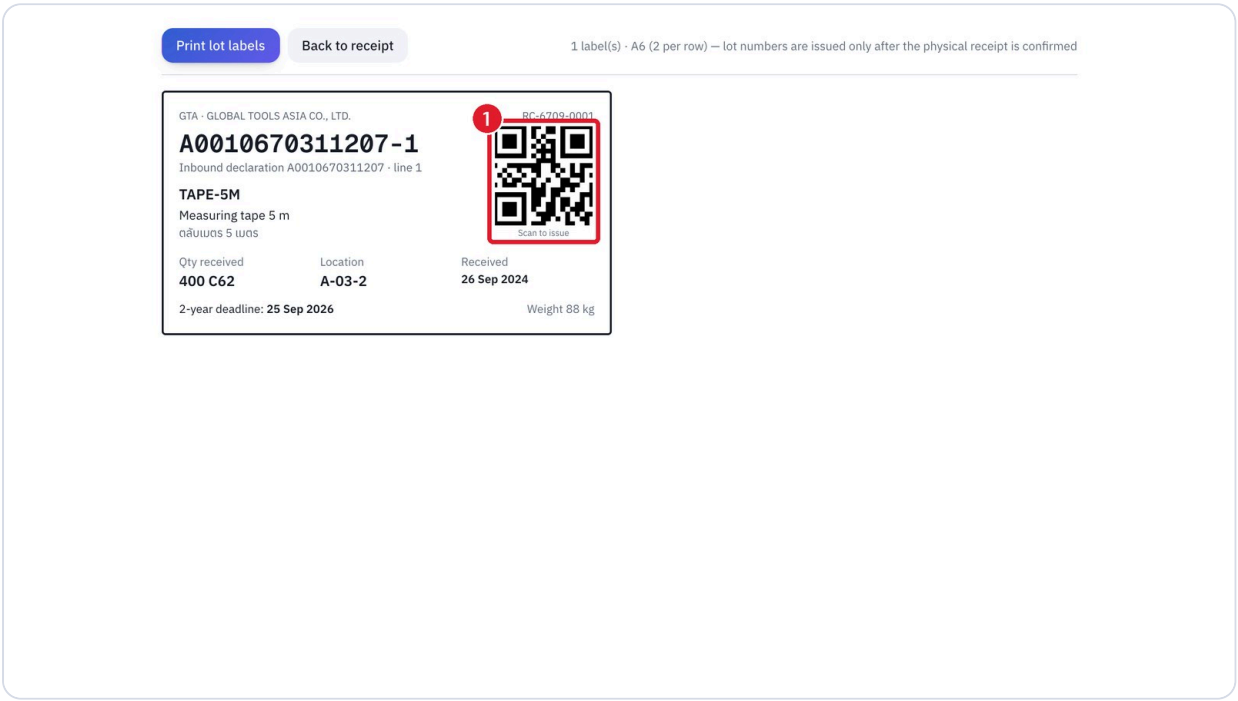


① *Actual quantity (the Quantity column)* · ② *Location (required on every line)* · ③ *Confirm receipt*

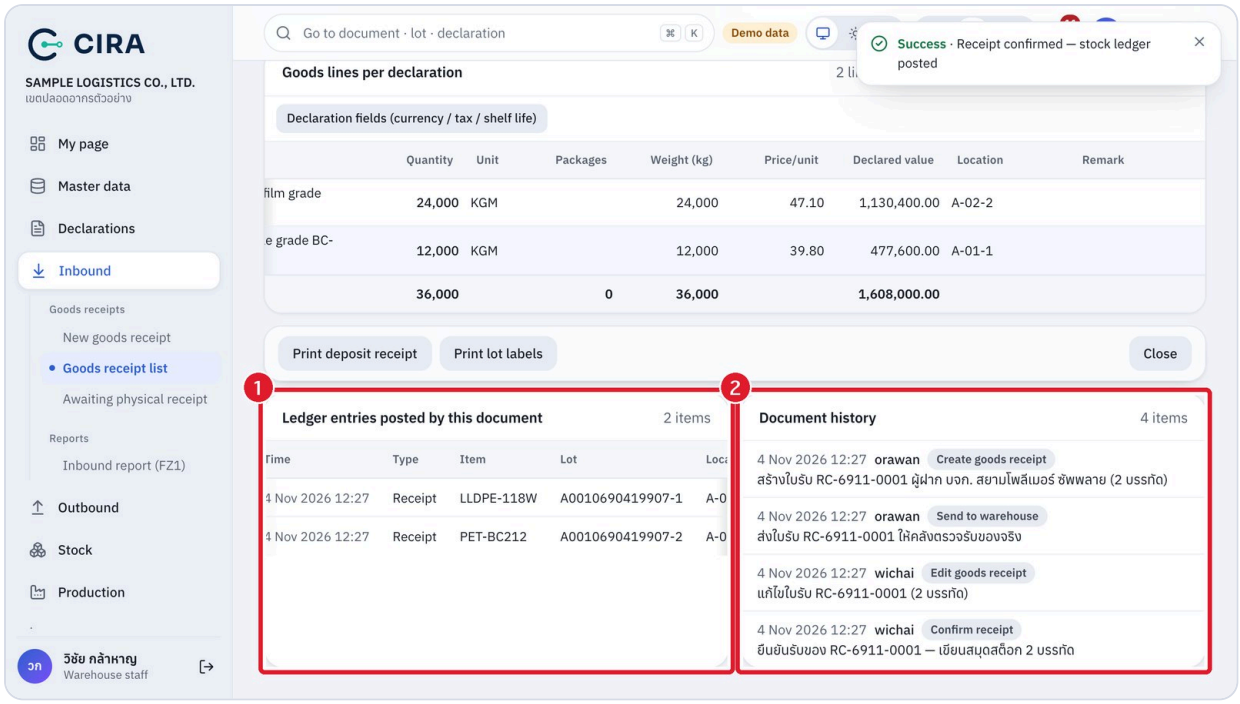
1. Dashboard › **Goods receipts awaiting physical receipt** (or Inbound › Awaiting physical receipt) → open the receipt.
2. Check the goods that arrived: you can correct the **Quantity** to what really arrived, enter a **location on every line** (required) and enter the actual weight. You can **scan the location QR label** in the "Scan location QR / type code" box above the table: the system puts that location on every line that is still empty (if every line already has a location, it changes the last line). If you scan a location of another warehouse or a code that does not exist, the system warns you and changes nothing.
3. **Save (F8)** if you changed anything, then press **Confirm receipt** → read the dialog (the system will create the lot "declaration number-line number" and write to the stock ledger) → F8.
4. Status "Confirmed" → the **Print deposit receipt** and **Print lot labels** buttons (A6, to stick on the pallet).



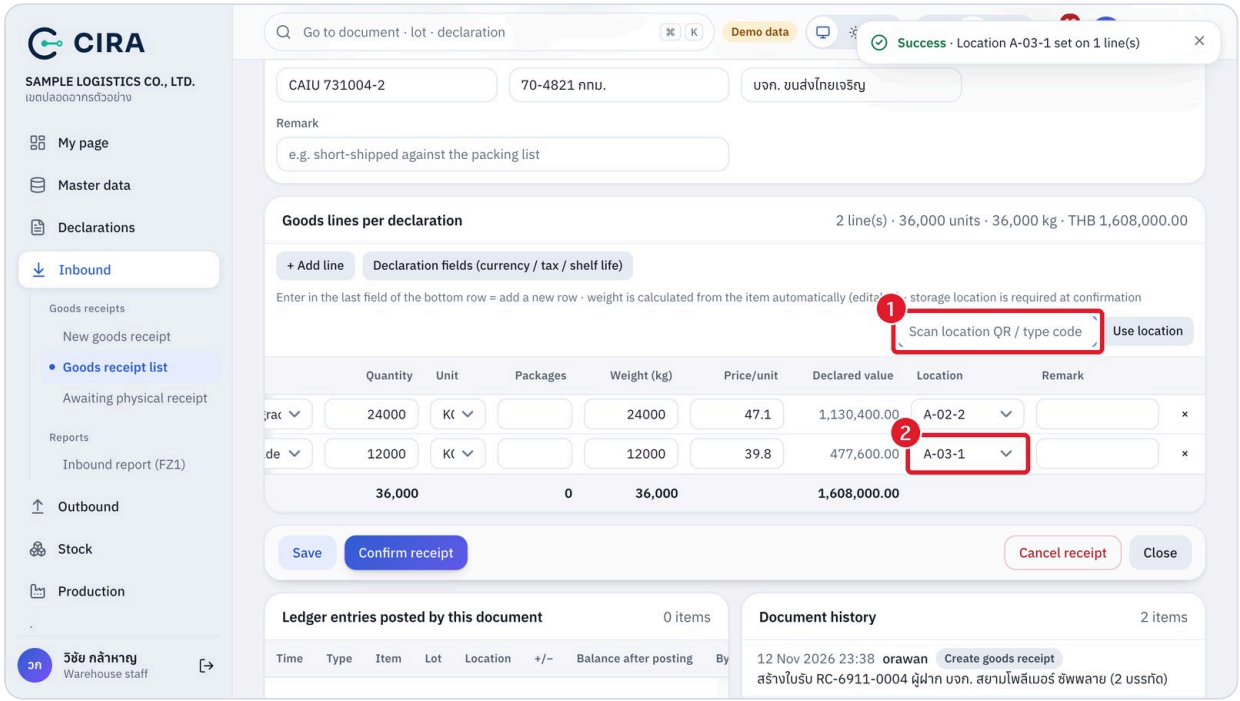
① *"Confirmed" stamp* · ② *Print deposit receipt* · ③ *Print lot labels*



① *QR on the lot label (holds the lot number) — scan it with a QR-capable scanner or an Android phone camera on a goods issue to add a line at once*



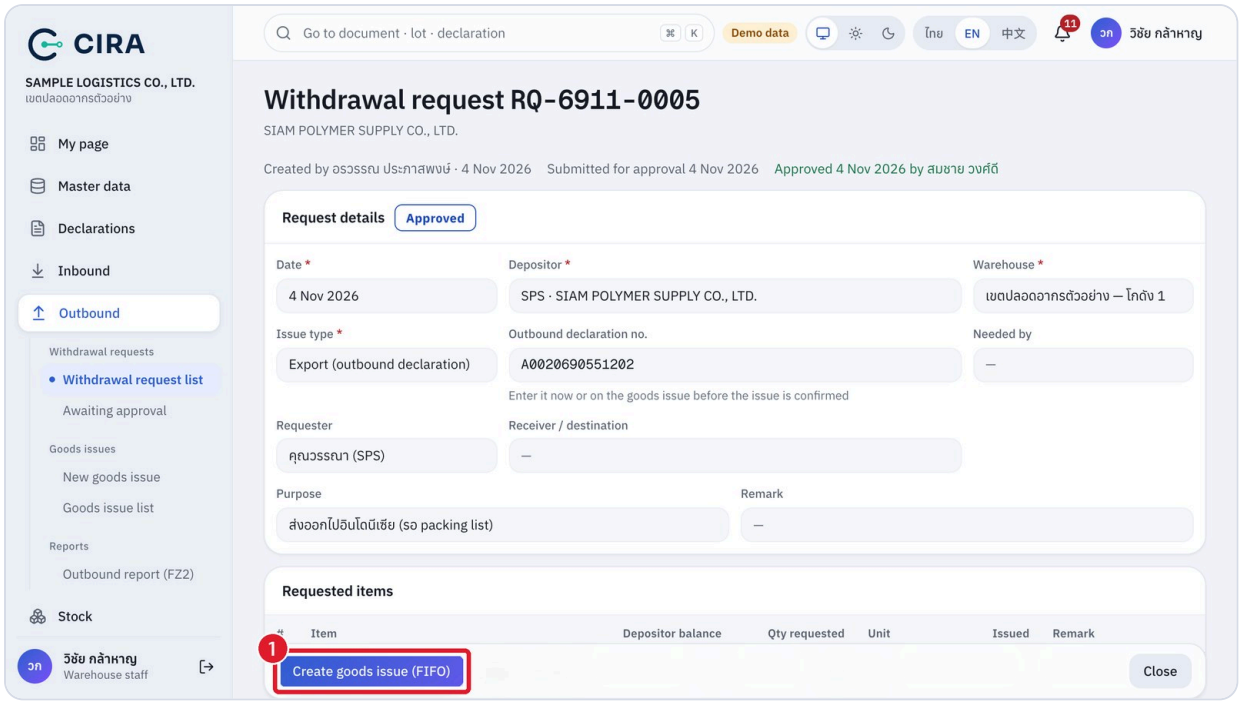
① *Ledger entries posted by this document (lot = declaration number-line number)* · ② *Document history*



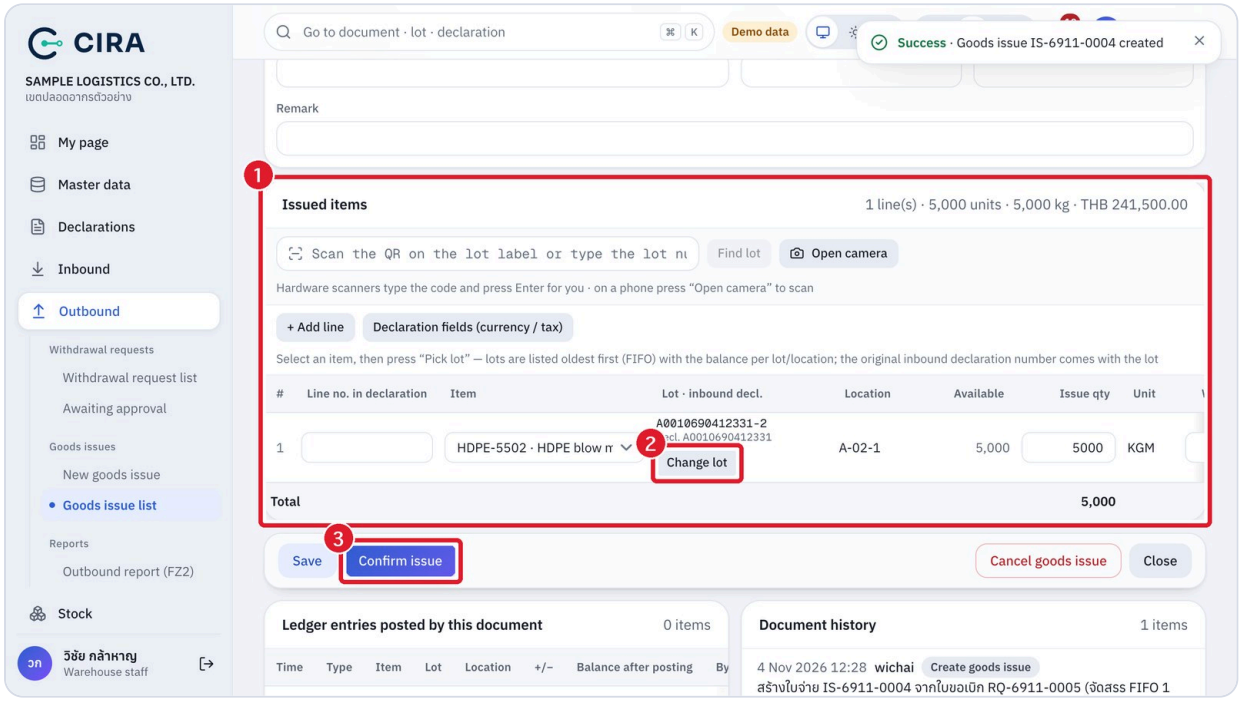
① *Location QR scan box (use a scanner, or type the code and press Enter)* · ② *Lines that got their location from the scan — a confirmation message appears at the top right*

- Goods do not arrive as arranged: **Cancel receipt** (with a reason). If the declaration has been deactivated, the system will not let you confirm: tell CS to check the declaration register.

2.2 Goods issue (from an approved withdrawal request)



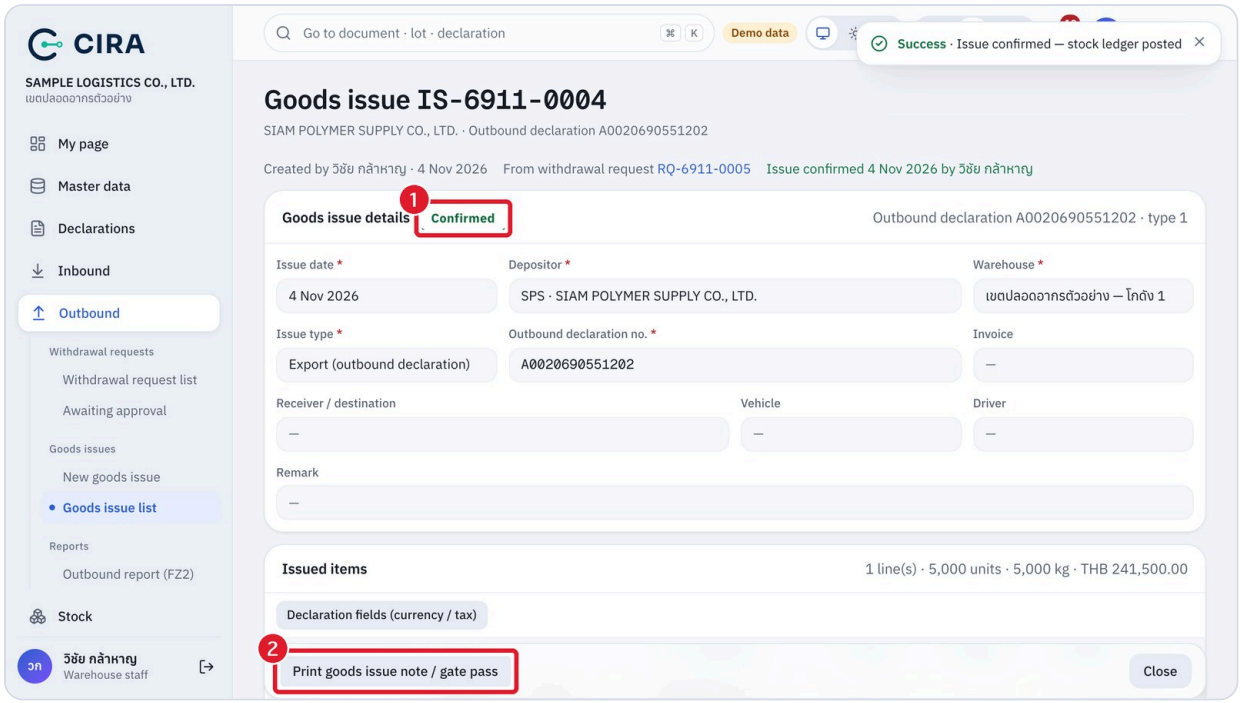
① *Create goods issue (FIFO) on an approved withdrawal request*



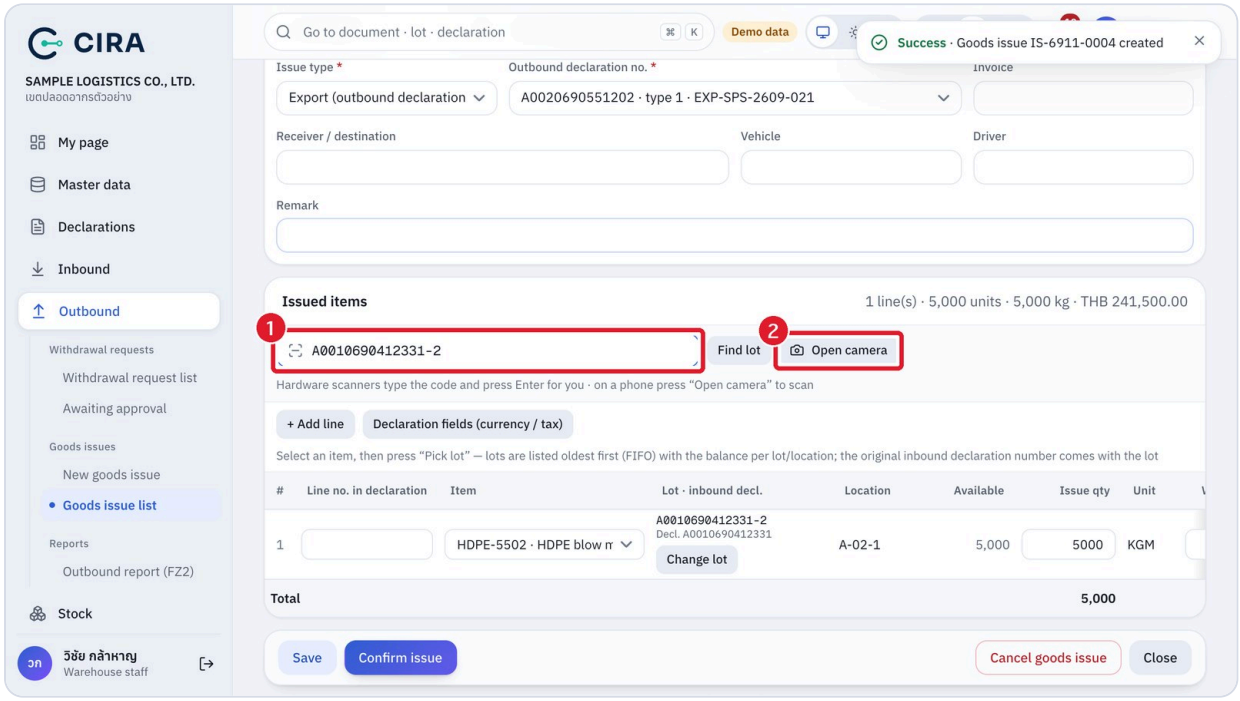
① *Issued items (lots and locations allocated by the system)* · ② *Change lot* · ③ *Confirm issue*

1. Dashboard › **Approved requests awaiting issue** → open the withdrawal request → **Create goods issue (FIFO)** → F8.
2. The system opens a "Draft" goods issue and allocates lots **first-in first-out** for that depositor (the oldest lot that still holds goods). If stock is short it says "insufficient stock for some lines" and you can issue part of the quantity.
3. Check or change the lot and location actually picked (the **Pick lot** button on the line, sorted first-in first-out), and enter the vehicle, driver and Invoice.

