ASYCUDA Overtime (OT) Module

Prepared for:
The Barbados Customs and Excise Department

REQUESTOR USER GUIDE

PREPARED BY

Version 1.0

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Document Review

The signatures below certify that this Standard Operating Procedure has been reviewed and accepted and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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Revision History

Date	Author	Version	Description of Changes
May 1, 2024	Fabian Joseph	1.0	Initial Draft
June 7, 2024	Functional Team	2.0	Draft Reviewed and submitted

Introduction

Welcome to the user manual for the Customs Overtime Management Module (OT Module) in ASYCUDA. This guide provides a comprehensive overview of the OT Module, designed to streamline the process for customers and their agents to request overtime services from Customs staff. Additionally, it facilitates Customs staff in submitting claims for overtime, travel, other entitled allowances, and the accounting tasks necessary to process and avail the approved payments to payroll.

The OT Module incorporates a fully digital workflow, covering all essential functions such as scheduling, requesting, validating, approving, resource allocation, and payment processing. This ensures that the overtime application and approval processes are executed systematically and efficiently, enhancing overall operational effectiveness.

The module is versatile, handling both private sector and government-funded overtime services, ensuring comprehensive management and accountability for all overtime-related activities.

Intended Audience:
This document is intended for use by the following generic category of users:

Requestor: The customer requesting overtime services from Customs.

Approver: The Customs employee responsible for assigning the request to the appropriate staff member and granting approvals of the requested overtime services.

Worker: The customs employee(s) assigned to provide the requested overtime services.

Accountant: The Customs employee designated with the role of managing overtime accounts and payroll.

Assumptions:
This guide assumes that users possess prior experience using the relevant ASYCUDA World modules related to their specific tasks. For additional information, please refer to the ASYCUDA World End User Manuals published by the Customs administration.

System Requirements

The OT Module is accessed by logging in to ASYCUDA using an approved user account. ASYCUDA runs locally using Java Runtime Environment (JRE) and may need to be installed or updated on the user's system. Kindly refer to the Customs ASYCUDA website for the latest compatible version of Java.

User Access and Permissions

I.   Access to ASYCUDA World
Access to ASYCUDA World is granted through an application process. An individual or director of an entity must apply to the Comptroller of Customs using the prescribed form called the "ASYCUDA World User Authorization Form." For further instructions on the ASYCUDA World user onboarding requirements, please click here.

II.   Customers
An overtime account is required before requesting overtime services via the OT Module. Please contact Customs directly for instructions on how to set up an overtime account.

III.   Customs (all roles)
Customs officers must ensure they are logged in with the necessary permissions to execute the desired function as it relates to the OT Module.

Overview

The OT Module facilitates private and government overtime requests, approval, time extension, service confirmation and overtime payroll output for services requested of Customs employees, outside of regular working hours. It allows private sector customers to secure advance payments for such services either as a lump sum against which future requests can be drawn from or per individual request.

The requestor provides information about the required services and travel requirements. This allows the respective users to allocate resources to fulfill the request, manage those resources, calculate costs, approve payments, and verify the completion of the requested service.

For the private sector customers, overtime service requests are initiated via the electronic Request for Extra Attendance Form C41 (eC41) where the particulars relating to the request and payment are processed and sent to respective approvers for assessment and approval.

