

## INTRODUCTION TO CHIEF IES USER GUIDES

### Abstract

This document provides an introduction to the series of User Guides produced for CHIEF IES

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### Table of Contents

1.	INTRODUCTION.....	1-1
1.1.	Role of CHIEF IES User Guides .....	1-1
1.2.	Purpose of this Introductory Document.....	1-1
1.3.	Contents .....	1-1
2.	STRUCTURE OF CHIEF USER GUIDES.....	2-1
2.1.	Introduction.....	2-1
2.2.	USM 101 – CHIEF General Concepts User Guide.....	2-1
2.3.	USM 102 – CHIEF GLOSSARY AND ABBREVIATIONS .....	2-2
2.4.	Customs User Guides .....	2-2
2.4.1.	USM 201/230/233/235/304 – Customs Entry User Guides .....	2-2
2.4.2.	USM 220 – Ad Hoc Entry Related Reports User Guide .....	2-2
2.4.3.	USM 250 – Accounts Maintenance Customs User Guide.....	2-2
2.4.4.	USM 251 – Accounts Reports User Guide.....	2-2
2.4.5.	USM 400/n – Standing Data Maintenance User Guides .....	2-3
2.4.6.	USM 420 – Profiles and Checks User Guide .....	2-3
2.4.7.	USM 500/501 – Access Security Data Maintenance User Guides.....	2-4
2.4.8.	USM 520 – Common User Facilities User Guide .....	2-4
2.4.9.	USM 540/541 – System Management User Guides.....	2-4
2.4.10.	USM 600 – Entry Periodic Reports User Guide .....	2-4
2.5.	Trade User Guides .....	2-4
2.5.2.	USM 211 – Import Entry Trade User Guide .....	2-4
2.5.3.	USM 239 – Common Entry Trade User Guide.....	2-4
2.5.4.	USM 260 – Accounts Maintenance Trade User Guide.....	2-4
2.5.6.	USM 305 – Exports Trade User Guide.....	2-5
2.5.7.	USM 401 – Standing Data Trade User Guide .....	2-5
3.	USER GUIDE FORMAT AND CONTENT .....	3-1
3.1.	User Guide Transaction Descriptions.....	3-1
3.2.	Error Messages and Use of Help Text .....	3-1
4.	CHIEF OPERATIONS SUPPORT GROUP.....	4-1
4.1.	Full Service.....	4-1
4.2.	Limited Service.....	4-1
5.	GLOSSARY AND REFERENCES .....	5-1
5.1.	Glossary .....	5-1
5.2.	References .....	5-1
6.	DOCUMENT CONTROL .....	6-1
6.1.	Document History .....	6-1
6.2.	Revision Record .....	6-1
6.3.	Configuration Management .....	6-3
6.3.1.	Document Configuration.....	6-3
6.3.2.	Document Signatories .....	6-3

## **1. INTRODUCTION**

### **1.1. Role of CHIEF IES User Guides**

It is necessary with any computer system for the developers to provide documented instructions, referred to in CHIEF as User Guides, to enable the target user community to make effective use of the system. These User Guides are designed to provide support for users in all aspects of the day to day tasks that they perform as part of running an operational system.

To ensure that User Guides are of a size and structure which makes them suitable for reference purposes the material is necessarily in a reasonably compact format. To achieve this, the assumption is made that the reader has completed some training on the basics of how to use the CHIEF IES. Therefore the text does not need to define the precise sequences of keystrokes to be used for particular circumstances.

These User Guides are targeted at all users of CHIEF HCI based facilities. Thus users who connect to CHIEF via other interfaces supported by Trade software are not covered by the CHIEF series of User Guides and should consult the documentation provided by the software suppliers.

### **1.2. Purpose of this Introductory Document**

This document sits at the top of the hierarchy of User Guides and acts as an introduction that should be read by anyone who intends to make use of the system's facilities. In particular it addresses a number of the administrative and procedural aspects that should be noted by users who have responsibility for the maintenance of a site's User Guide documentation.