4. **Confirm issue**: the system writes to the stock ledger (–) and **writes off against the inbound declaration of each lot**. The withdrawal request becomes "Completed" once fully issued.
5. **Print goods issue note / gate pass** for the truck.



① *"Confirmed" stamp* · ② *Print goods issue note / gate pass*

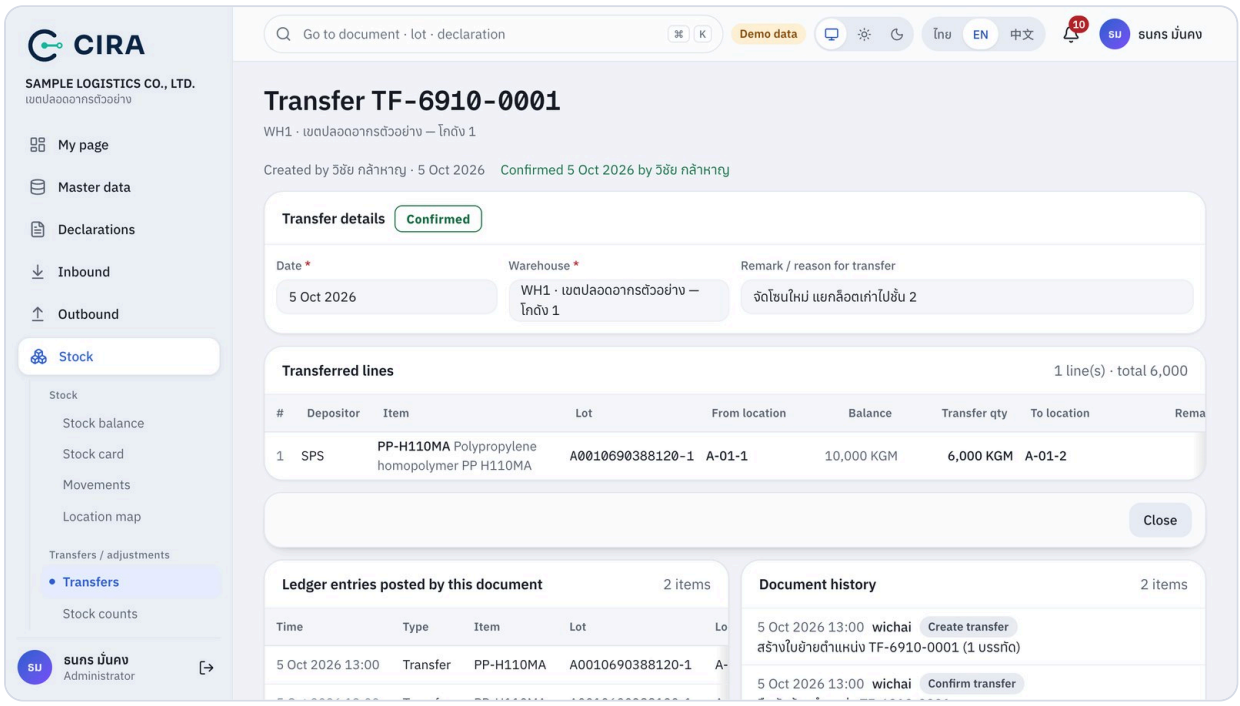


① *The "Scan the QR on the lot label or type the lot number, then press Enter" box — adds a line with the lot, the first location that holds it and the balance, then moves the cursor to the quantity field* · ② *Open camera (on a phone or a browser that supports it) to scan straight away*

- Scanning the same lot again does not add a new line; it takes you to the quantity field of that line. A lot of another depositor, a lot with no goods or a lot past its deadline is reported at once. A line added by scanning still needs its quantity entered and saved as usual.

- The "Declaration fields (currency / tax)" button opens the Foreign currency amount, Sale price and Tax columns for each line (optional).
- Issuing without a withdrawal request (special case): **Outbound › New goods issue** is available, but **a warehouse manager must confirm it** (configurable at System › Settings).
- Lots past their deadline (2 years from customs release, or the extended date, section 1.6): the system warns you, and a manager must confirm and accept.
- A goods issue from a withdrawal request must use the same warehouse, issue type and outbound declaration (if the request names one) as the approved request, and cannot exceed the approved quantity.

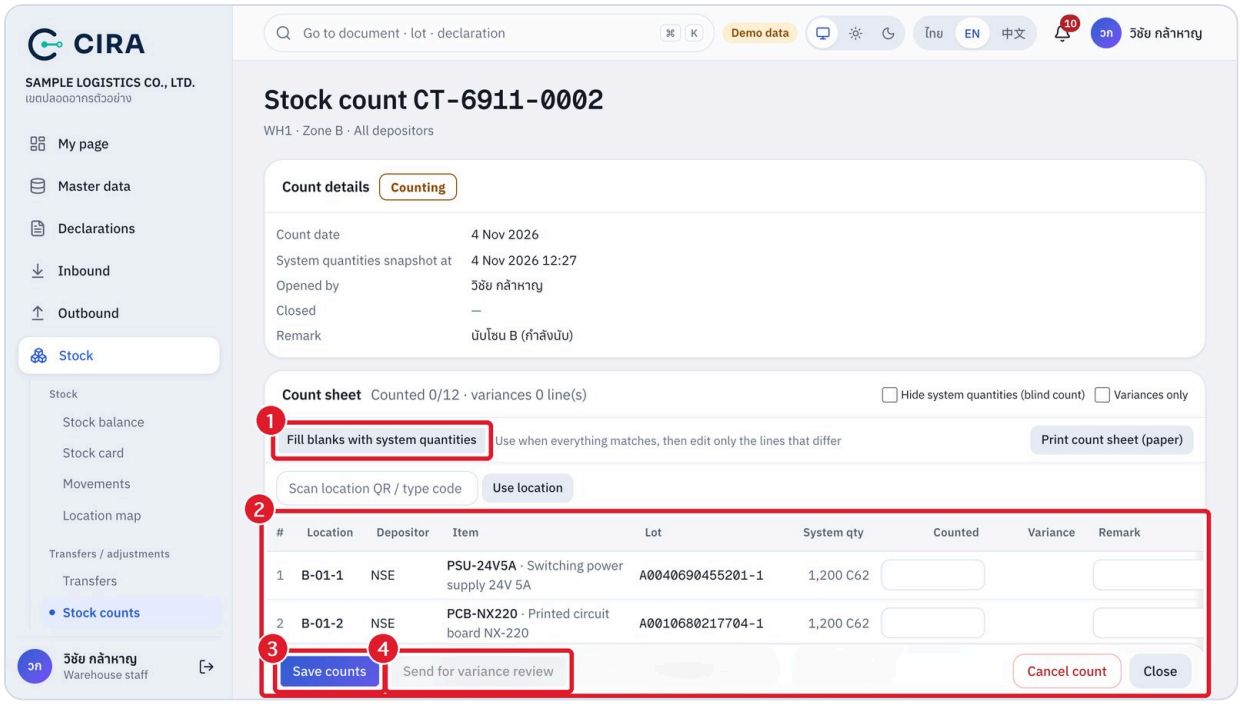
2.3 Transfers



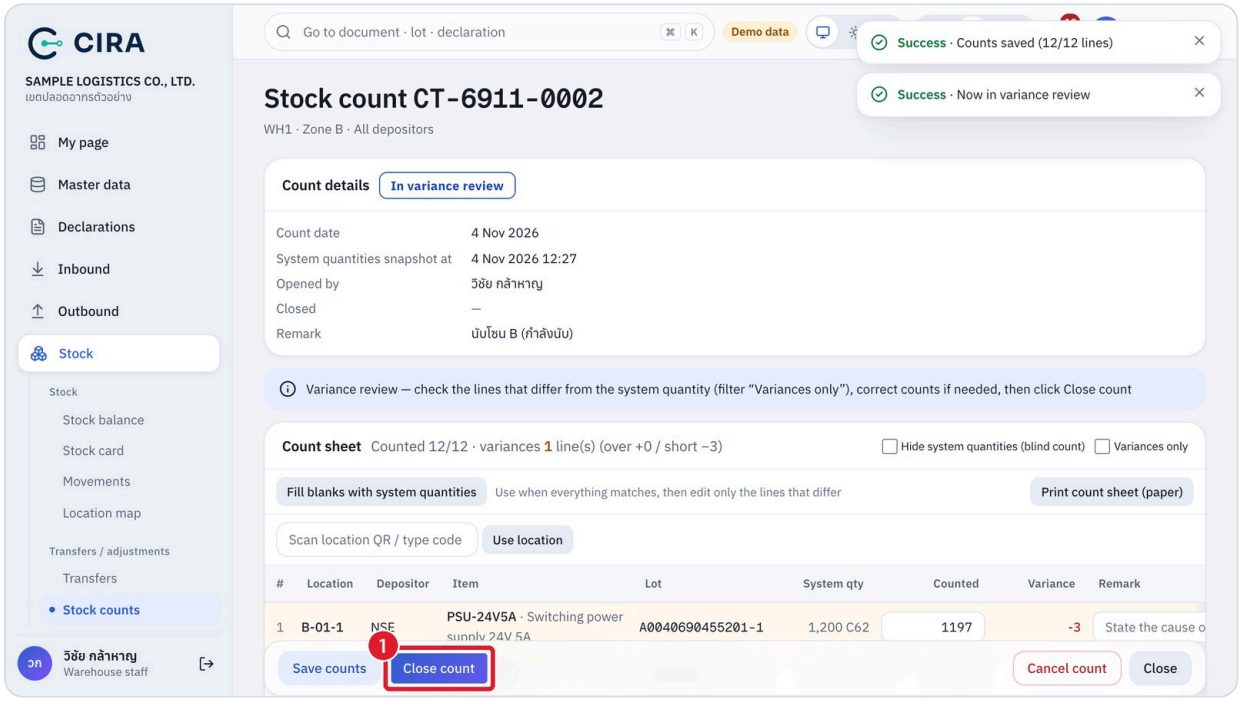
1. **Stock › Transfers › Create** → **+ Pick from stock (F7)** and choose rows (location / lot / actual balance) → enter the **Transfer qty** and **To location**. For the destination you can use **Scan destination QR**: the system fills it in on every line that has no destination yet, and refuses a destination that is the line's current location.
2. **Save (F8)** → **Confirm transfer**. The stock ledger records the move out of the source and into the destination. The lot and the total do not change.

- Transferring more than the balance: the system refuses and states the quantity actually there.

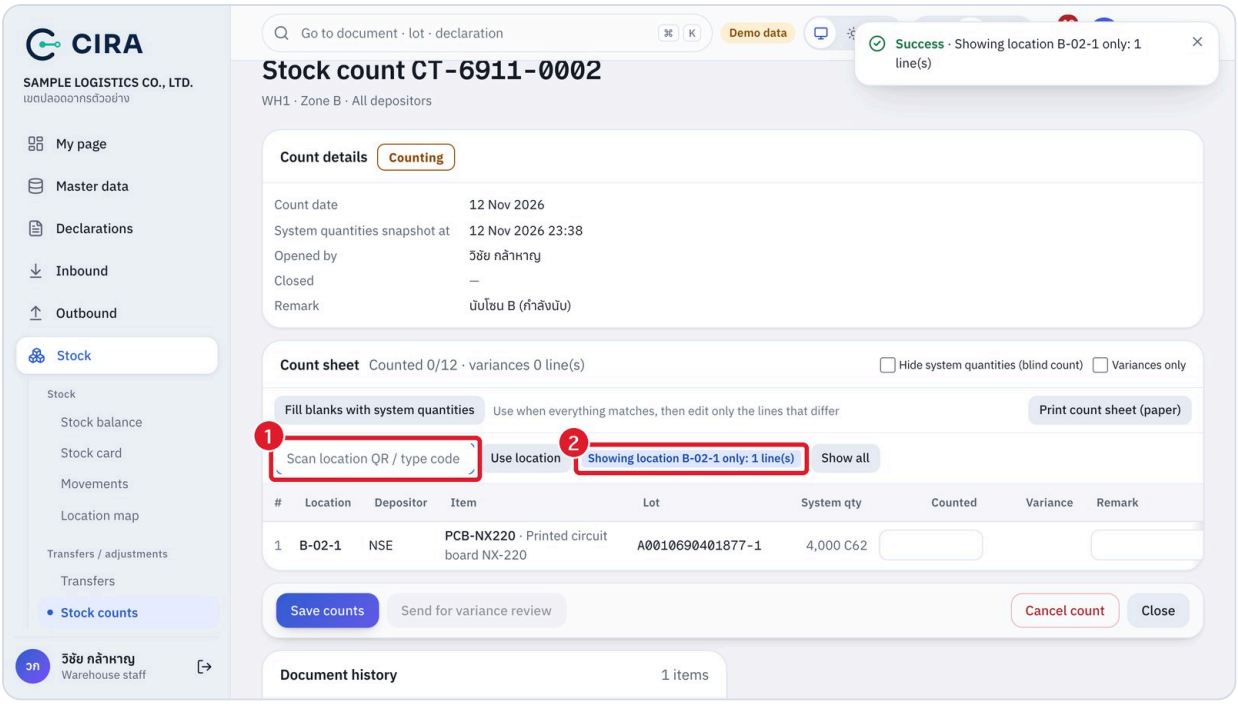
2.4 Stock counts and variances



① *Fill blanks with system quantities* · ② *Count table (key in the "Counted" column)* · ③ *Save counts (F8)* · ④ *Send for variance review*



① *Close count (at the variance review stage)*

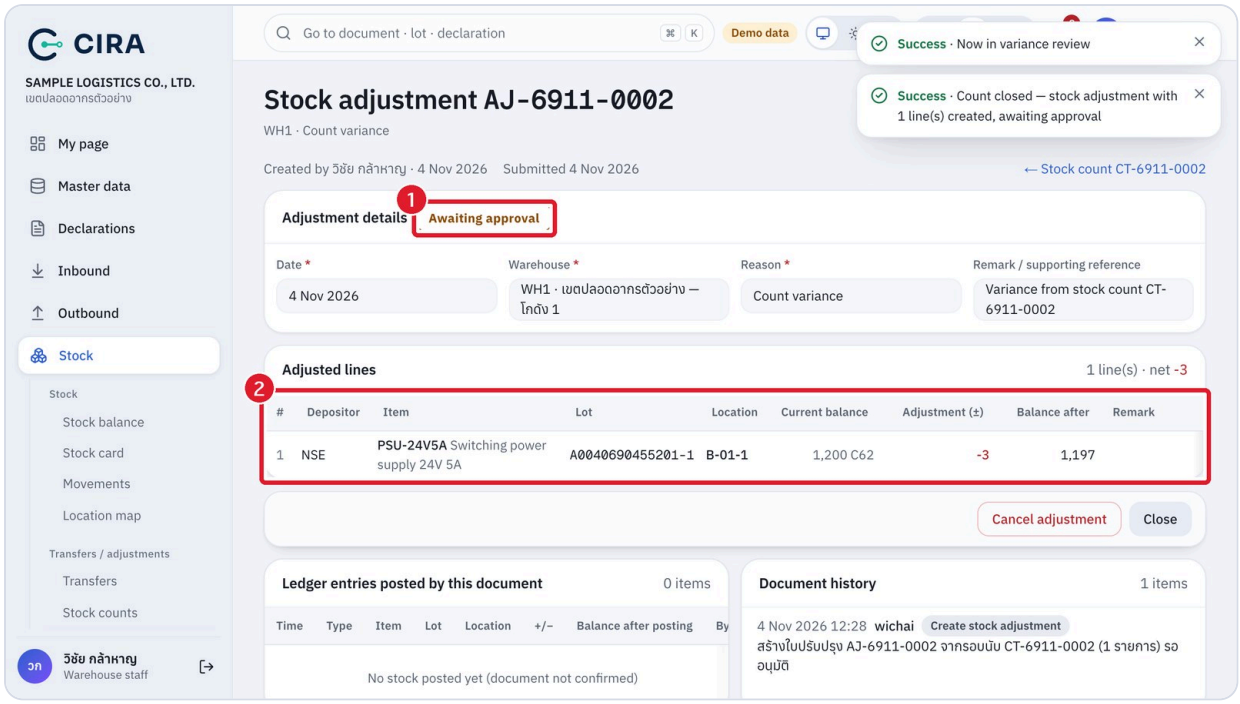


① *Scan location QR* · ② *Only the lines of that location are shown (press Show all to undo)*

1. **Stock › Stock counts › Open count**: choose the warehouse, zone and depositor (blank = all). The system takes a "snapshot of system quantities" for every location holding goods.
2. Key in **Counted** row by row (the **Fill blanks with system quantities** button is for when everything matches and you then edit only the lines that differ). Tick **Hide system quantities (blind count)** to count without seeing the figures. Use **Print count sheet (paper)** to count on the floor.
3. You can **Save counts (F8)** as many times as you need. When every row is counted, press **Send for variance review** (still editable) → **Close count**.
   - Counting on the floor with a phone or tablet: read the **location QR label** on the rack with a scanner connected to the device (for example a Bluetooth scanner), or type the location code into the scan field and press Enter. The table shows only the lines of that location. Key in the quantities, then scan the next location. Press **Show all** to go back to every line.
   - The location scan field has no camera button. The phone camera can scan only lot labels, on a goods issue (section 2.2).
4. If there are variances, the system creates a **stock adjustment "Awaiting approval"** for the manager. **Stock does not change until it is approved**.