The following diagram provides an overview of the entire OT Module workflow.
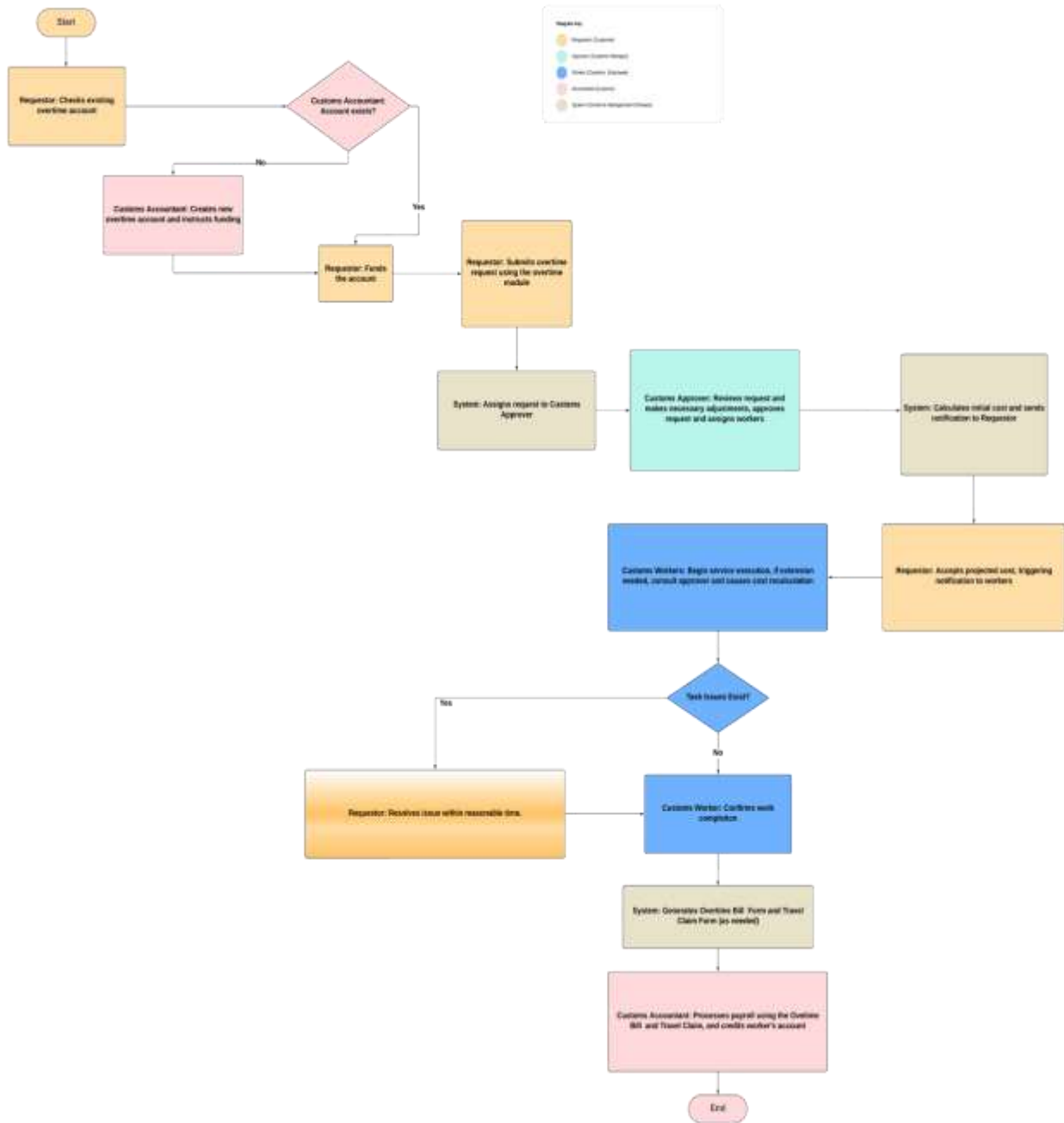
Customs Private Overtime Flow Diagram

Figure 1: OTM Workflow

Getting Started

Creating a New eC41 – Request for Extra Attendance

How to request Cargo Inspection Overtime Service

The following steps should be followed when requesting overtime for inspection of cargo involving a Single Administrative Document (SAD), for example onsite container inspection.