### **1.3. Contents**

Section 2 explains how the contents of CHIEF IES User Guides have been organised and briefly describes the scope and content of each Guide.

Section 3 describes the general style and structure that has been used and gives you guidance on how best to utilise the Guides.

Section 4 describes how you can seek assistance from the Operations Support Group if you get into difficulties when using the system.

END OF SECTION 1

## **2. STRUCTURE OF CHIEF USER GUIDES**

### **2.1. Introduction**

Separate sets of User Guides are provided for Customs and Trade users. This limits the unnecessary spread of potentially secure information to those users who have a need-to-know. In particular, it means that traders are not aware of all the facilities available to Customs. It should be noted that many of the Customs transactions are restricted to particular roles.

The two sets of User Guides are described in the sub-sections following an overview of the CHIEF General Concepts User Guide that is available to both communities.

### **2.2. USM 101 – CHIEF General Concepts User Guide**

The design of CHIEF IES ensures that there is commonality in the way in which much of the user interface operates and this is reflected in the User Guide documentation. The CHIEF General Concepts User Guide explains many of the terms and concepts that are used in the other User Guides. The following areas are covered:

- a. An introduction covering the purpose, scope, and conventions used.
- b. A brief background to some of the concepts used within the Access Security environment.
- c. The use of a CHIEF user terminal. This describes the features of the screen and keyboard that are common to all CHIEF terminals.
- d. Starting and Ending a Session. This gives you details of how to sign-on to the system, change your password, and perform full or temporary sign-off. It also describes the circumstances under which timeout and enforced sign-off may affect your use of the system.
- e. Data Objects and Documents. This describes the concepts of data objects, generations of data objects, and Documents. These are important concepts to grasp as the CHIEF user interface design and the User Guide documentation makes extensive use of them.
- f. Controlling transactions. This builds on the concepts already established to provide, in general terms, a description of how you interact with the system using CHIEF transactions. Once these concepts are understood you will find other User Guides much easier to follow.
- g. Making enquiries. This describes the display and list transactions and gives you details of how you can page and scroll around the data within a document.
- h. Making updates. This describes the various facilities generally available to assist you with the task of creating, amending, or deleting data.
- i. Common Facilities. This gives you a description of how a number of generally available system facilities are used.
- j. Batch reports. This describes the common features of CHIEF batch reports.

**2.3. USM 102 – CHIEF GLOSSARY AND ABBREVIATIONS**

This Guide provides a glossary of the terms and abbreviations which users of CHIEF may encounter in the user guides.

**2.4. Customs User Guides**

The following sub-sections describe briefly the scope of the User Guides for Customs users.

**2.4.1. USM 201/230/233/235/304 – Customs Entry User Guides**

These Guides cover all aspects of Import and Exports for Customs users.

The Guides are:

- USM 230 gives an introduction to the Customs Entry Guides with a business overview of Entry processing;
- USM 201 covers the input, amendment and display of Import Entries;
- USM 304 covers the input, amendment and display of Export Entries;
- USM 233 describes the transactions available to Customs to control Entries;
- USM 235 describes the reports that are generated as a result of Import and Export Entry processing.

**2.4.2. USM 220 – Ad Hoc Entry Related Reports User Guide**

This Guide contains details of all Import and Export Entry report transactions that are initiated by users via an on-line (Qnnn) transaction.

**2.4.3. USM 250 – Accounts Maintenance Customs User Guide**

This Guide covers all aspects of the input, amendment and display of data relating to the maintenance of FAS, Deferment and Standing Security Accounts for Customs users.

**2.4.4. USM 251 – Accounts Reports User Guide**

This Guide covers the Reports, Transfers and Batch Updates within the CHIEF Accounts Maintenance sub-system for Customs users.