- Variance = Counted − the system balance **at the time the count was saved**, so goods received or issued after the count was opened do not become variances. A count can be closed once every row has a result. When you close it, the **Create a stock adjustment from the variances (recommended)** box is already ticked.
- Whoever saved the results of a stock count cannot approve the adjustment from that count. If an adjustment or reversal hit the same balance after the count, the system refuses approval: return the adjustment and count that line again.

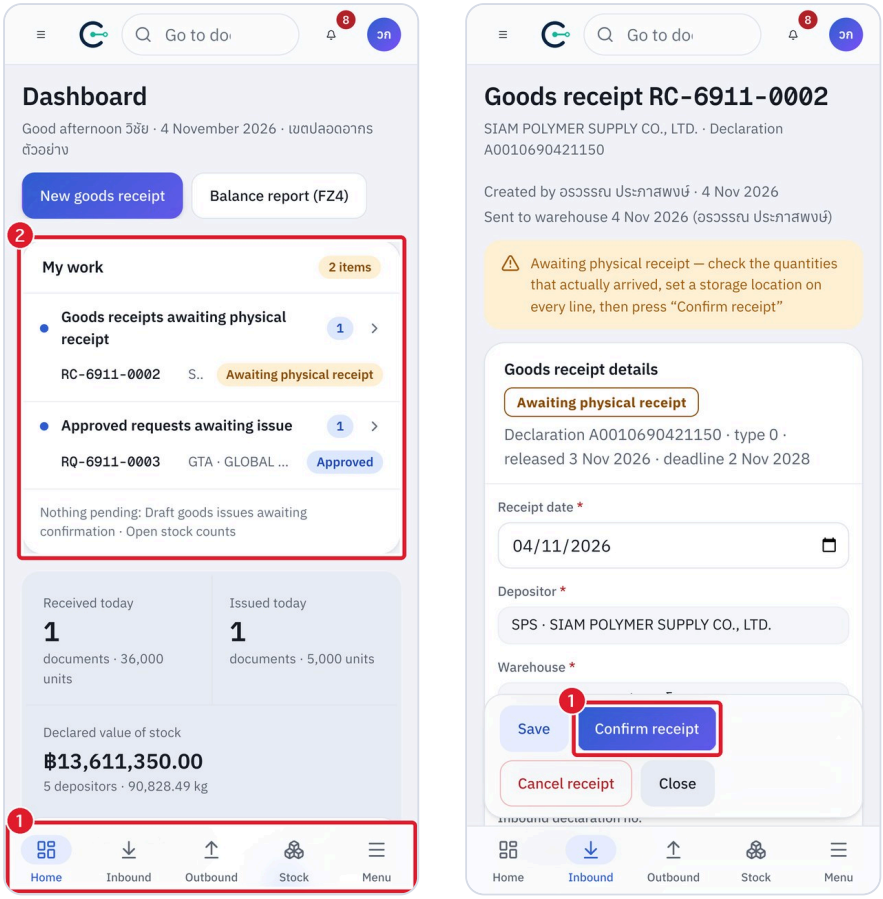
2.5 Stock adjustments (damage / loss / data correction)



① *"Awaiting approval" stamp* · ② *Adjusted lines (+/−); stock has not changed yet*

Stock › Stock adjustments › Create → reason (Damaged goods / Loss / Count variance / Data correction / Other) + supporting reference → **+ Pick from stock** → adjustment quantity (+/−) → **Save** → **Submit for approval**. A negative result is refused by the system.

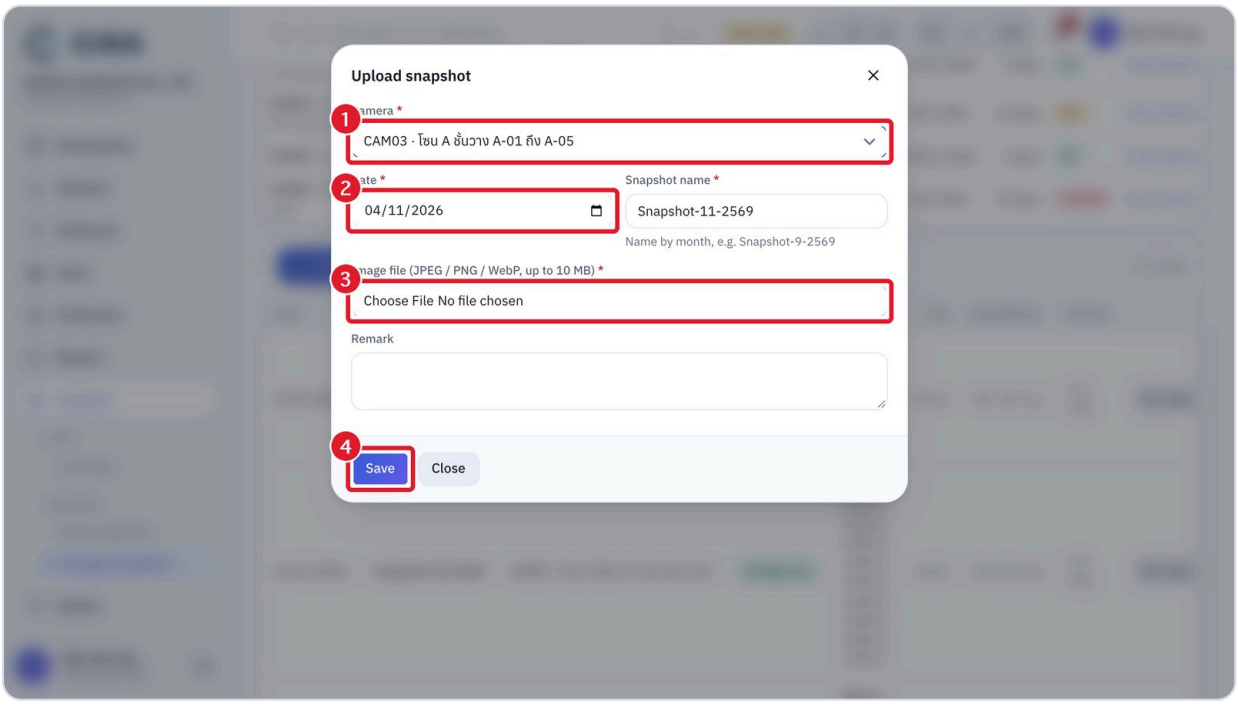
2.6 Using a phone at the warehouse



Left: ① Bottom tab bar · ② My work — Right: ① Confirm receipt button in the floating bar at the bottom

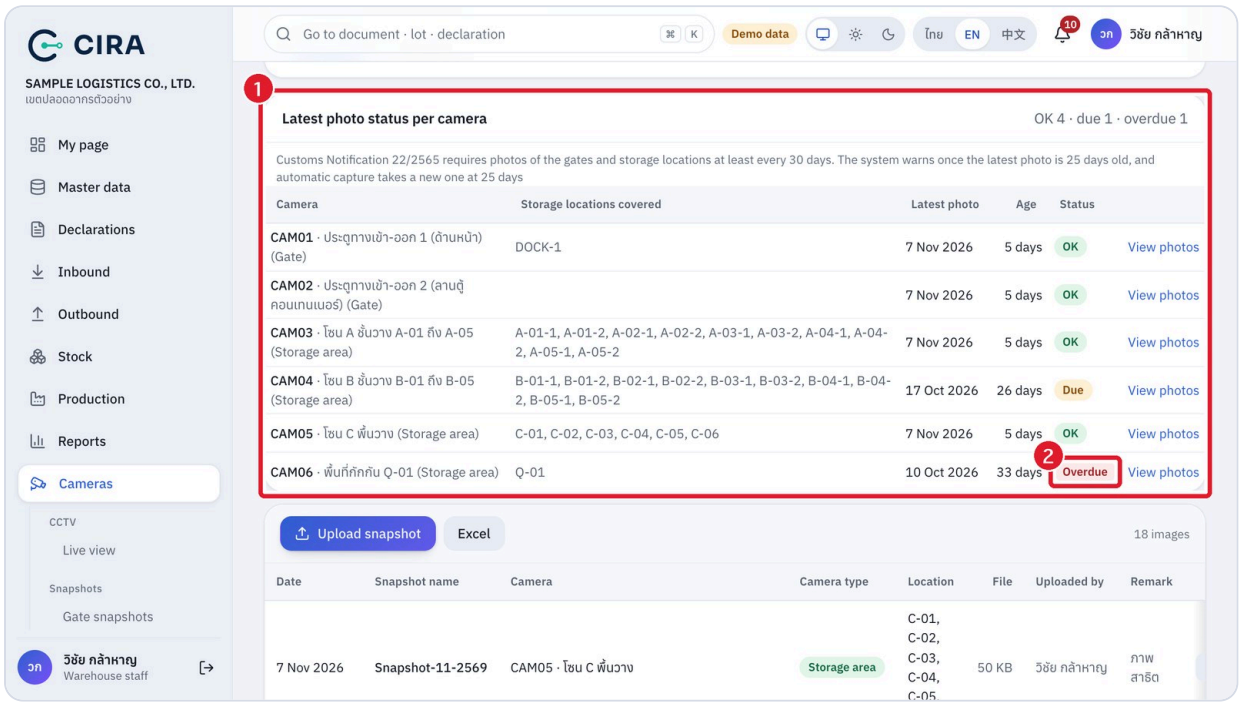
Bottom tab bar: Home · Inbound · Outbound · Stock · Menu. You can confirm receipts, count stock and transfer goods from a phone, and the action buttons are always in the floating bar at the bottom.

2.7 Taking snapshots (at least every 30 days)



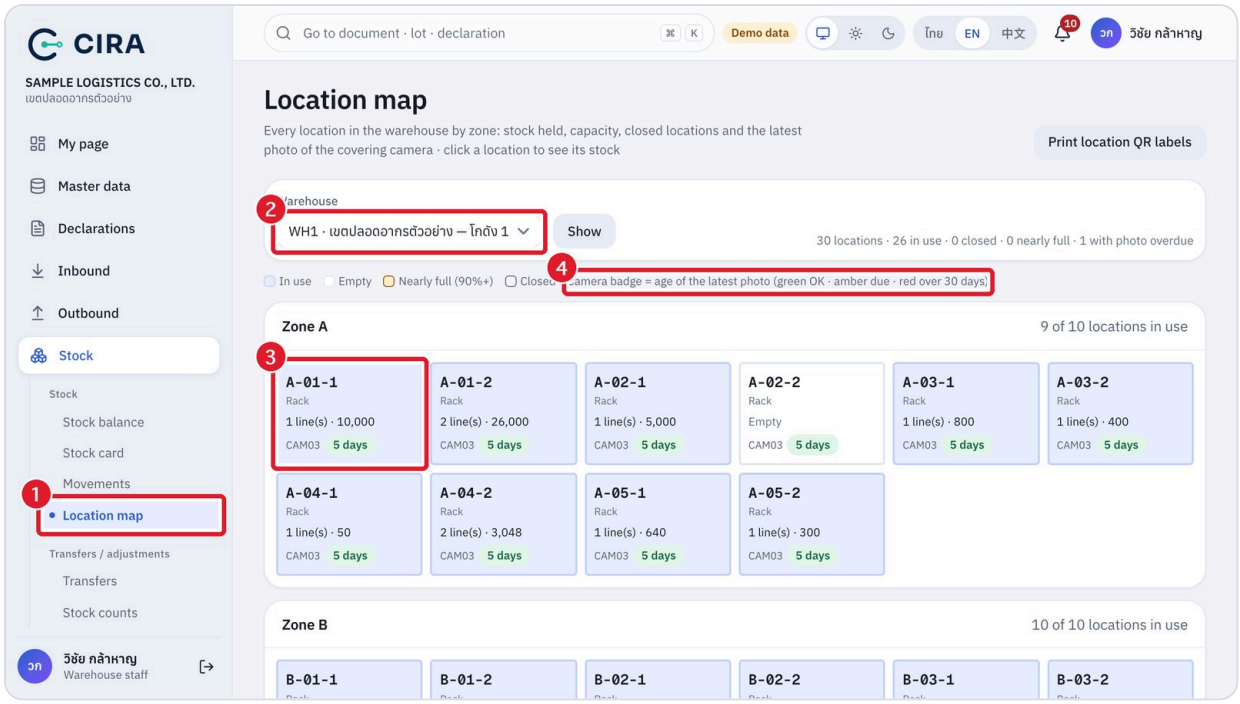
① Camera · ② Date (the date taken) · ③ Image file (JPEG / PNG / WebP, up to 10 MB) · ④ Save (F8)

1. **Cameras › Storage snapshots** (or Gate snapshots) → **Upload snapshot** (F2).
2. Select the camera, date and image file. The name is filled in automatically as Snapshot-month-Buddhist year (for example Snapshot-10-2569, the same form officers are used to), and you can edit it. The system checks the real content of the file, and a file that is not an image is refused.
3. Uploaded images can be seen from the list page, the single-camera page and the "View snapshot" button in the balance report. Only warehouse staff, managers and administrators can delete them, and each deletion is recorded in the audit log.
4. **See which cameras need a new photo**: the **Latest photo status per camera** table at the top of the snapshot page shows the latest photo of every camera, the days since it was taken and its status: **OK** · **Due** (latest photo 25–30 days old) · **Overdue** (over 30 days) · **No photo yet**. Customs Notification 22/2565 requires photos of the gates and storage locations at least every 30 days, and the photos must link to the stock report. The bell warns you when a camera is due or overdue.



① Latest photo status per camera (counts of OK / due / overdue at the top right) · ② A camera with no photo yet — press "View photos" to filter the list to that camera

2.8 Location map



① *Menu Stock › Location map* · ② *Select a warehouse* · ③ *One tile per location: code, type, number of lines and quantity held, covering camera with the age of its latest photo* · ④ *Colour legend*

- See every location of a warehouse by zone: **Blue** In use · **Plain background** Empty · **Yellow** Nearly full (90% of capacity or more, with a capacity bar) · **Grey** Closed. The coloured camera badge shows the age of the latest photo (green OK · amber due · red over 30 days or no photo yet).
- The summary line at the top gives the number of locations and how many are in use, closed, nearly full or with photo overdue.
- **Press a location** to open the Stock balance page for that location only. The **Print location QR labels** button at the top right prints the labels of the selected warehouse.

2.9 Viewing stock and the stock ledger

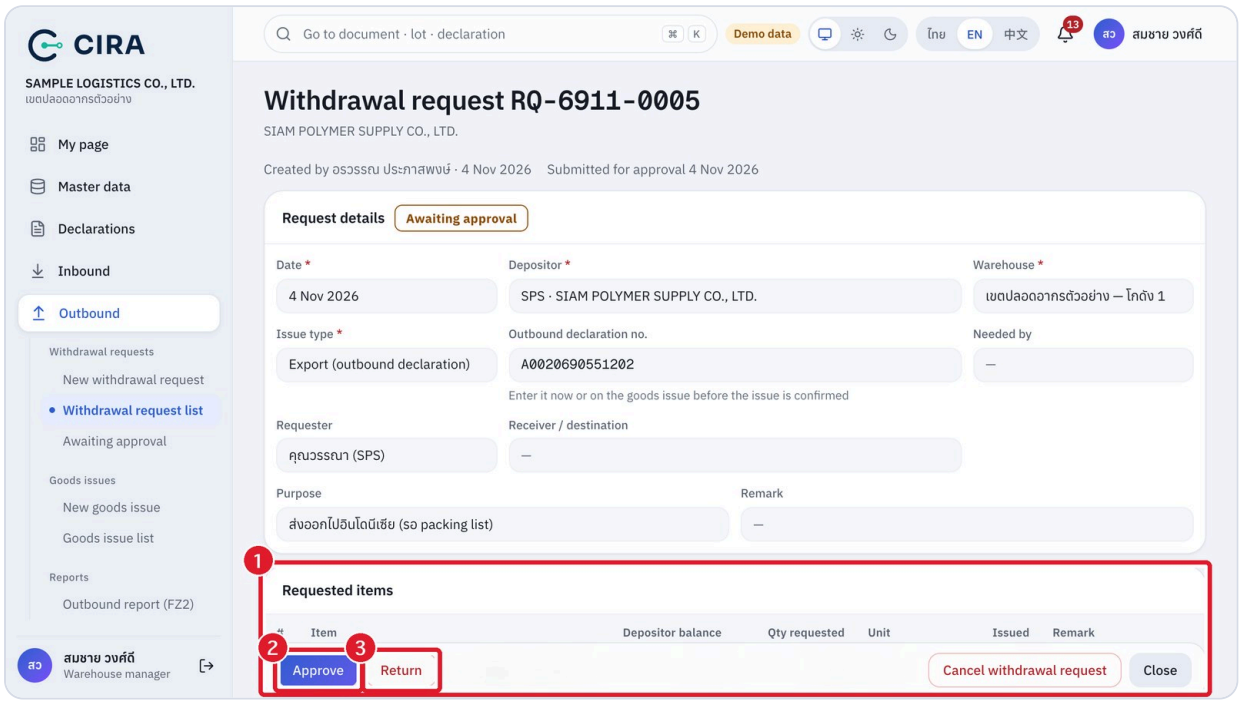
Every role allowed to view stock can open these from the **Stock** menu (the figure of the Stock balance page is in section 7).

- **Stock balance**: the current balance by depositor × item × lot (inbound declaration) × location. Filter by Item / lot / declaration / location, depositor, warehouse, zone, item category or item type, or tick **Only lots near or past the 2-year deadline (≤120 days)**. Click a lot number to open the stock card. The **FZ4 report (as of any date)** button opens the balance as of a chosen date. You can export to Excel.
- **Stock card**: every movement of an item or lot with its running balance. Enter a lot number or select an item or depositor, then choose a date range (blank = everything from the start). Use the **Open as FZ3 report (print)** button. You can export to Excel.
- **Movements**: every line written to the stock ledger across the system, latest first; it cannot be edited or deleted. Filter by Document / item / lot / location, type, depositor and posting date. You can export to Excel.