Ensure that all the required documents and information are available before proceeding to complete the eC41. These include:

  (a) the manifest number;
  (b) waybill reference number;
  (c) ensure SADs on the waybill are ready for inspection
  (d) ensure that the OGAs have performed their role

Once the above requirements are met, you should follow the below steps to complete and submit an eC41:

  1. **Navigate the document library using the following path: BETS >>> Customs Overtime then** right click the **eC41 – Request for Extra Attendance** option**,** and select **New**

Figure 2: Creating a new eC41

2. Fill in the eC41 fields as follows:
   a. **Service Request Tab (Figure 3):**
      i. General Service Request - Select SHIPMENT Service
      ii. User reference – Input a unique reference to identify your application e.g. TUTORIAL1;
      iii. Service Request – Select CNT Service;
      iv. Request Date – Select the preferred Date for the container to be examined;
      v. Start Hour – Select the preferred Time for the examination to commence;
      vi. Hours – Input the estimated number of hours for the examination;
      vii. Click on the ➕ to add the requested service to the table. You may delete the record by selecting it in the table then right click and select delete;
      viii. Travel Distance Information – input a valid address for the location where the service is to be provided. If the Google Map feature is activated, the system will provide the estimated Travel Distance (km) using the shortest driving route. Otherwise, input the known estimated distance. If it is a round trip, you must tick the Round-trip checkbox ☐ **Round-trip** .
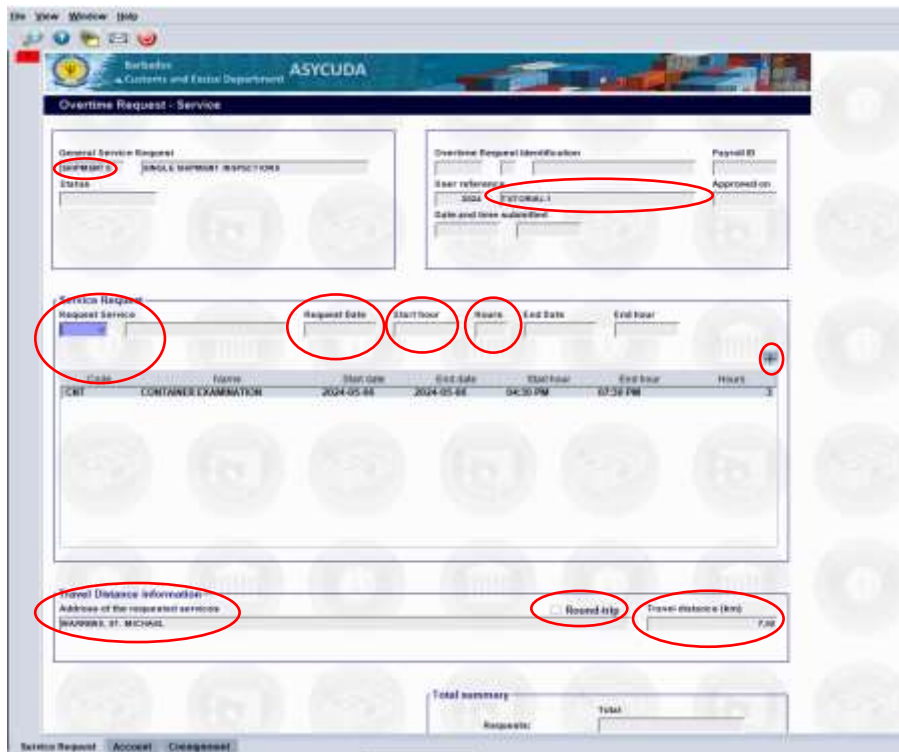
Figure 3: Service Request Tab

b. **Account Tab (Figure 4):**

    i.   Declarant Code or Company Code – Enter either code;

    ii.   Reference – Input the Overtime Prepayment Account Number;

    iii.   PIN – Input the pin for the reference account;

    iv.   Once the reference and pin are entered correctly the Last Balance will be shown.

Figure 4: Account Tab

c. **Consignment Tab (Figure 5):**

    i.   Border Office – Input Waybill Office e.g. BBBBP;

    ii.   Registration number – Input the Manifest Registration number e.g. 2024 16;

    iii.   Bill of lading reference – Input the B/L number e.g. OVTBL1;

    iv.   Click on the search icon 🔎 to retrieve all containers and SAD associated with the B/L. If the shipment is an FCL, kindly select the container(s) by moving the selected container from the left pane to the right pane using the icon 🟩, then click the save icon 🖫 to populate the Container, Declarations and if applicable, the Other Administrations selected (if applicable) tables.

