中国国际贸易单一窗口
China International Trade Single window

Single Window User Manual

The Operation Manual of China Import Food Enterprise Registration

(for overseas enterprise)

Contents

Part one Preface

Thank you for using China import food enterprise registration management system. In order to help you to get familiar with this system as quickly as possible, we have developed this user manual for your reference.

This manual provides information including installation procedures, system configuration, basic operations, software and hardware usage, and safety risks. When installing and using this system for the first time, please make sure to pore over this manual first, which will help you use this system in a better way.

This manual is designed for users with basic computer knowledge. Here, we assume that you are familiar with Windows 7/10 system, able to use the mouse to operate, and have the experience of using Google Chrome, 360 and other browsers.

Part Two Instructions

2.1 Official Website

The system is web-based, its address is: https://cifer.singlewindow.cn

2.2 System Environment

2.2.1   Operation System

Windows 7 or 10 (32-bit or 64-bit OS).
It's not recommended to use Windows XP.

2.2.2   Browser

Google chrome 50 and above

2.3 Entry Requirements

2.3.1   Entry Requirements

In the interface, fields with * are mandatory, and fields without * are optional. Fields with gray background cannot be entered. If a red message pops up next to a field while entering, it indicates that the information you are inputting does not meet the requirements, and you need to modify the information as suggested. The blue button is a function button.

Figure   Entry of enterprise's basic information (partial)

2.3.2 Keyboard Operation

Some functions on the interface can be operated quickly by using the keyboard.

Click tab to automatically move the cursor to the input box of the next field. Click the up and down keys to select parameters from the drop-down menu on the interface. Click the backspace key to delete the content in the current input box.

2.4   General Functions

2.4.1   Move Tab

If there are many tabs open, click on the interface or icon to move left and right on the tabs.

2.4.2   Collapse/Expand Menu

Click the right display area-the upper left corner ☰   icon to collapse or expand the left menu bar. After folding, the left menu bar only displays icons, and the effect is as shown in the figure below.

Figure   Before and After Folding Manu Bar

2.4.3   Close Tab

Click on the right display area-the 关闭操作▾ icon in the upper right corner to pop up a drop-down menu (as shown in the figure below). Select "Close all tabs" to close all open tabs in the current display area; if you select "Close other tabs", you will close all open tabs except the currently displayed tab.

Figure   Close Tab Operation

2.5 Log in or out of the System

Visit https://cifer.singlewindow.cn, input the user name and password, log in to the system, and enter the main interface of the system. Click the icon in the upper right corner to select the display language of the system.
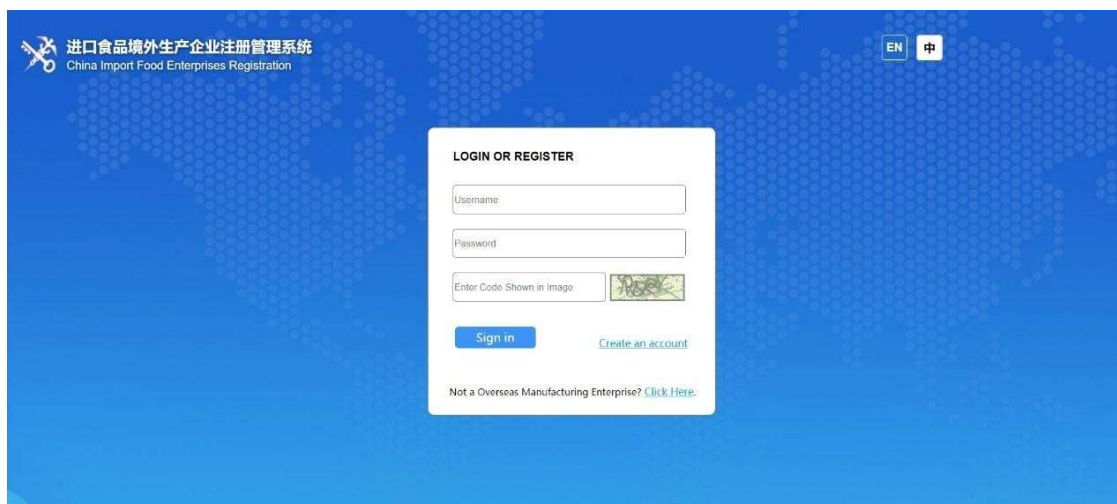

Figure   System Portal

This system supports users from overseas manufacturers and overseas competent authorities. After entering the system, click 【Exit】in the upper right corner of the interface to safely exit the system.