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

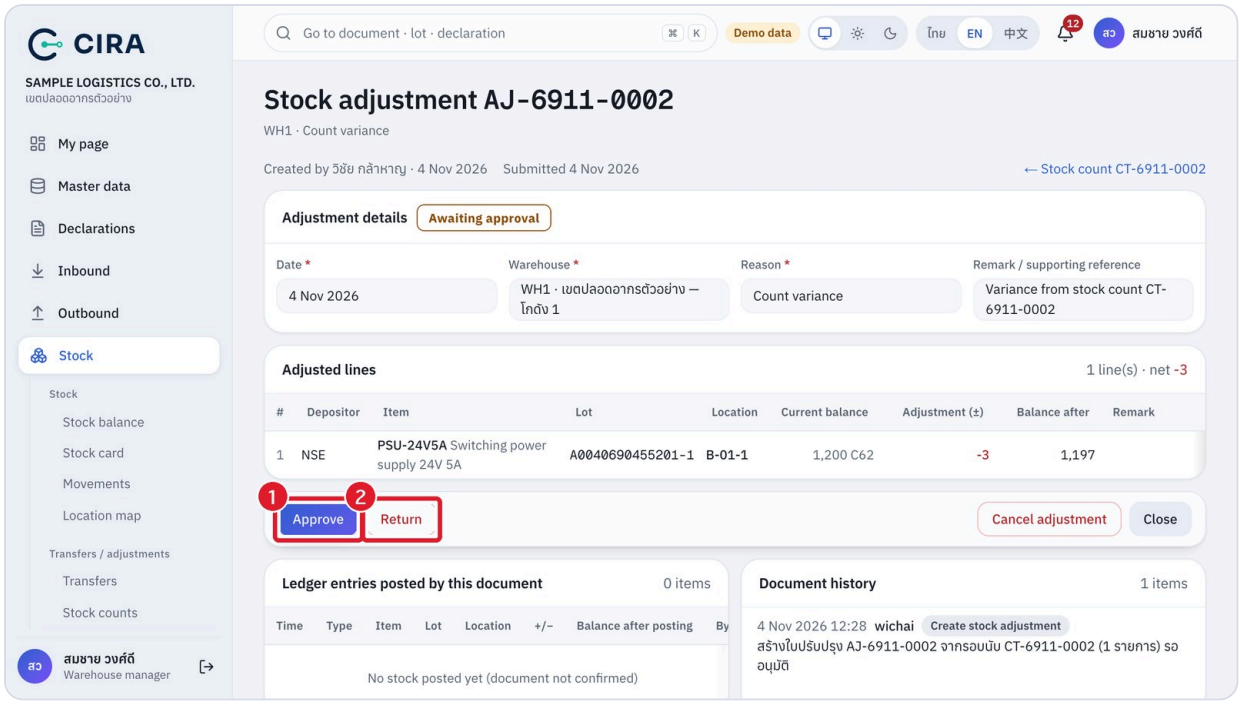
3.1 Approve a withdrawal request



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



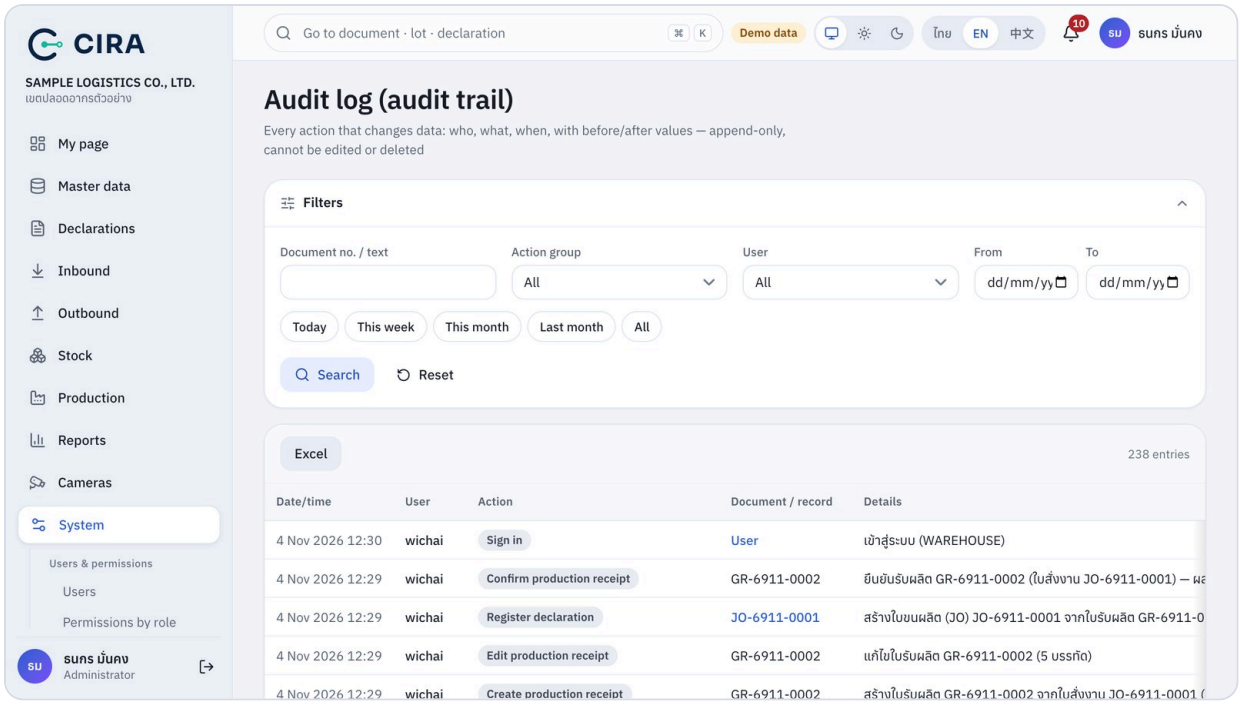
① Approve (writes to the stock ledger at once) · ② Return

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

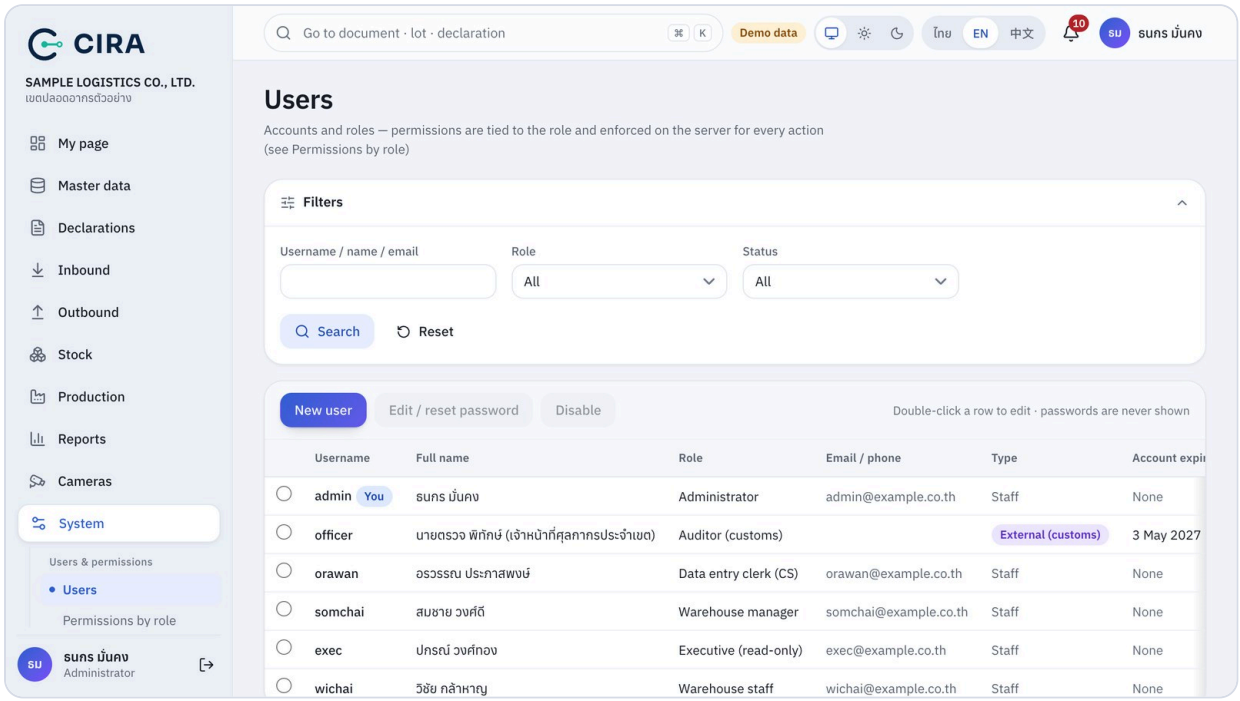


System › Audit log: filter by document number, user, action group or date range. Click "Show values" to see the values before and after. Export to Excel for the auditor.

4. Administrator (ADMIN)

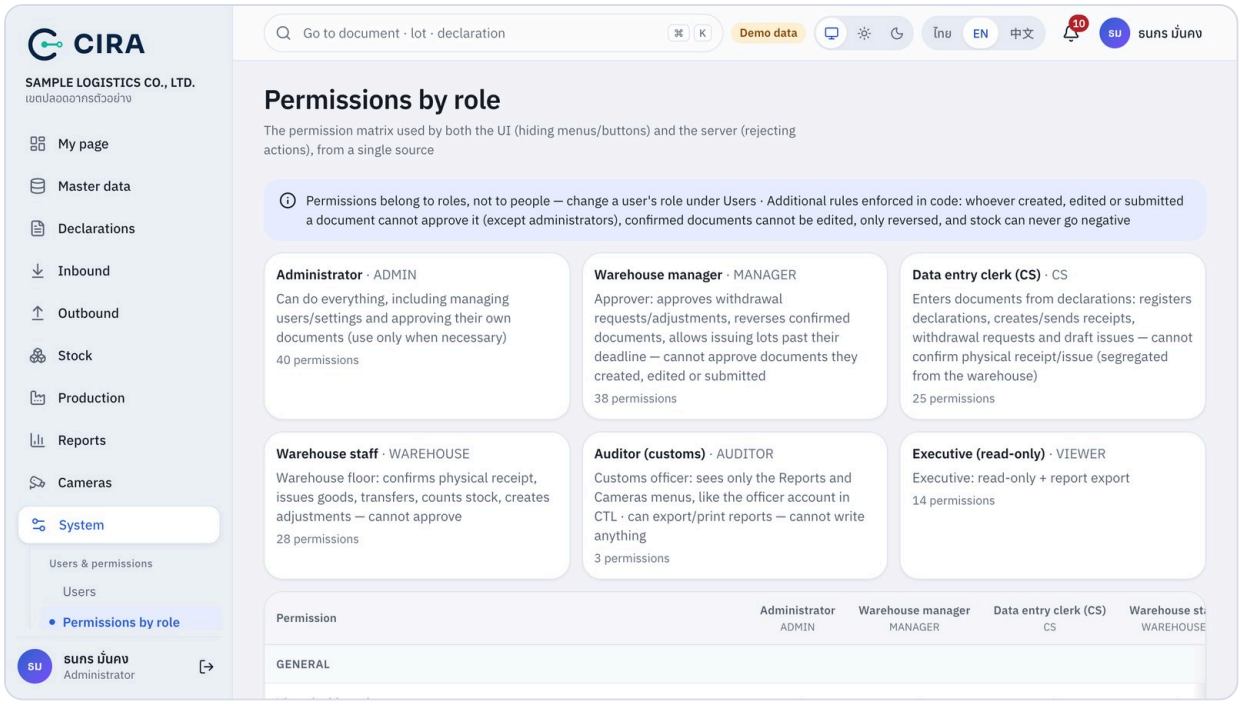
Can do everything, plus **System › Users**, **Permissions by role** and **Settings**.

4.1 Users



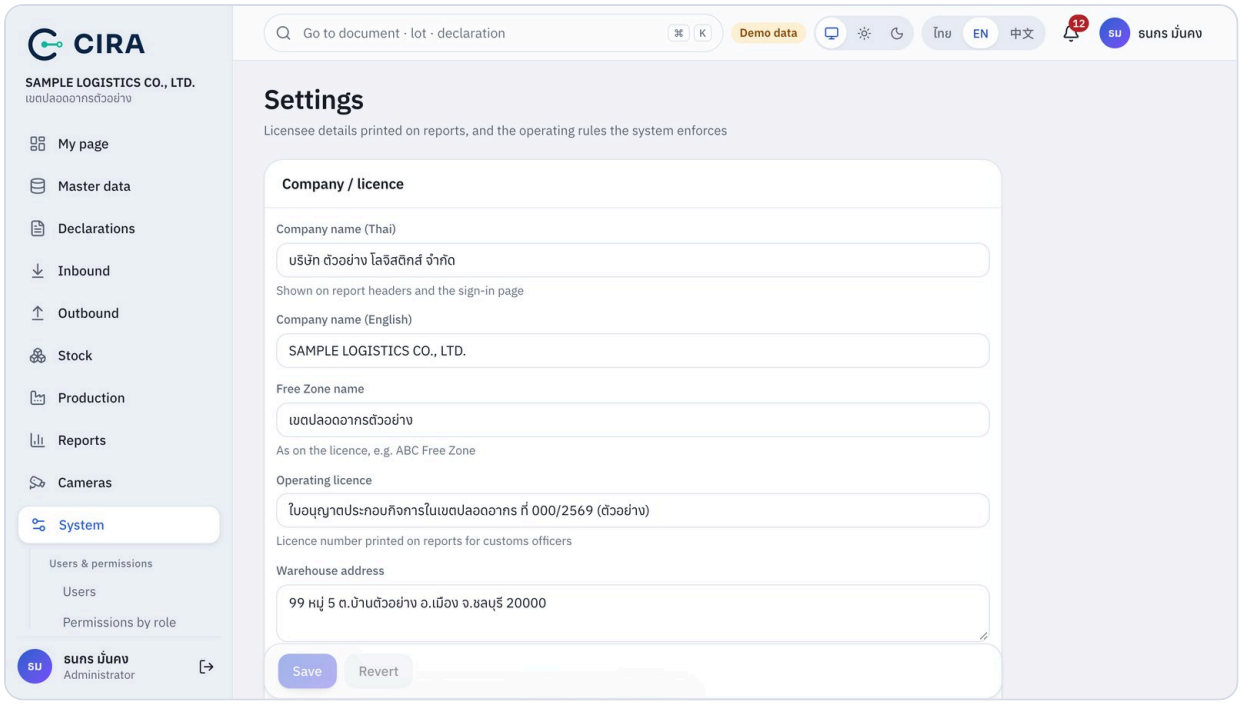
- **New user (F2)**: Username (a–z 0–9 . _ -, at least 3 characters), Full name, Role, Email / phone, **Password** (≥ 8 characters and not easy to guess, see Sign-in page in section 0), **Account expires** (for customs officers and outside auditors), tick "External officer account".
- **Edit / reset 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.

5. Auditor / customs officer (AUDITOR)

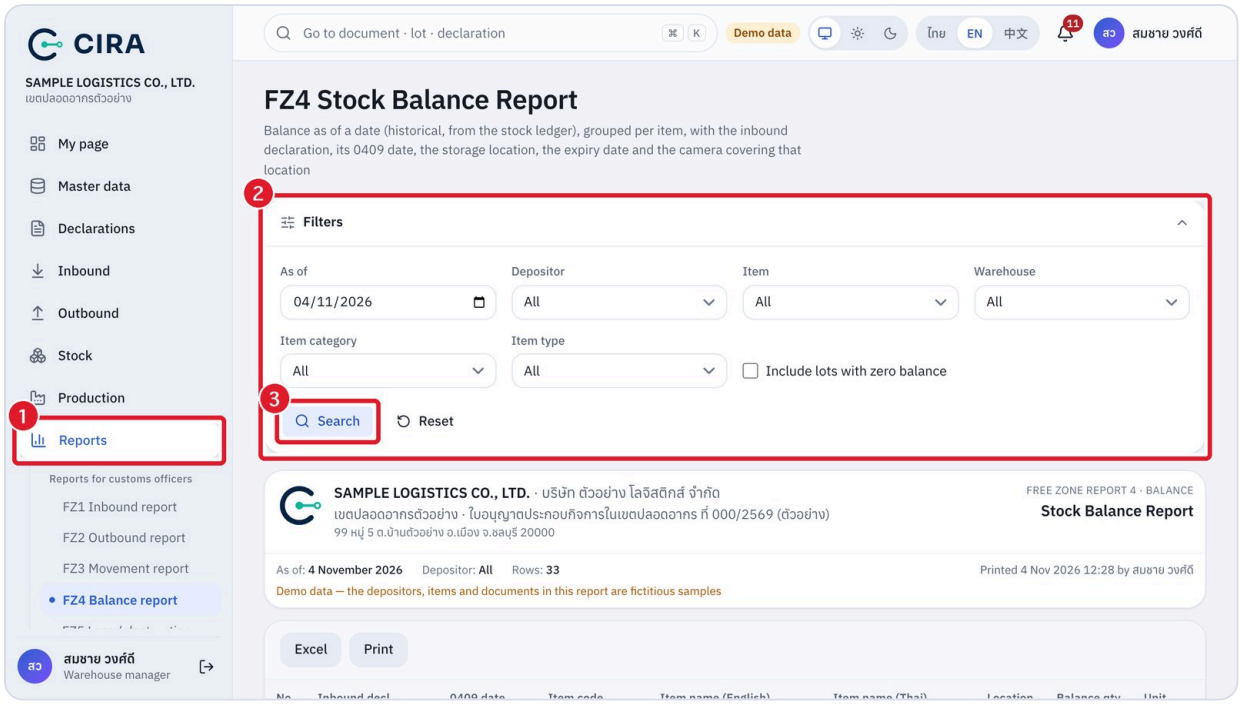
A read-only account with an expiry date that sees **only 2 menus, the same as the officer account in the CTL system**: **Reports** (FZ1–FZ8, In / out / balance by declaration, Monthly summary, production reports when the module is on) and **Cameras** (Live view, Gate snapshots, Storage snapshots). After signing in, it opens FZ1 straight away. Every report can be exported to Excel and printed. Document and lot numbers in reports show as plain text and do not open the warehouse's internal documents. The ⌘K search box takes you to a report instead (inbound declaration or lot number → In / out / balance by declaration, outbound declaration number → FZ2 on its release date, item code → FZ4). There are no create, edit, approve or upload buttons, and the dashboard, documents, master data and audit log are not visible (typing the URL of another page brings you back to FZ1 with a notice of the missing permission). The guide given to officers: Customs officer guide (PDF).

Recommended inspection route: Reports › **In / out / balance by declaration** (received / issued / balance / deadline per declaration) → FZ1 / FZ2 for the same period → **FZ4 Balance report** as of the date → press **View camera / View snapshot** for the storage location → FZ5 loss / destruction and FZ6 expired inbound lots → FZ7 stock summary and FZ8 goods with extension requests. When an officer asks to see source documents (receipts, issues, declaration files), have a manager or CS open them from a warehouse account.

6. Executive (VIEWER)

Read-only: can open every warehouse menu (dashboard, master data, declarations, documents, stock, reports, cameras) and export to Excel, but has no create, edit or approve buttons and cannot see the audit log. Use the dashboard (declared value of stock, 6-month chart, stock by depositor, lots nearing the deadline) and Reports › **Monthly summary** (opening + in − out ± adjustments = balance, by depositor or by item).