#### 2.4.5. USM 400/n – Standing Data Maintenance User Guides

These Guides (USM 400 series) are produced to assist users within those Customs departments that have responsibility for the maintenance of the reference data required for the processing of Import and Export Entries. Because of the amount of documentation involved it has been necessary to split up these User Guides into subordinate documents as below:

- a. **USM 400 – Standing Data User Guide (Introduction).** This Guide provides a general overview to the whole Standing data area and also covers a number of generic facilities used within Standing Data such as Two-Stage Release and Bulk Commit.
- b. **USM 400/1 – Standing Data User Guide (Tariff).** This Guide provides a definition of the facilities available for the maintenance and display of Commodity, FEC, Tariff Measure, and Fixed Reference Price data.
- c. **USM 400/2 – Standing Data User Guide (Trader).** This Guide provides a definition of the facilities available for the maintenance and display of Trader data and Trader related data such as Trader at EPU.
- d. **USM 400/3 – Standing Data User Guide (Customs Location).** This Guide provides a definition of the facilities available for the maintenance and display of Customs Procedure, Customs Unit, EPU, and Warehouse data.
- e. **USM 400/4 – Standing Data User Guide (Accounts).** This Guide provides a definition of the facilities available for the maintenance and display of Calendar Day, Export Month of Account, Deferment Account, FAS Account, and Standing Security Account data.
- f. **USM 400/6 – Standing Data User Guide (Other).** This Guide covers the update and display of data that does not conveniently fall into one of the preceding documents. For example maintenance of Country, Country Group and Revenue Tax Types are covered. The document also covers ad-hoc Calculation transactions and several display and list transactions.
- g. **USM 400/7 – Standing Data User Guide (Licensing).** This Guide covers the maintenance and enquiry transactions relating to Licences held electronically on CHIEF.
- h. **USM 400/8 – Standing Data User Guide (Tables).** This Guide describes how Tables are held on CHIEF and the transactions available to manipulate their contents.

#### 2.4.6. USM 420 – Profiles and Checks User Guide

This Guide covers all aspects of the input, amendment and display of data relating to the maintenance of Customs Check, Customs Check at EPU, Profile Specification, External Condition, and Reference Condition data.

**2.4.7. USM 500/501 – Access Security Data Maintenance User Guides**

These Guides cover the maintenance of the data that provides the basis for control of user access to CHIEF IES facilities and data. They are thus restricted to those Customs departments that have responsibility for the maintenance of this data and are not generally available to other users. USM 501 covers only the maintenance of the Individual facility that is performed by a larger user population than the remainder of the Access Security data.

If you need to refer to details of the sign-on and sign-off processes within CHIEF you should consult the CHIEF General Concepts User Guide (USM 101).

**2.4.8. USM 520 – Common User Facilities User Guide**

This Guide is targeted at the groups of Customs users who have responsibility for the maintenance of Help and Noticeboard data. If you need to refer to details of how to utilise the Help or Noticeboard facilities you should refer to the CHIEF General Concepts User Guide (USM 101).

**2.4.9. USM 540/541 – System Management User Guides**

USM 540 is concerned with the facilities available for the control of many operational aspects of the CHIEF IES and thus has a very restricted target audience within Customs and BT Facilities Management. USM 541 covers the Messaging and Broadcast facilities as well as Print Routeing Table information and is more widely distributed.

**2.4.10. USM 600 – Entry Periodic Reports User Guide**

This Guide is targeted at Customs users and describes all Entry related reports that are initiated either by periodic batch timer processes or by operational staff. The documents are therefore oriented towards showing report layout details for the benefit of those users who receive the reports. Information regarding the transactions that initiate the reports is contained in operational documentation as it is of little interest to end-users.

**2.5. Trade User Guides**

The following sub-sections describe briefly the scope of the User Guides for Trade users.

**2.5.1. USM 211 – Import Entry Trade User Guide**

This Guide covers all aspects of Imports for declarations (SAD, C21) for Trade users.

**2.5.2. USM 239 – Common Entry Trade User Guide**

This Guide covers the common transactions available to Trade users for handling both Import and Export Entries.

**2.5.3. USM 260 – Accounts Maintenance Trade User Guide**

This Guide covers all aspects of the input, amendment and display of data relating to FAS, Deferment and Standing Security Accounts for Trade users.