Figure 5: Consignment Tab

How to request Manifest Overtime Services

A manifest related service requires the requestor to input the manifest reference information. The service may be for passengers or cargo processing. The steps required to complete the Service Request and Account tabs of the eC41 for manifest related services are like that of shipment inspection. However, the below form (see Figure 6) replaces the Consignment tab to capture the manifest details.

Figure 6: Manifest Tab

How to request Other Overtime Services

Other Overtime services can be described as a service that is not related to a specific e-document on ASYCUDA, such as a S.A.D or Manifest. As such, the process for applying for such services require the completion of the Service Request and Account tabs. Kindly complete the fields for these tabs as previously described in the preceding services, as depicted in Figures 3 & 5, respectively. Figure-7 below depicts a request with the only two tabs required for other services.

Figure 7: Service Request and Account Tabs

How to Store an eC41

A request can be stored and retrieved for subsequent modification submission.

> d. Use the diskette icon ⊟ on the toolbar to store a completed eC41.

How to retrieve a stored eC41

> e. Navigate the document library using the following path: **BETS >>> Customs Overtime,** then right click the **eC41 – Request for Extra Attendance** option **and** select **Find,** as displayed in figure 8.

Figure 8: Invoking the Finder

> f. Input your **User Reference** and **Year** in the appropriate finder fields, then click the search icon to locate the eC41. as displayed in Figure 9.
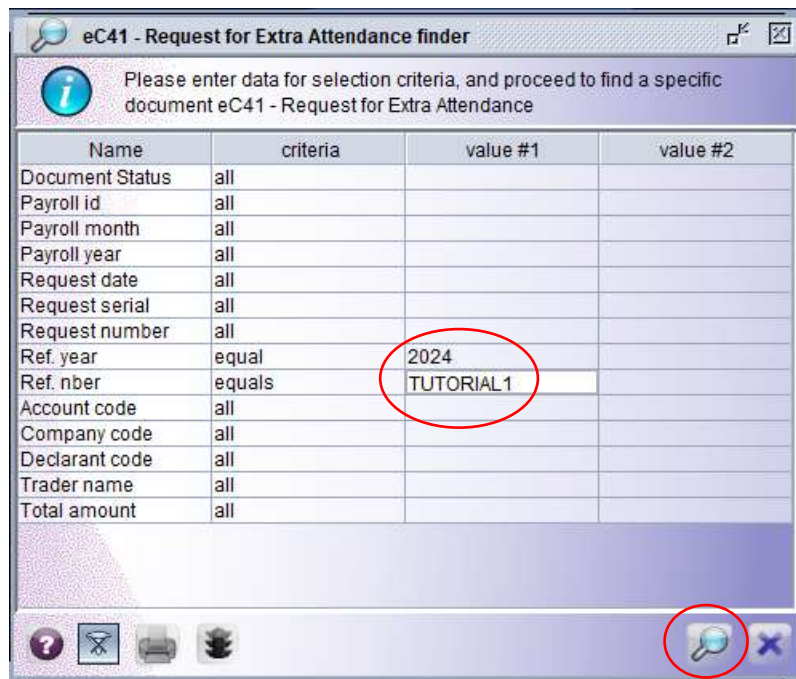
Figure 9: Finding an eC41

g. The finder will return the record if it exists. Right click the record and select Retrieve to continue working on the ec41.

How to submit a completed eC41

An eC41 is validated and submitted by clicking the **Validate and submit** icon ✔ located on the toolbar, as highlighted in Figure 10 below.

Figure 10: Validate and submit

i. The requestor must confirm the submitting of the overtime request (Figure 11).