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

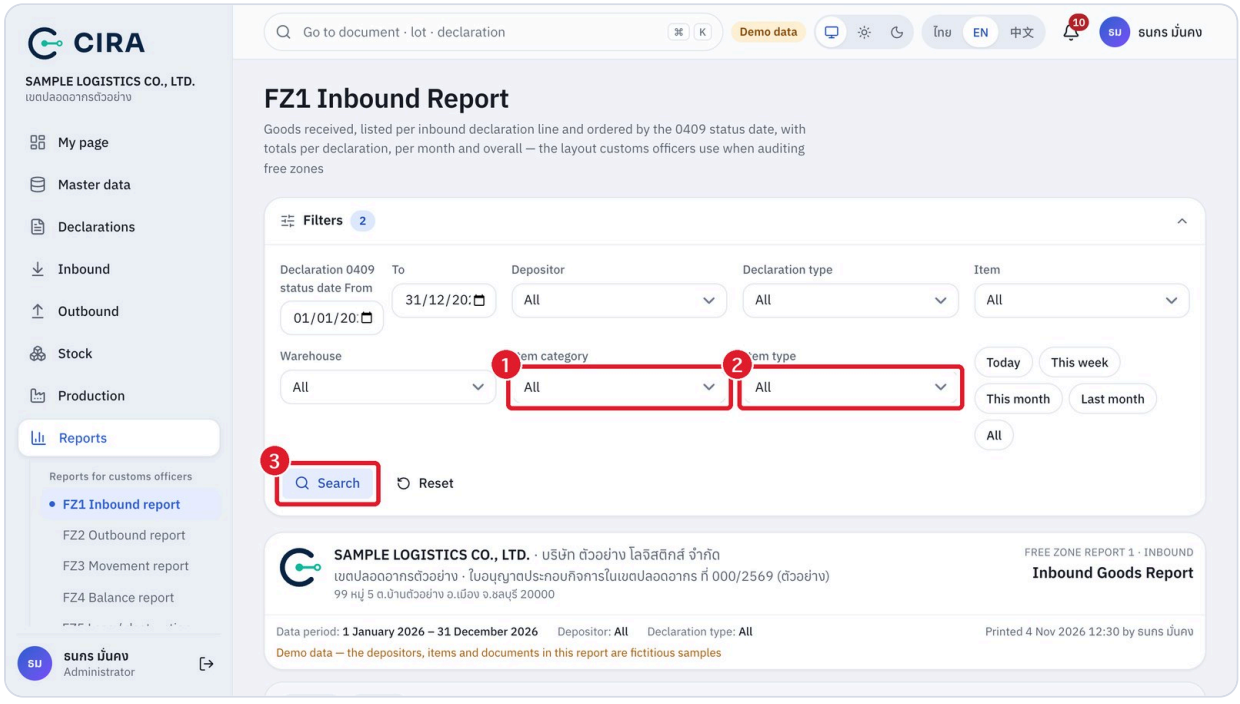


① *Reports menu* · ② *Filter panel (As of / Depositor)* · ③ *Search (F8)*

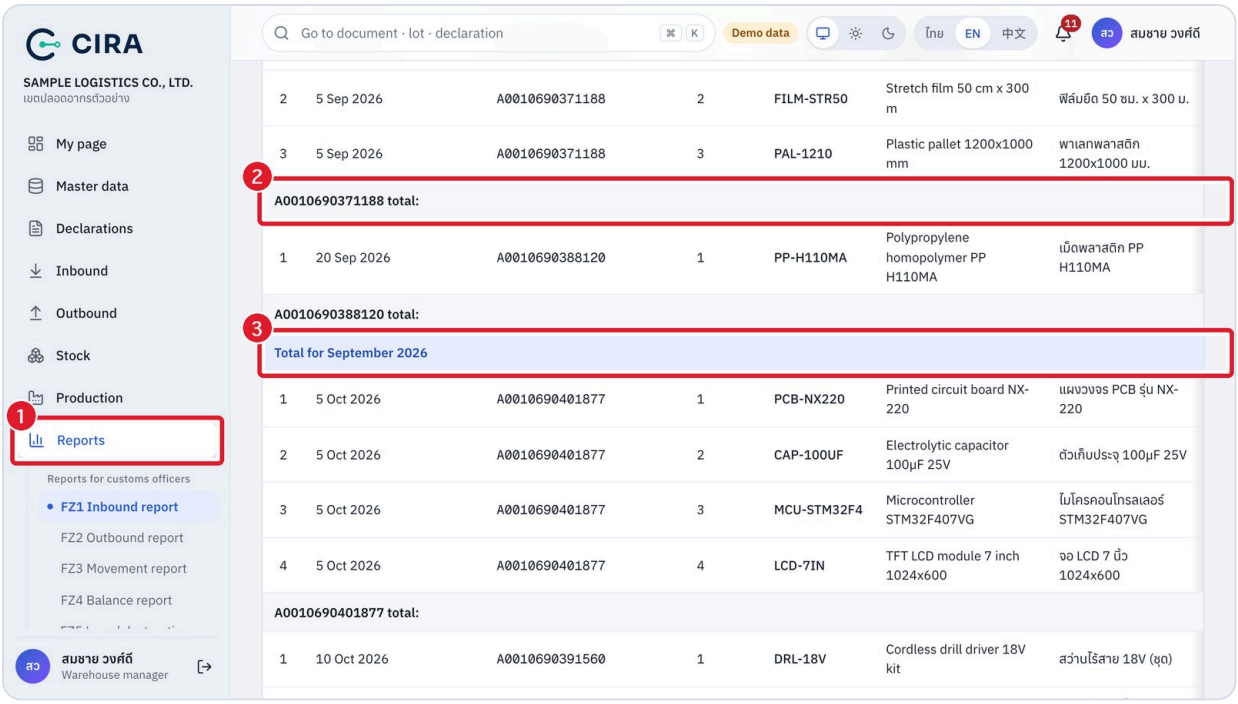
Reports FZ1–FZ6 use **the same format as the reports customs officers see in the CTL system** of other Free Zones (column order, declaration 0409 status date, total rows per declaration → month total → grand total). FZ7 and FZ8 belong to the set sent to Customs every 6 months (at the end of this section).

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

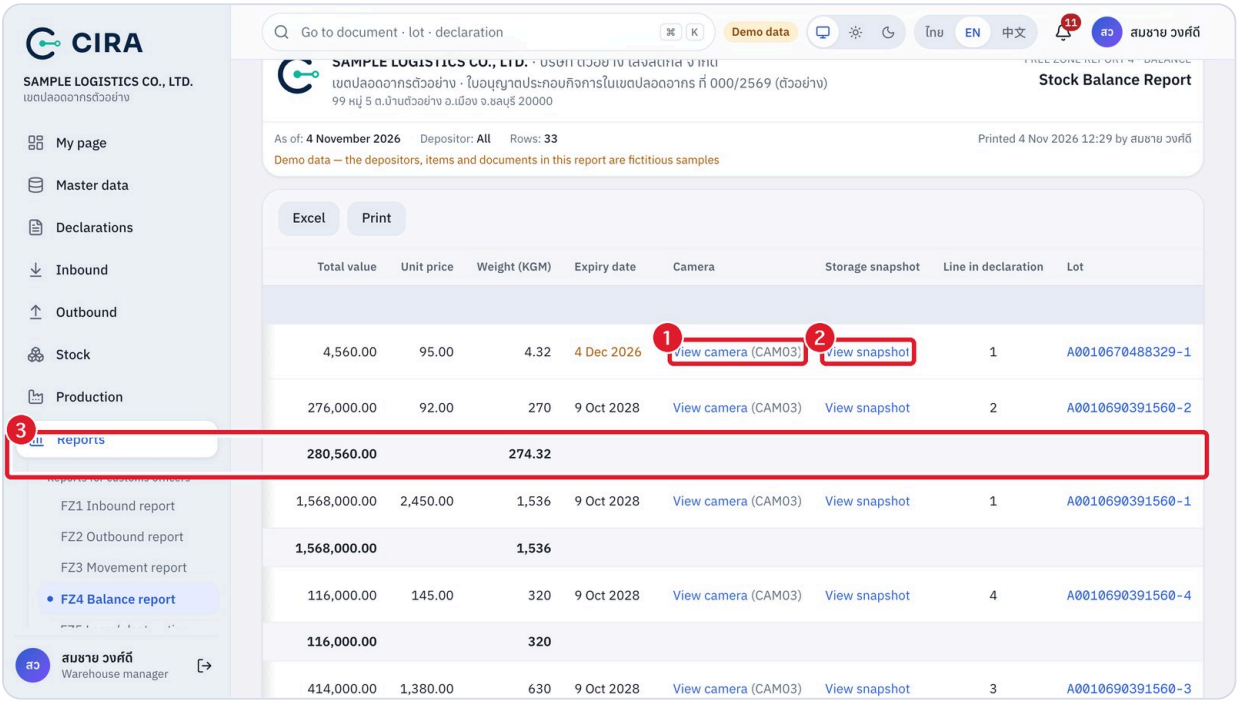
Report	Use it for	Note
FZ6 Expired inbound lots	Lots that still hold goods and have reached the 2-year deadline, or will reach it within "Look ahead (days)"	New · 0 days = only those already expired
FZ7 Stock summary report	Opening balance, in, out, adjustments and other, and closing balance, in both 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	



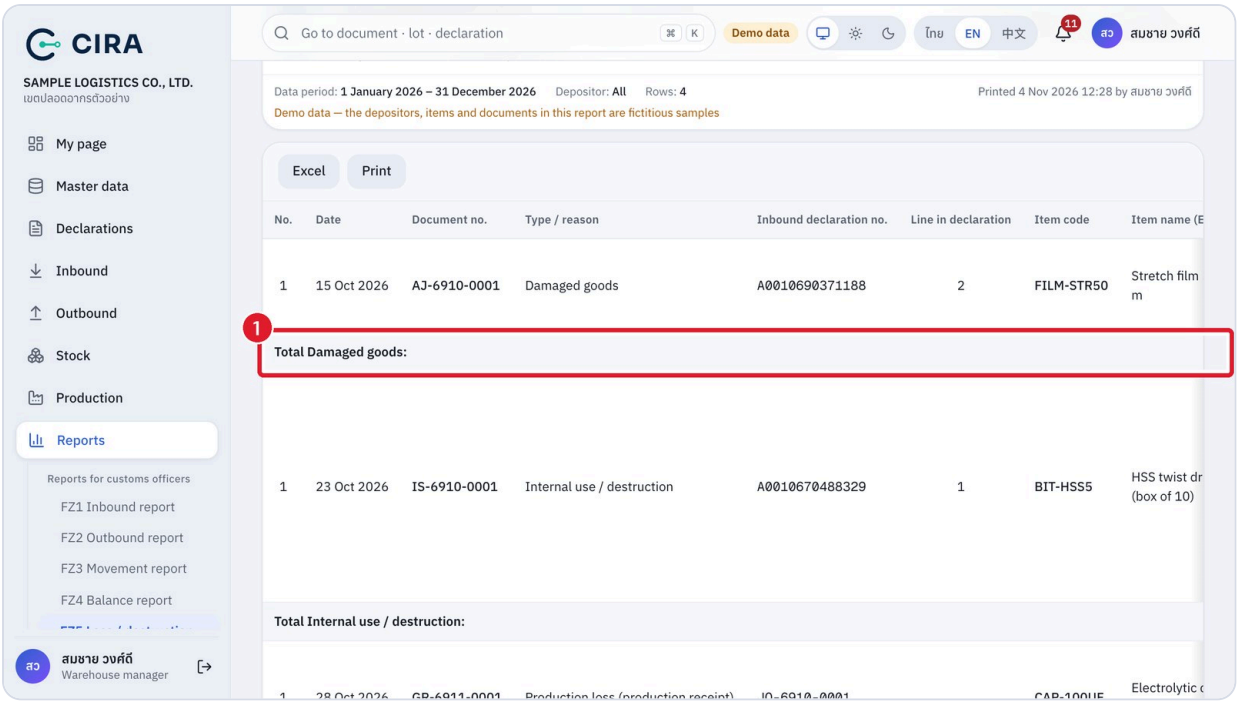
Filters available on reports FZ1–FZ8: ① Item category · ② Item type · ③ Search (F8) — the conditions chosen are printed in the report header and also apply to Excel



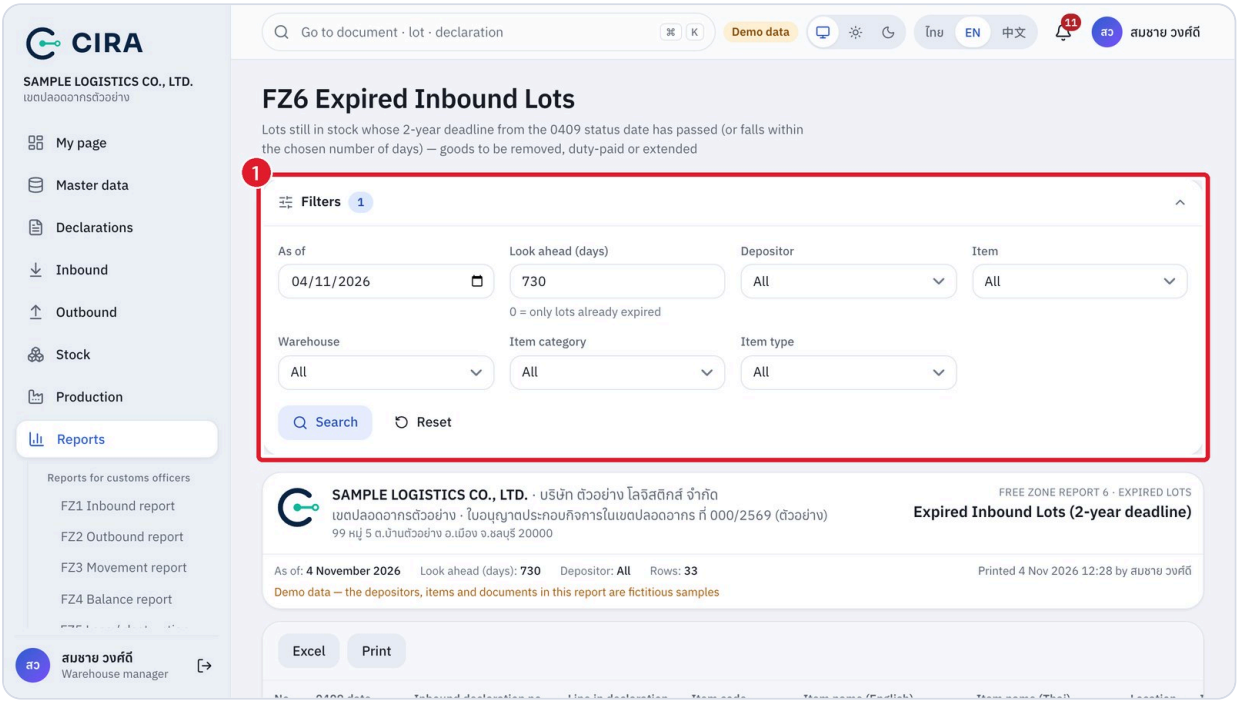
① *FZ1 menu* · ② *Total row "{declaration no.} total:"* · ③ *Month total row — the Grand total is at the end of the table*



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



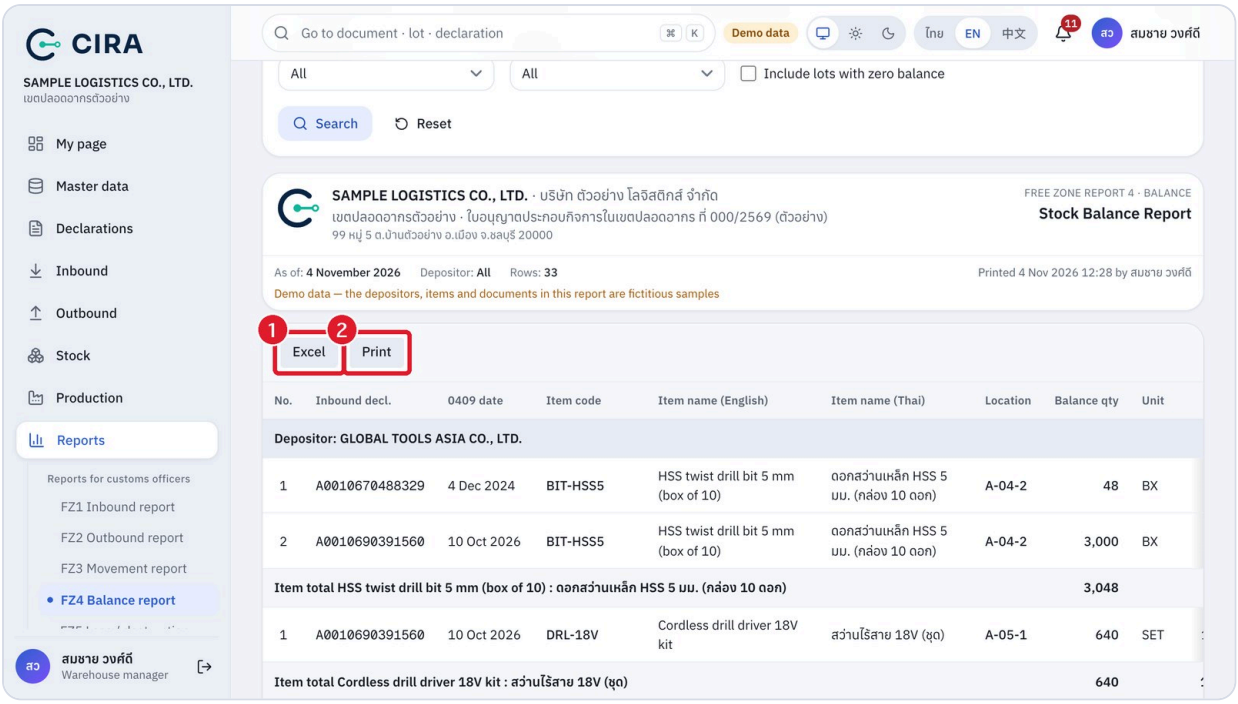
① *Total row per reason (damaged goods / internal use-destruction ...)*



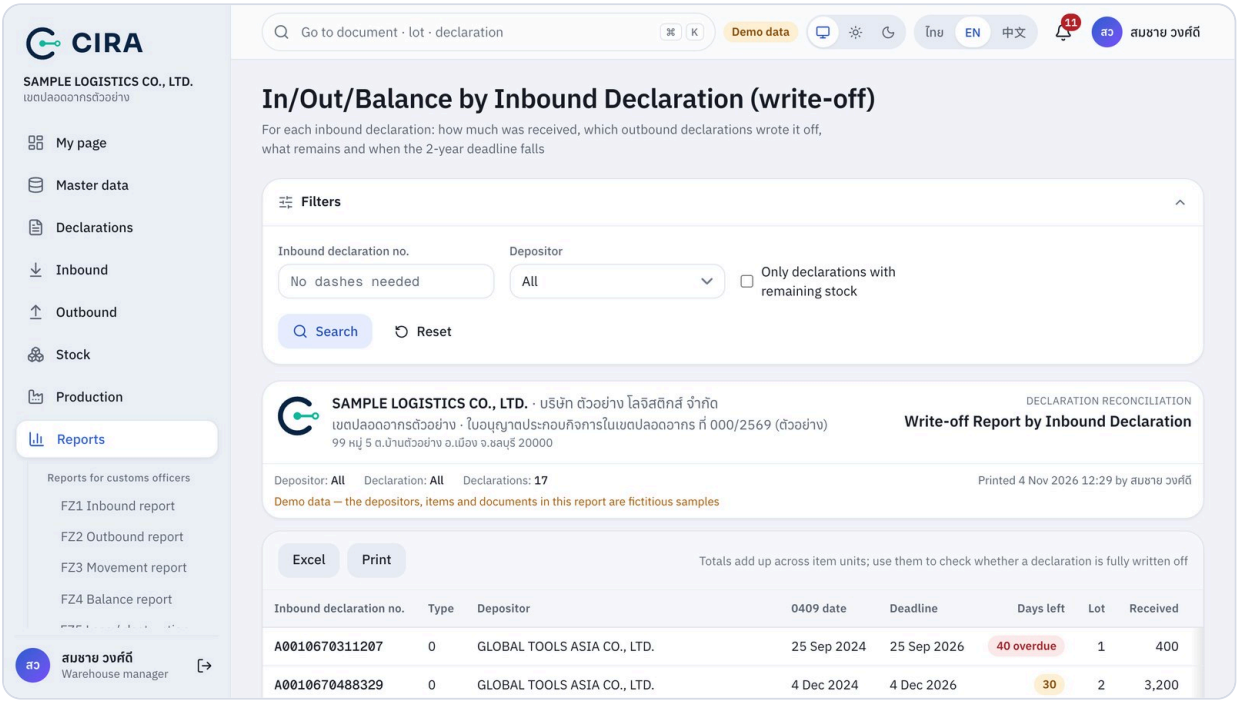
① *As of and Look ahead (days) filters*

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.