**2.5.4. USM 305 – Exports Trade User Guide**

This Guide covers all aspects of Exports for declarations for Trade users.

**2.5.5. USM 401 – Standing Data Trade User Guide**

This Guide covers the transactions available to Trade users to interrogate Standing Data.

END OF SECTION 2



### **3. USER GUIDE FORMAT AND CONTENT**

The CHIEF User Guides are structured to make referencing easy rather than for use as a step-by-step training manual. To this end they are generally arranged in alphabetic sequence by transaction code enabling you to go directly to the relevant section to answer your queries. All transactions are described using the same sub-section headings as detailed in Section 3.1. If you need to use more than one User Guide you will find this commonality makes referencing easier.

The introductory User Guides have their own structure and because of its specialised contents the System Management User Guide is arranged by facility rather than by transaction. USM 600 contains details of the periodic batch reports produced by CHIEF and thus does not contain details of user input so its structure is varied accordingly.

#### **3.1. User Guide Transaction Descriptions**

Most User Guides describe the transactions that you will be using to fulfil your role in CHIEF. Each transaction is described in a section with sub-sections covering the following main facets of the transaction:

- a. A description of the business area and Facility or transaction concerned.
- b. The details that you must enter to start the transaction, in the form of the mnemonics and parameters that are needed by the system to enable it to identify precisely what you want to do.
- c. The data that is to be input or displayed is shown by means of examples of the screens and report layouts that you will see.
- d. Details of the structure of the CHIEF Document for the Facility or transaction are provided by means of tables and/or text.
- e. Tables and/or text which indicate whether a data field is optional or not.
- f. Business details (and in some cases validation rules) for all fields which can be input to the system. Some output fields are also described.
- g. A definition of any validation rules relating to combinations of fields.

#### **3.2. Error Messages and Use of Help Text**

All the data that you input to CHIEF is subject to checking by the system, which performs both primary and secondary validation. It is necessary for you to appreciate the difference between these two functions as the system responds in a different way to each.

Primary validation is concerned with checking the format of the data that you enter. For example primary validation might check whether the data is numeric, or alphabetic, or within a particular range. You can recognise this type of error as the message "Errors on Document" is output by the system and the fields in error are highlighted. If you need to know the correct format for data in error you should view the Help text associated with the field as described in the CHIEF General Concepts User Guide (USM 101).

Secondary validation errors are concerned with cross checks between fields entered from the screen and checks against data within CHIEF. They are handled in a slightly different way by the system as each error condition is accompanied by a specific message. Again, if the meaning is not clear, you should view the Help text associated with the error or field.

In general your data must pass primary validation checks before you can submit it to the system for secondary validation and committing to the database.

Note that the User Guides do not list or describe error messages as this would duplicate the information contained within the CHIEF IES and would also considerably increase the size of the User Guides.

END OF SECTION 3

#### **4. CHIEF OPERATIONS SUPPORT GROUP**

To assist users with any problems that may be encountered during their day to day use of the CHIEF IES, BT maintains an Operations Support Group (OSG) which acts as a focus for user problems and queries. Should you have a problem or query with the system you should first ask your local supervisor who may be able to resolve it immediately. If not you will normally be asked to raise the matter with HMRC who may refer you on to OSG. Your local supervisor has precise instructions on how this is to operate and will advise you accordingly.

The OSG provides both a Full Service (during normal office hours) and a Limited Service (at all other times). The scope of both of these is described in the following sub-sections.

##### **4.1. Full Service**

The main points relating to the Full Service are:

- a. Coverage extends between 0900 and 1700hrs Monday to Friday, excluding Bank and Public Holidays.
- b. The OSG provides a primary point of contact for any issue relating to the CHIEF IES.
- c. The scope of the OSG coverage includes service availability, hardware and network problems, CHIEF software problems, unexpected messages, documentation problems and general queries relating to use of the CHIEF service.
- d. Wherever possible the OSG will endeavour to solve problems and queries interactively. If this is not possible, OSG may be able to give a temporary avoidance until a permanent solution can be provided. In this case a further response will be made to the originator as soon as the matter has been resolved. Problems are categorised according to severity and a target response time is set for each category.
- e. The OSG maintains a known error log that will assist them in giving consistent responses and in providing statistics to relevant parties.