Figure 11: Confirmation

ii. After Validation, the system will display the **Transaction completed** dialog which contains a system assigned Customs Reference number, and

the User Reference as shown in Figure 12. The references are unique to each Overtime Request, and any one of them may be used to retrieve it.
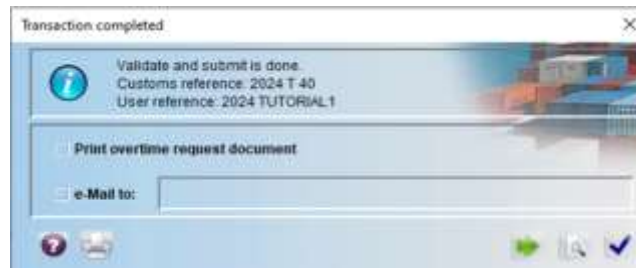
Figure 12: Transaction completed.

iii. At this point you await email confirmation of the approved request with the projected cost based on assigned workers and assessed duration of the service requested. See sample of the notification as in Figure 13 & 14:
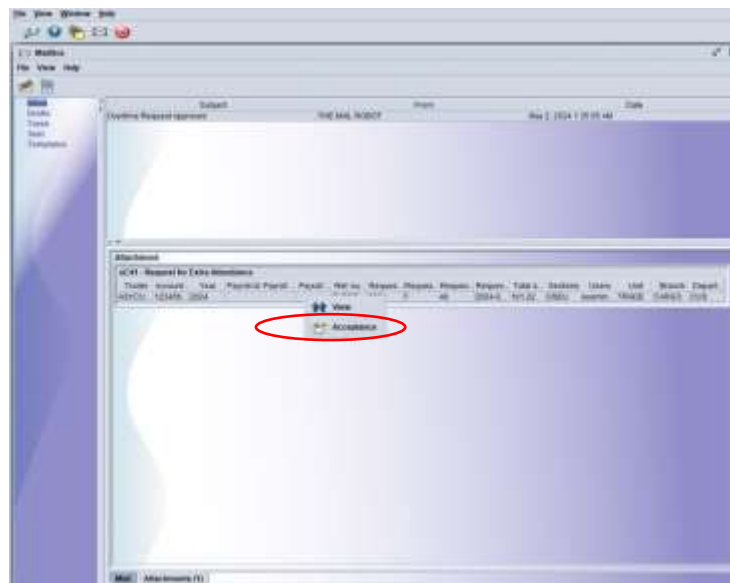

Figure 13: Email confirmation of projected cost

Figure 14: Attachment for Acceptance

iv. The acceptance operation will open the request thereby allowing the requestor to peruse the request to review information such as the projected cost and assigned workers. See figure 15 below.

Figure 15: Projected Cost of requested service

v. The requestor accepts the projected cost by clicking the green tick ✓ icon on the toolbar to complete the approval transaction process. The dialog box in Figure 16 shows the final approval for the requestor overtime application.

Figure 16: Acceptance Complete Dialog

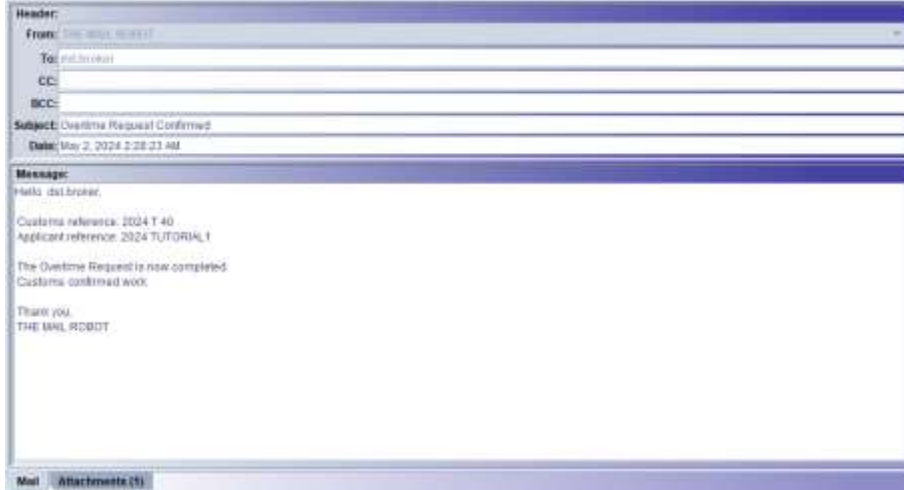vi. After the worker has confirmed the completion of the requested overtime service, the requestor will be notified via email. See the sample email shown in Figure 17 below.

Figure 17: Completion of Work Email