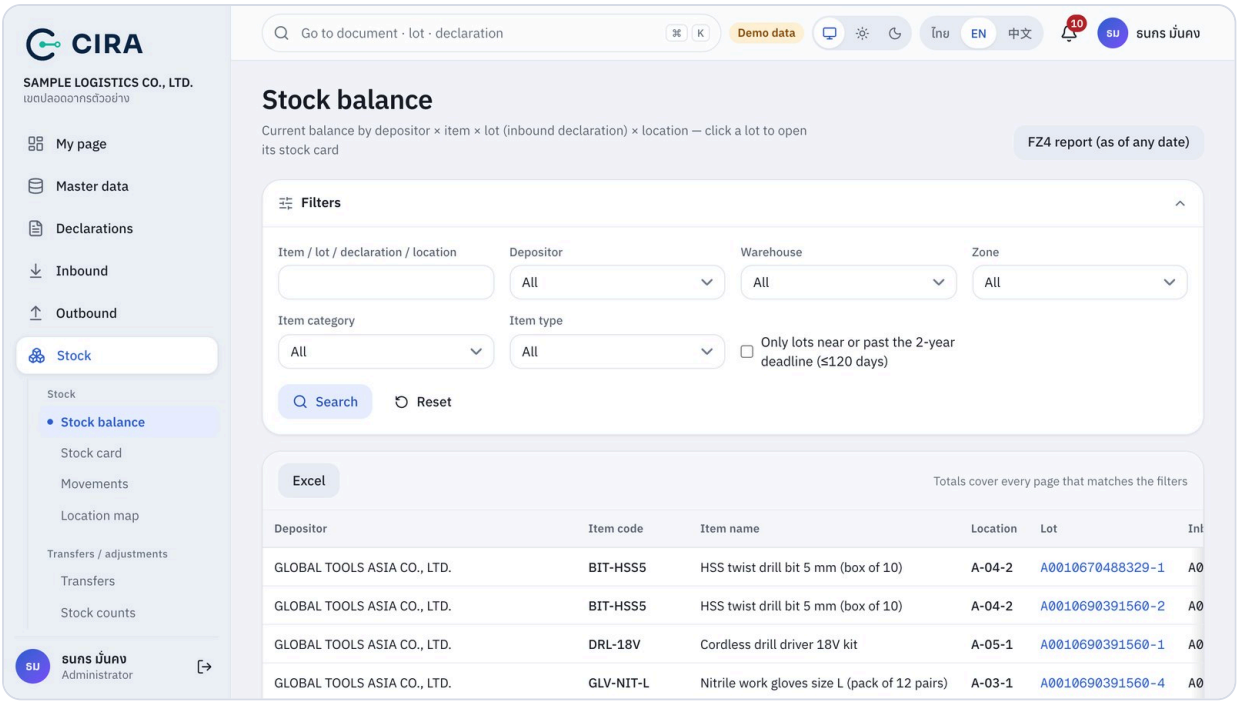
Reports FZ1–FZ4, FZ6 and In / out / balance by declaration show at most 1,000 detail lines on screen and on paper. Beyond that, the system shows the message "Showing ... of ... detail rows", and totals at every level are still calculated from all the data. Narrow the depositor, item or date range, or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



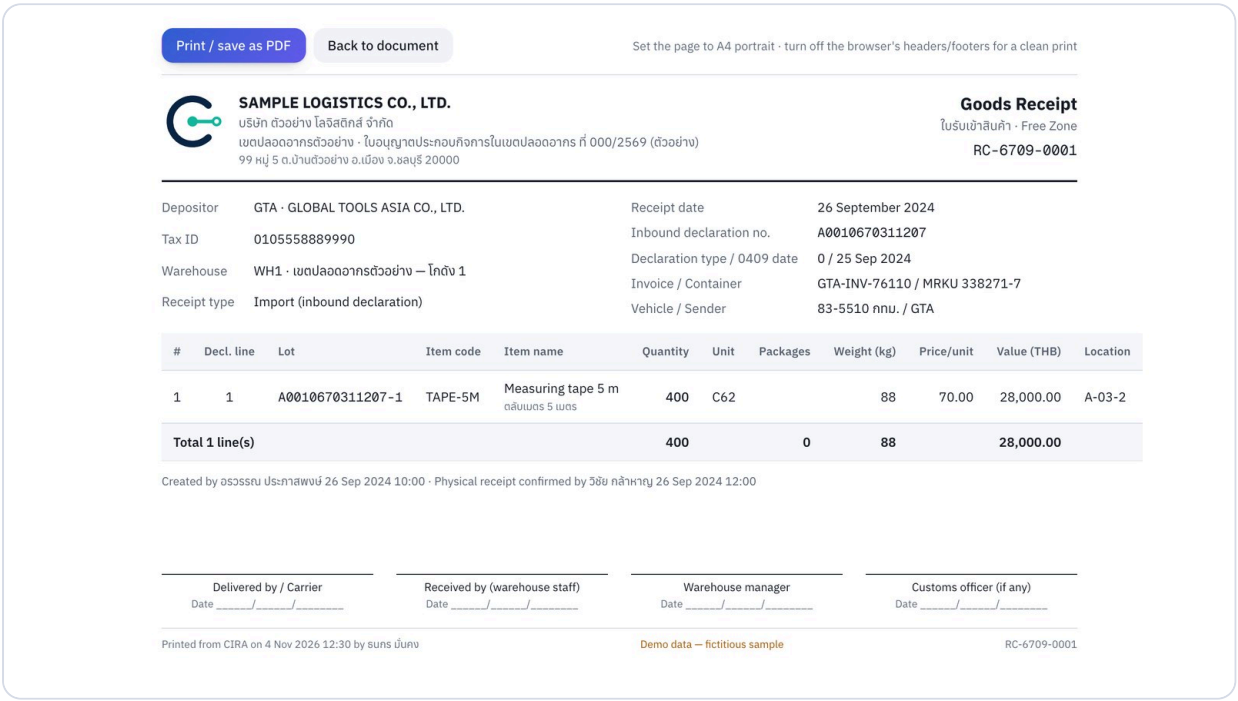
① Excel · ② Print (A4 landscape) — the button bar of every list and report is above the table, in view at once without scrolling down



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



Stock balance by depositor × item × lot × location



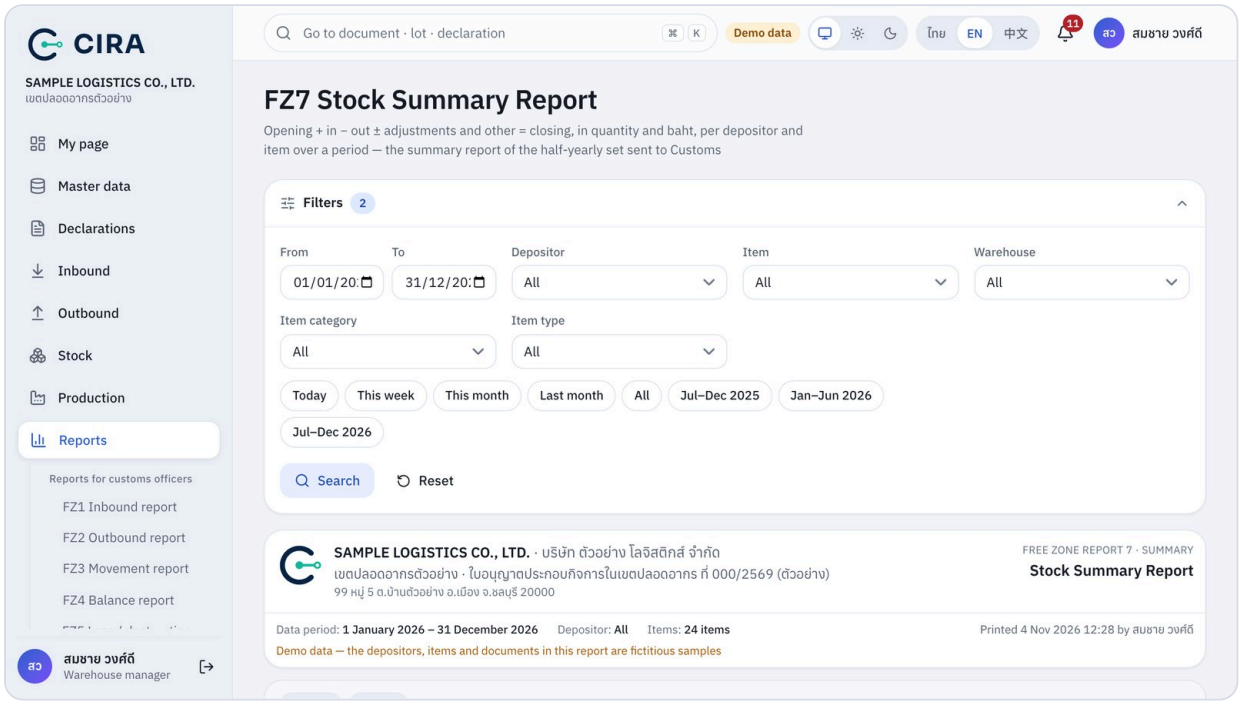
Deposit receipt printed from the system (licensee's letterhead + company logo)

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

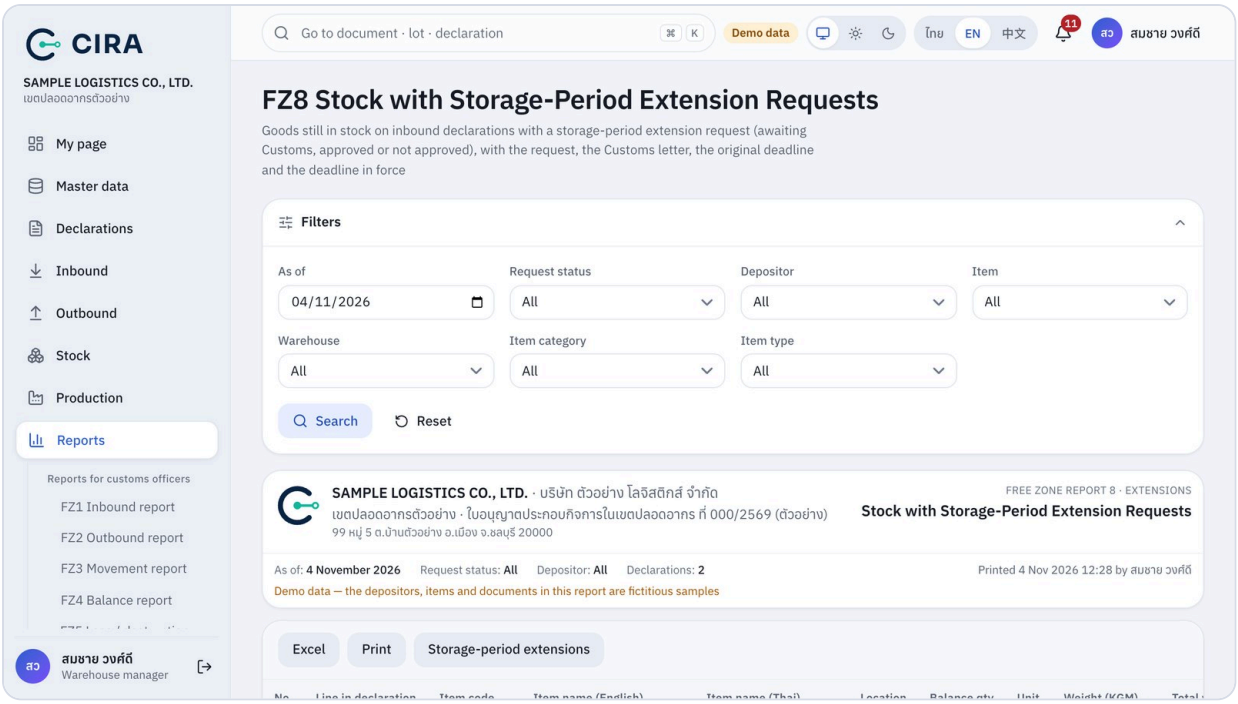
Sent 2 times a year (Jan–Jun and Jul–Dec) as Excel files, by the 30th of the month after the period. Set the period in the filter panel, then press **Excel** for each report in turn. FZ7 has period buttons for **Jul–Dec** of last year and **Jan–Jun** and **Jul–Dec** of this year: press a button, then 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



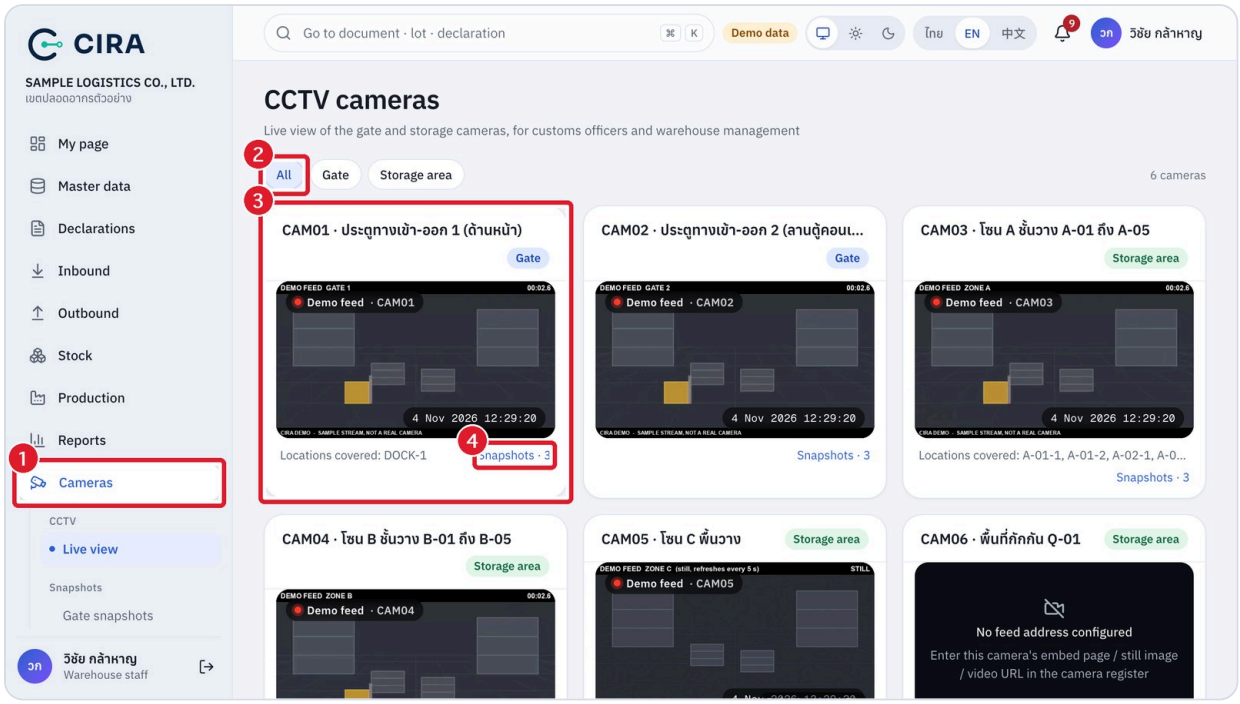
FZ7 — Opening, Brought into the zone, Taken out of the zone, Adjustments and other, and Closing, in both quantity and value, by depositor



*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*

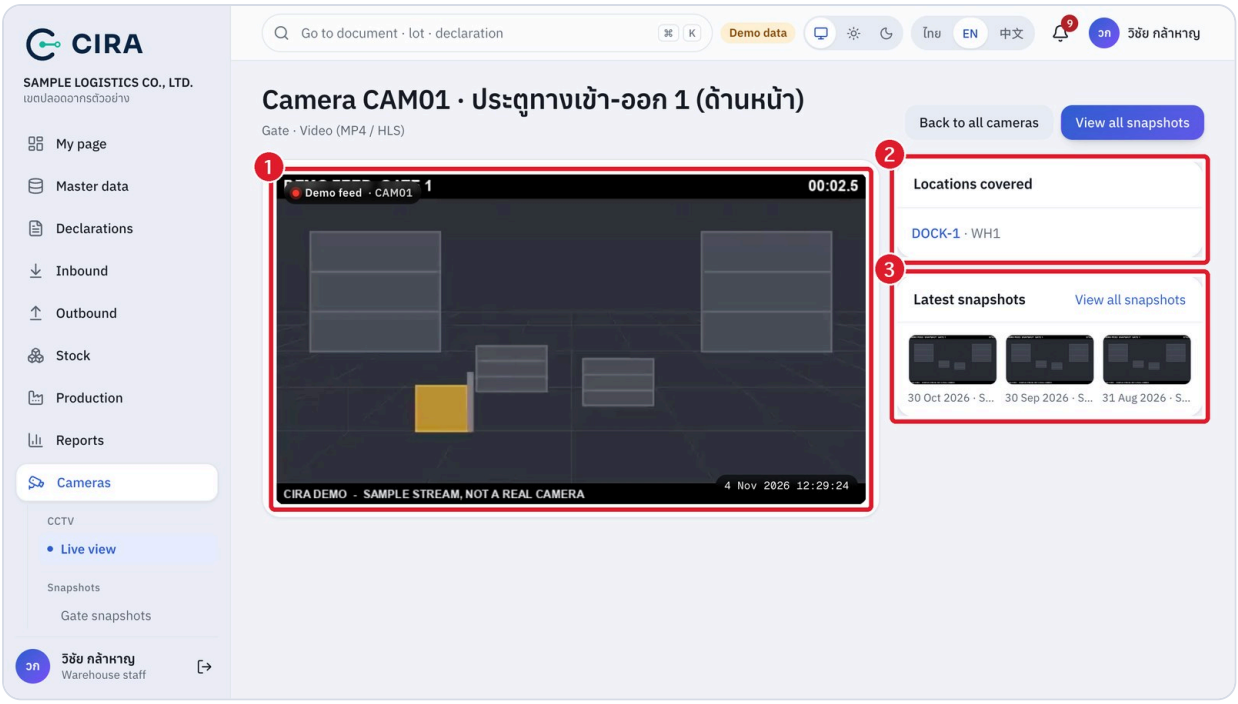
FZ8 shows only declarations that still hold goods on the chosen date, whether the request is awaiting an answer, approved or not approved (filter with **Request status**). For how to record requests and answers, see section 1.6.