##### **4.2. Limited Service**

The main points relating to the Limited Service are:

- a. It is available 24 hours a day every day except for periods when the Full service is available.
- b. During the operation of the Limited Service the OSG will only accept problems relating to the CHIEF IES from the nominated local supervisor contacts.
- c. The OSG will provide notice of any planned non-availability of the CHIEF service (e.g. maintenance) and notification of any service incidents. Resolution of incidents raised during the Limited Service period may be deferred to the next Full Service period.

END OF SECTION 4

**5. GLOSSARY AND REFERENCES**

**5.1. Glossary**

See USM 102 – CHIEF GLOSSARY AND ABBREVIATIONS

**5.2. References**

Ref No.	Title	Document reference
1.		
2.		
3.		
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12.		

END OF SECTION 5

**6. DOCUMENT CONTROL****6.1. Document History**

Issue No.	Date of Change	IC No.	Details of changes
5.0	29/10/93		Formal issue for agreement
5.1	01/01/94		Syntegra Corporate re-issue
6.0	23/03/95		Reissue due to MDS Validation activity
6.1	31/08/95		Reissue due to incorporation of minor changes to facilitate conversion to Electronic Documentation.
7.0	18/06/02	CR 228 CR 241	Conversion to Word. Amendments for New Exports. Many minor changes that make sidelining meaningless. The main changes are: <ul style="list-style-type: none"> <li>• Customs Entry User Guides restructured, introducing USM 230, 233 and 234.</li> <li>• USM 251 introduced.</li> <li>• USM 400/5 withdrawn following demise of CAPRICE interface.</li> <li>• USM 400/7 and USM 400/8 introduced.</li> <li>• USM 401 introduced.</li> </ul>
7.1	19/09/06	CN 296/01	<b><u>Updates for Release 29</u></b> References for Old Exports and SPIC removed. New guides 201, 211, 235, 304 and 305 introduced with SAD Harmonisation.
7.2	07/06/07	RFC010 IC 6448	Changes for dual running. USM 102 and 239 added. Other clarifications and corrections as sidelined.
7.3	13/05/09		Minor corrections and clarifications as sidelined. Replaced HMC&E with HMRC; Syntegra with BT.  References to pre-harmonised User Guides removed. Removed the word 'harmonised' from descriptions of transactions, as pre-harmonised declarations are no longer supported.
7.4	04/12/09		Removed BT logo and BT specific details

**6.2. Revision Record**

Revision Number	Date	Name	Signature

The above table is to be used for recording the incorporation of minor revisions into the document; that is, revisions issued as changed pages only. This page must be retained in the document until such time as the complete document is re-issued.

**6.3. Configuration Management****6.3.1. Document Configuration**

<b>a) Title:</b>	INTRODUCTION TO CHIEF IES USER GUIDES
<b>b) Reference:</b>	USM 100
<b>c) Privacy marking:</b>	X<>
<b>d) Status:</b>	Agreed for use
<b>e) Owner</b>	Jenny Arentsen
<b>f) Change Authority:</b>	CHIEF Document Controller
<b>g) Location of master copy:</b>	
<b>Paper:</b>	CHIEF Library
<b>Electronic:</b>	System: <a href="http://aspireportal/sites/CHIEFTRANS/Knowledge%20Management%20%20Transfer">http://aspireportal/sites/CHIEFTRANS/Knowledge%20Management%20%20Transfer</a> Directory: \Redocumentation Project\USM\ Filename: USM100 - Introduction To CHIEF IES User Guide.doc Format: Word 2003
<b>h) Suggested Distribution:</b>	Project Library HMRC

**6.3.2. Document Signatories**

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<b>Date :</b>		<b>Date :</b>	

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