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

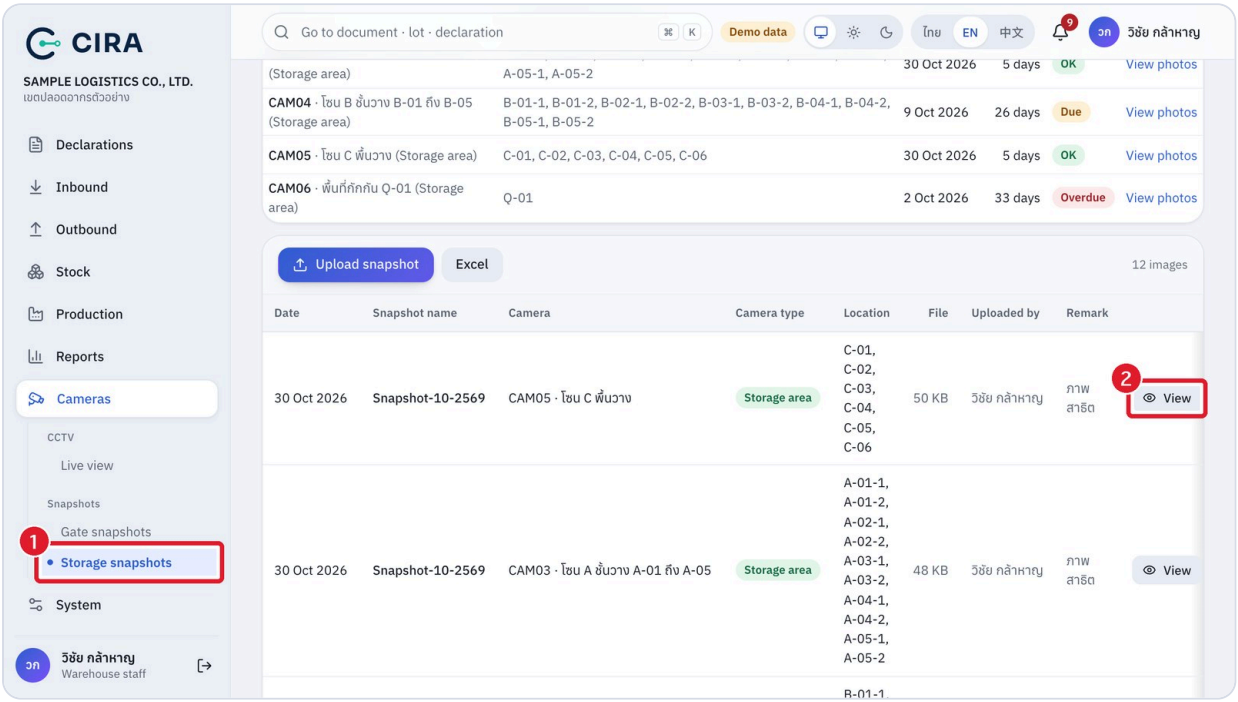


① *Menu Cameras › Live view* · ② *Type filter (Gate / Storage area)* · ③ *Live picture of each camera (press it to open the camera page)* · ④ *Snapshot link of that camera*

- **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.



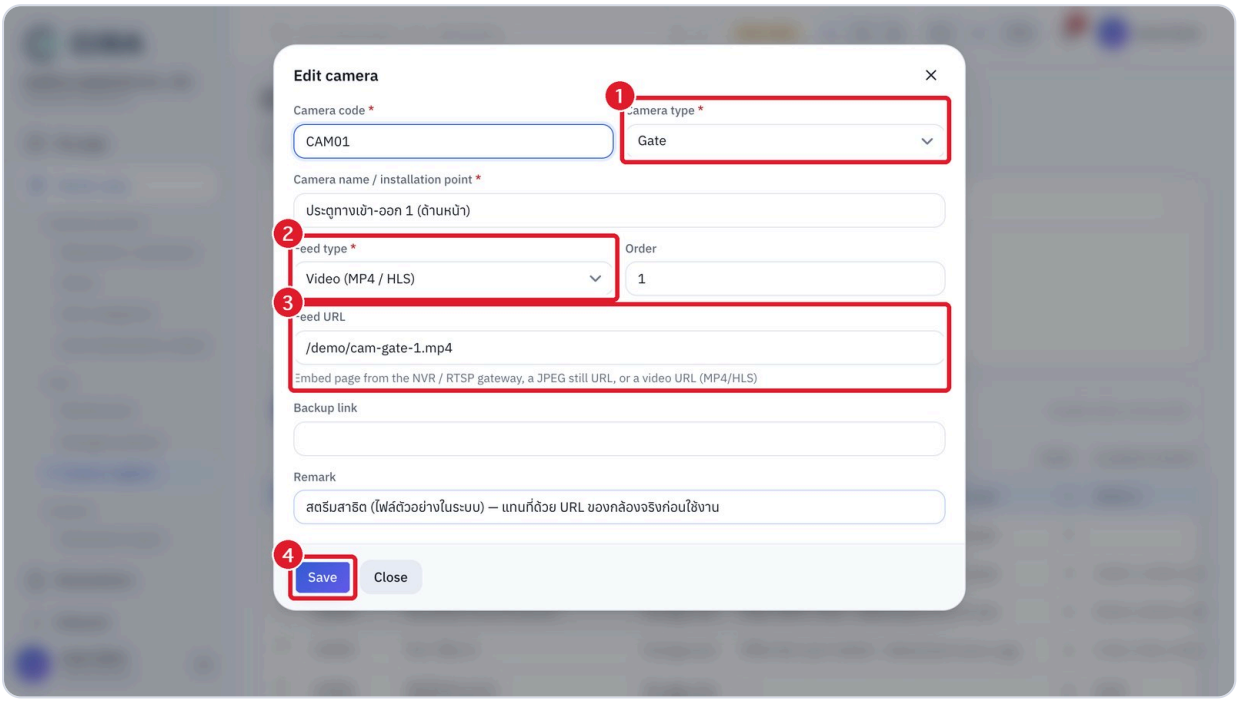
① *Live picture* · ② *Storage locations covered by the camera* · ③ *Latest snapshots*



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.

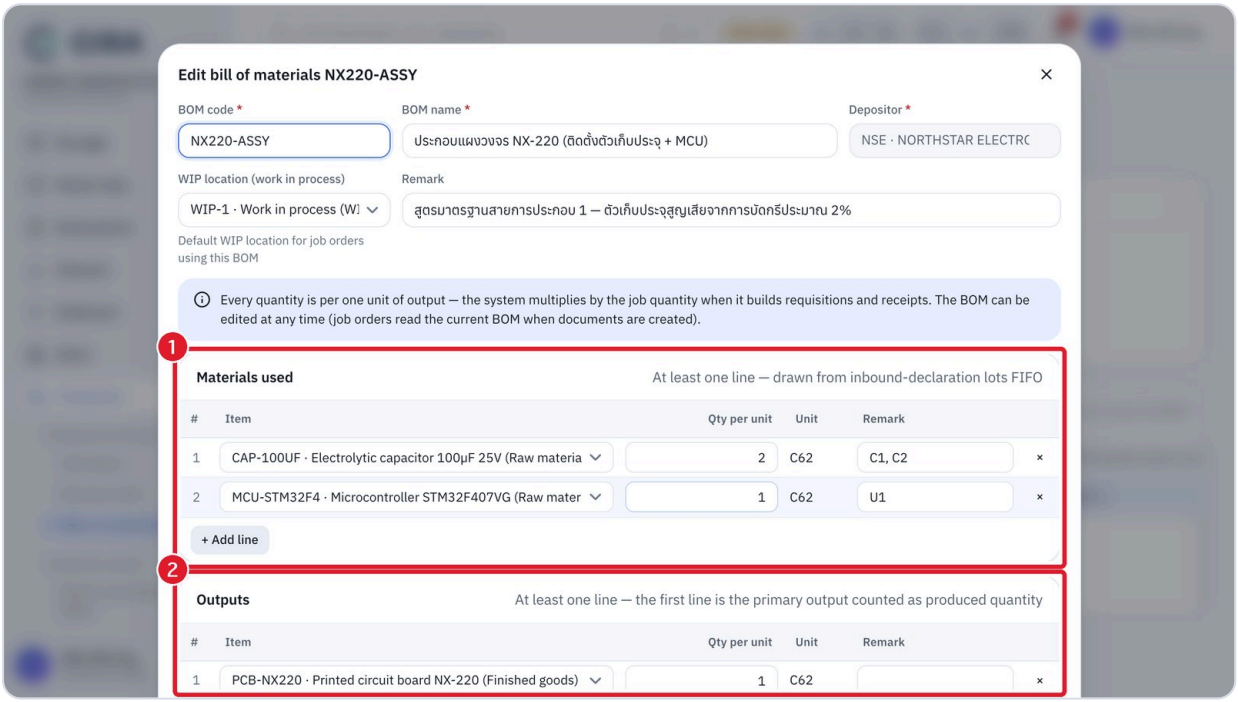


Master data › Camera register: ① Camera type · ② Feed type · ③ Feed URL · ④ Save (F8)

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.

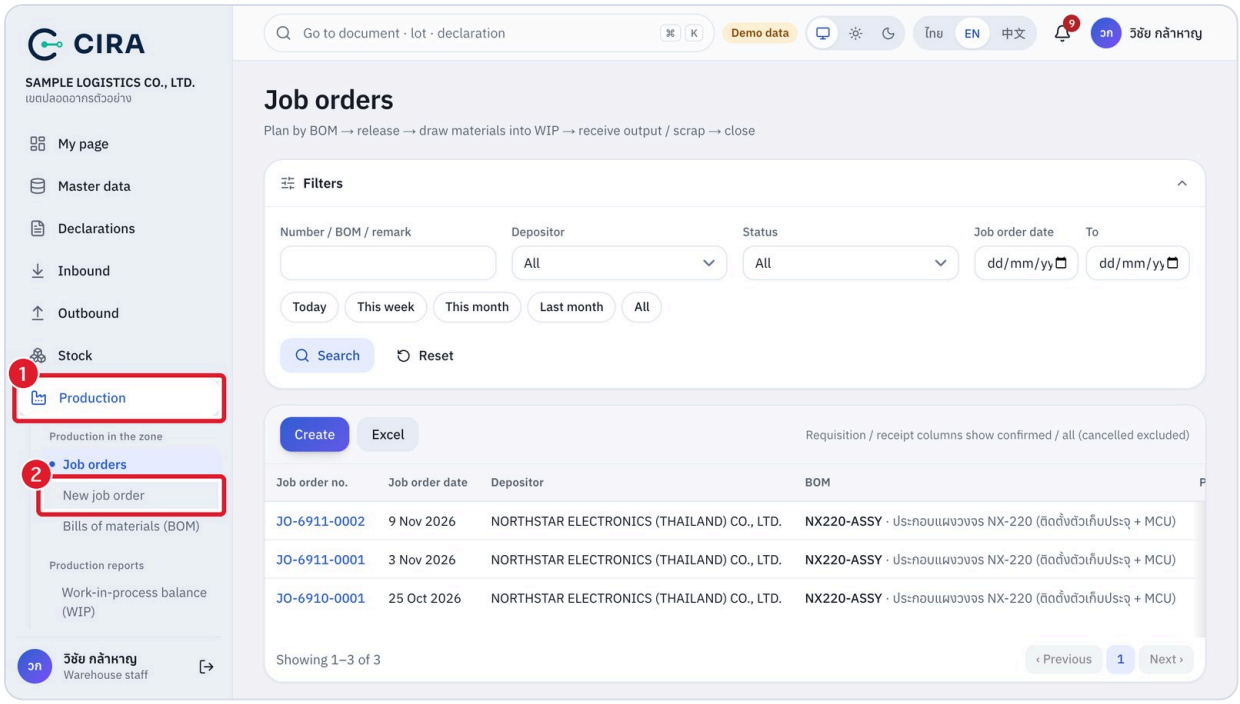
This matches the production module of the CTL system (BOM → job order → requisition → production receipt → WIP → RM/FG reports), and every movement still goes through the stock ledger and the system's usual rules (no negative balances, no edits after confirmation, full history).



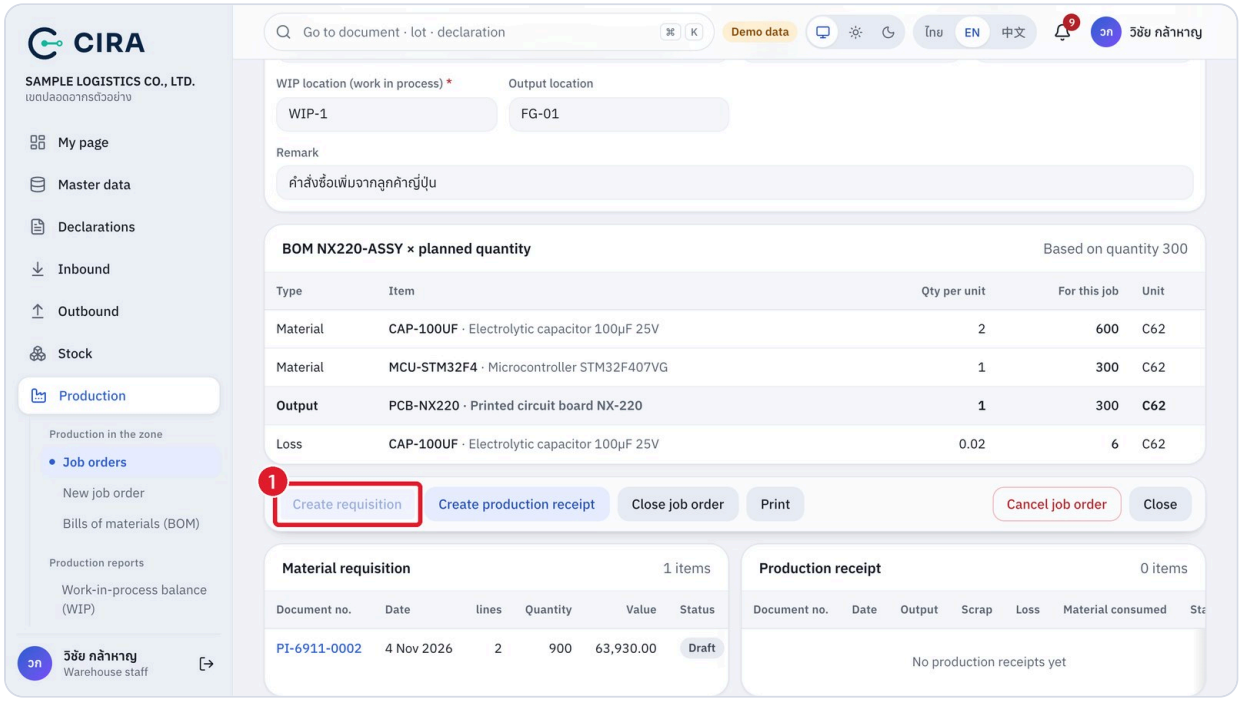
Bill of materials (BOM) — ① Materials used per 1 unit of output · ② Outputs (first line = main output) and Loss per BOM — the Save (F8) button is at the bottom of the window

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



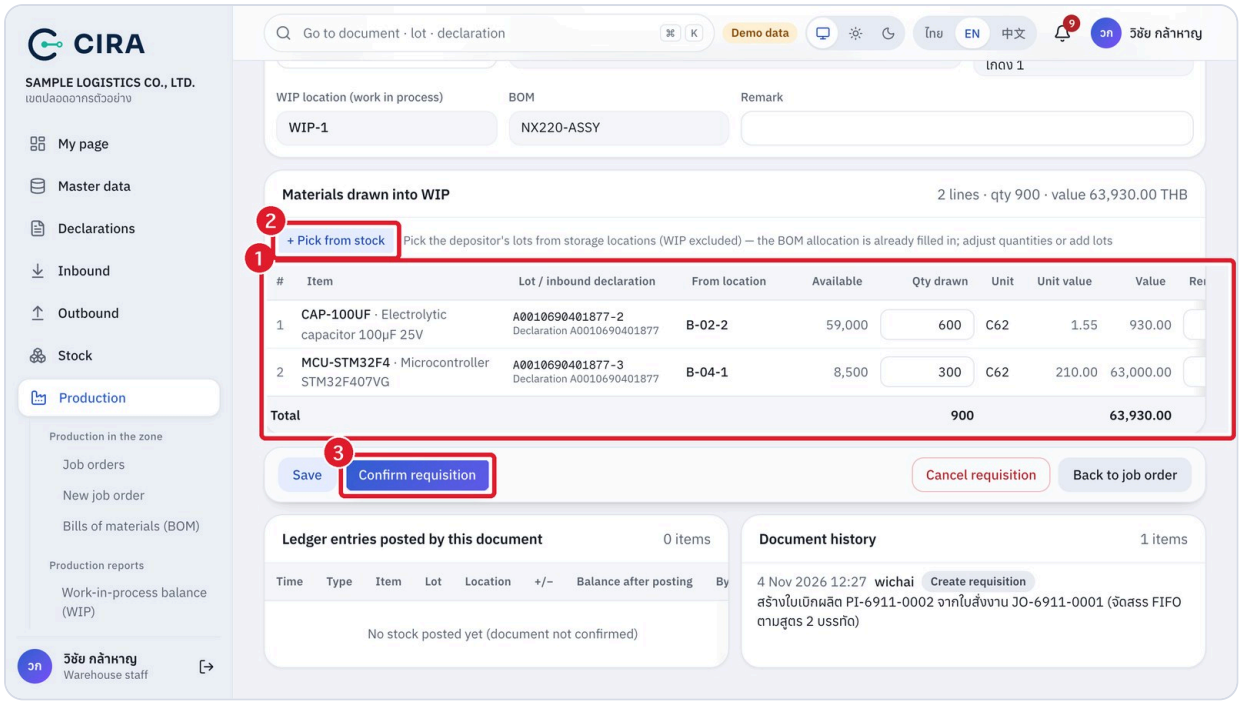
① *Menu Production › Job orders* · ② *New job order*



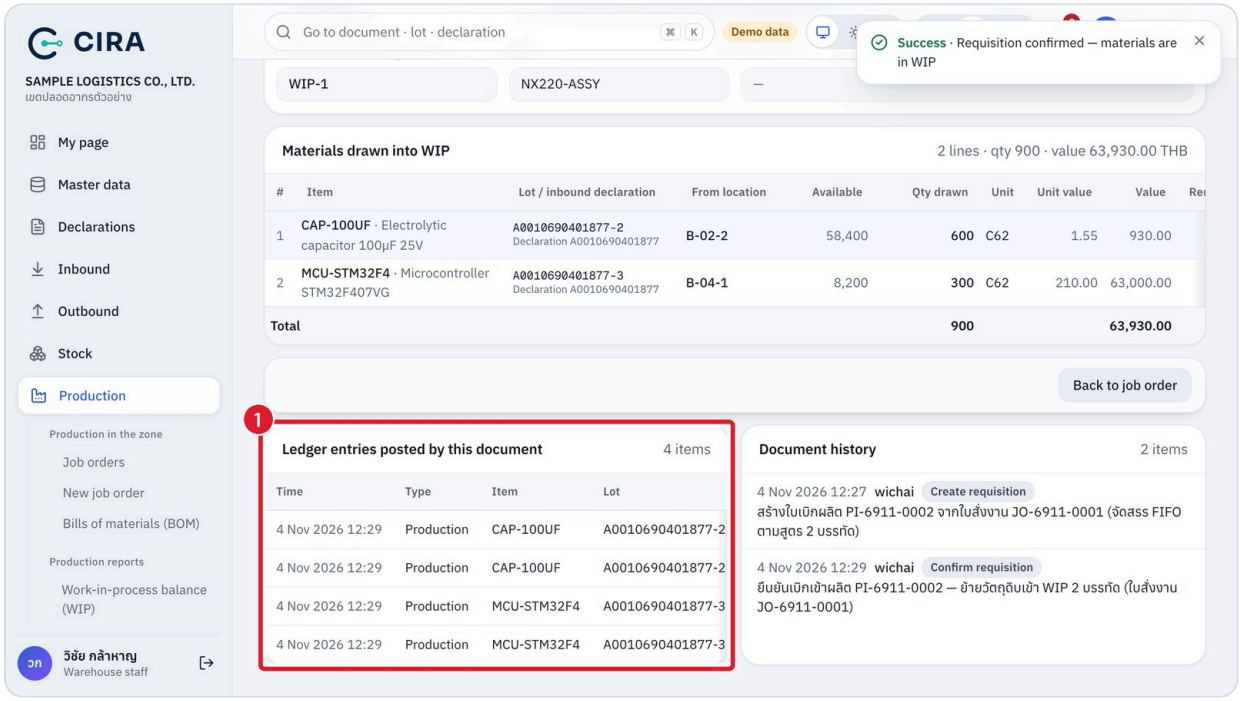
① *Create requisition (toolbar button, available after release) — the status stamp is at the head of the document (Draft → Released → In progress → Completed), the BOM × planned quantity table is above the toolbar, and the requisition / production receipt panels + Materials in WIP right now are at the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



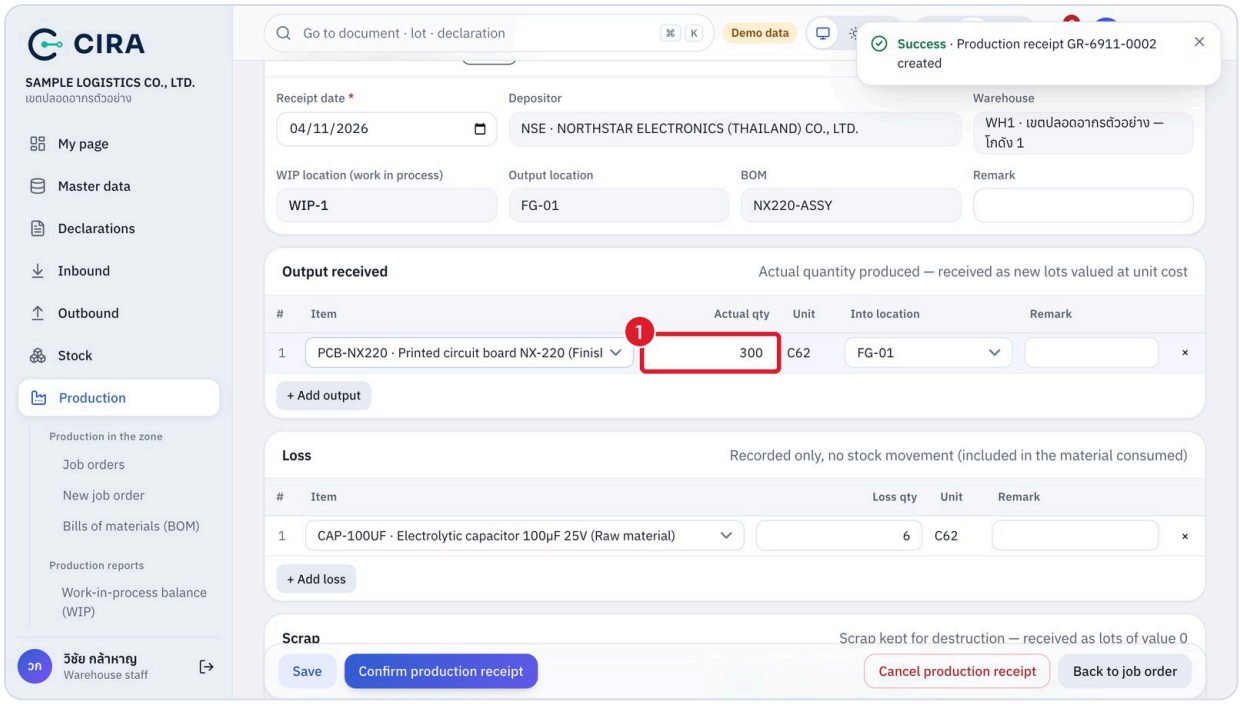
① *Lots allocated by the system by FIFO (oldest lot first, lots past the 2-year deadline skipped)* · ② *Pick from stock (F7) adds a lot or a material outside the BOM* · ③ *Confirm requisition*



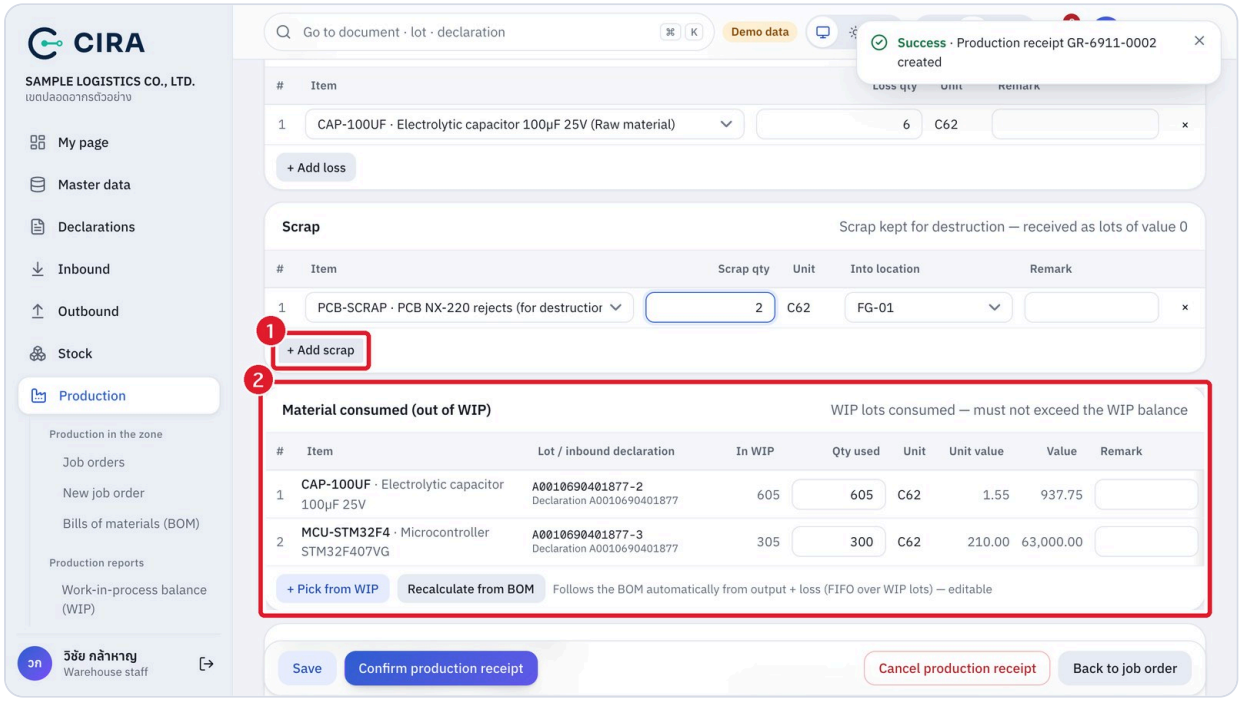
① *Ledger entries posted by this document: out of the storage location (−) into WIP (+), same lot, same inbound declaration — the goods are still the depositor's stock in the zone (the document shows the "Confirmed" stamp)*

- 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".

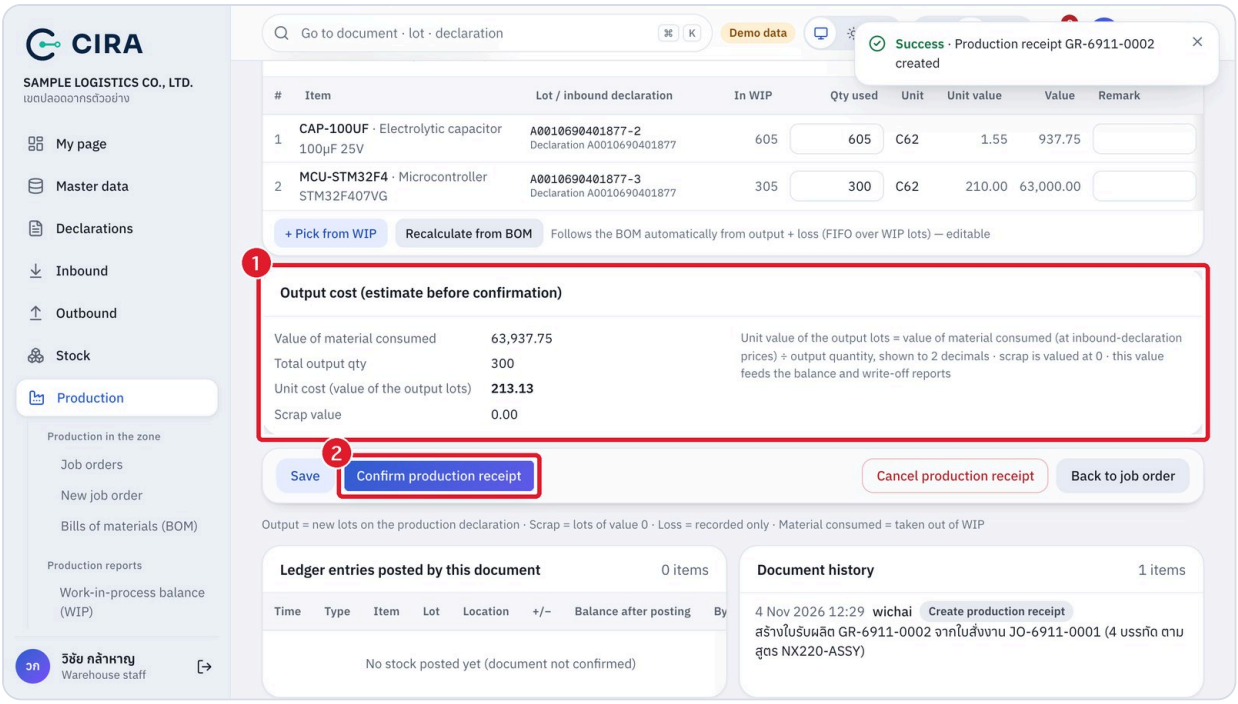
9.3 Production receipt (output into the warehouse, materials written off from WIP)



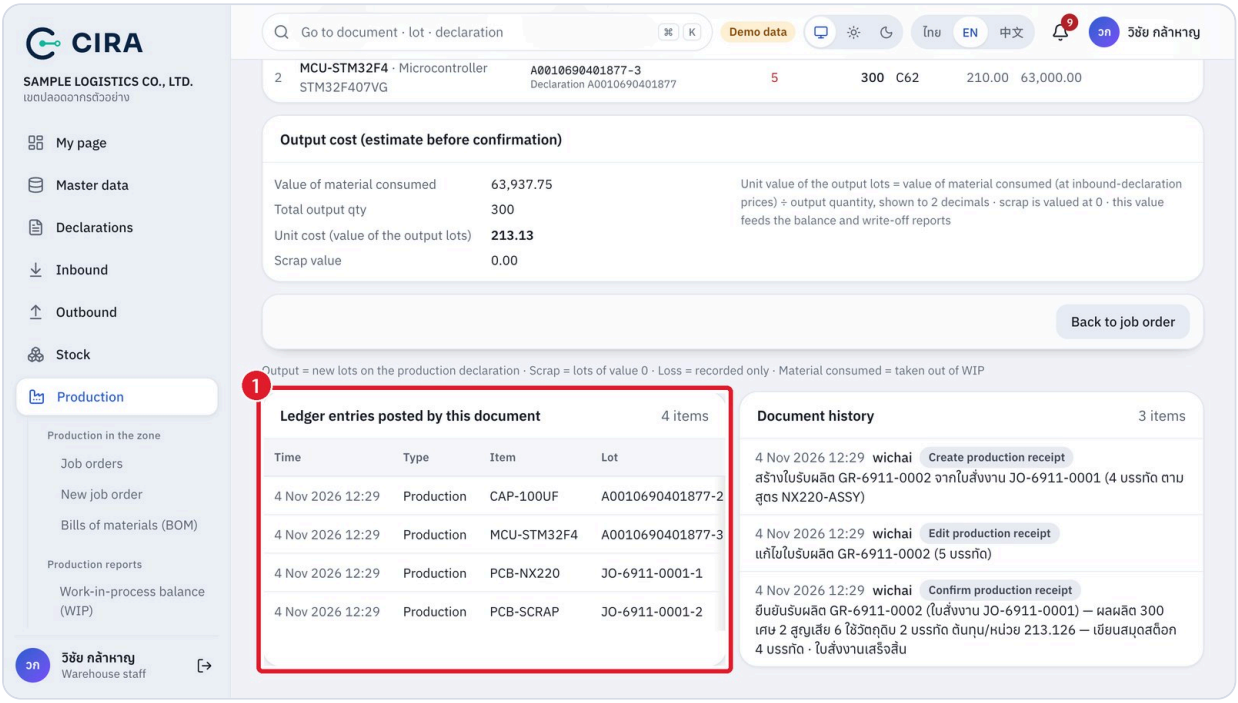
① *Actual qty (the main output per the BOM) — the Loss panel, per the BOM, is further down*



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)*



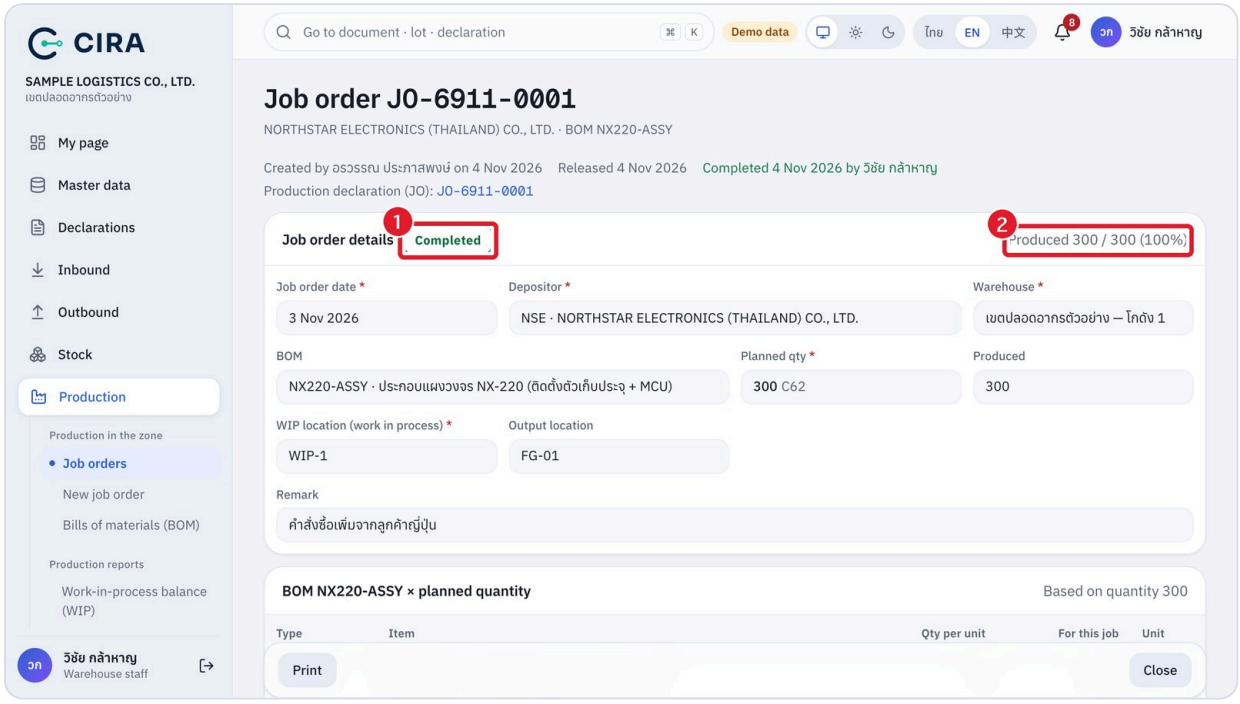
① *Unit cost = value of material consumed ÷ output quantity (an estimate before confirmation)* · ② *Confirm production receipt*



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*

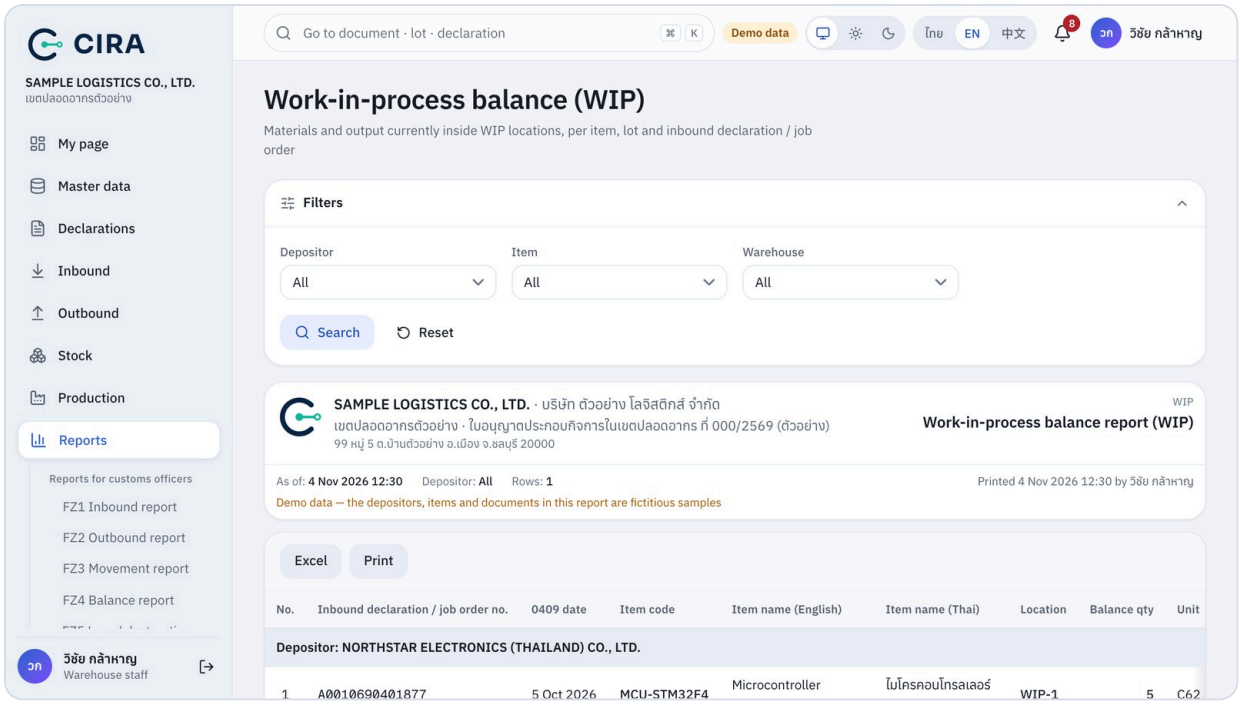
- Goods made in the zone have no inbound declaration, so the system creates a **production declaration of type JO** (number = job order number, 0409 date = production receipt date, 2-year deadline under the rule), the first time only. Output lots are named `JO-YYMM-####-n` and work on goods issues, outbound 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