Part Three   Introduction of the System

3.1 Users

Competent authority of the country (region) (hereinafter referred to as "competent authority"): the official department responsible for supervising the safety and health of food manufacturers in the country (region) where

5

the imported food manufacturers are located. Examine and verify the applications submitted by local manufacturers through the system, and recommend them to the General Administration of Customs, PRC (hereinafter referred to as "GACC"). Manage the registered manufacturers recommended by itself. Cooperate with GACC to review and supervise the rectification of registered manufacturers.

Overseas manufacturers of imported food (hereinafter referred to as "manufacturer"): manufacturers that produce, process and store food exported to China. Submit manufacturer registration application through the system, submit rectification materials, and receive notices from GACC, etc.

3.2 Introduction of functions

The registration management system for overseas manufacturer of imported food is to manage the registration of the overseas manufacturers of imported food, including the registration, change, renewal and cancellation of overseas manufacturers, and the inquiry of the application. The competent authority shall review and examine the applications of manufacturers and manage the registered ones.

The registration methods of overseas manufacturers of imported food include the registration recommended by the competent authorities of the country (region) where the manufacturers are located and the application of registration submitted by the manufacturer itself.

18 categories of food including meat and meat products, casing, seafood, dairy products, bird's nest and bird's nest products, bee products, eggs and egg products, edible fats and oils, stuffed pasta, edible grain, grain milling industry products and malt, fresh and dehydrated vegetables and dried beans, seasonings, nuts and seeds, dried fruit, unroasted coffee and cocoa beans, special dietary foods, health foods etc., shall be registered to GACC through the recommendation of the competent authorities of the country (region) where the manufacturers are located.

Manufacturers producing food beyond the aforementioned 18 categories shall register to GACC via themselves.
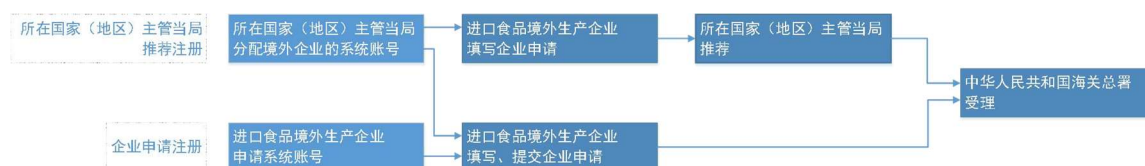

Figure Registration Process

Part Four User(account) Management

The account of overseas users used to log in the system can be obtained through either being assigned by the competent authorities or applied by the manufacturers, depending on whether the manufacturer needs "the recommendation of the competent authorities of the country (region) where the manufacturer is located".

The system account assigned by the competent authorities can register for the manufacturers of all food product categories after logging into the system.

SENSITIVE BUT UNCLASSIFIED

The account applied by overseas manufacturers themselves will only be eligible for the registration of manufacturers producing food beyond the 18 categories.

Reminder:
1. One overseas manufacturer can only apply for one overseas user account.
2. In case that one overseas manufacturer producing products requiring both "registration via recommendation of competent authorities" and "self-registration", it's recommended to obtain an assigned system account from the competent authorities, rather than applying one by themselves.

4.1   System account from the overseas competent authorities
Please contact your competent authorities to get an assigned system account from them.

4.2   System account applied by manufacturer itself
Visit https://cifer.singlewindow.cn, click "create an account "link, which will link to the log-in page, then enter your account information.
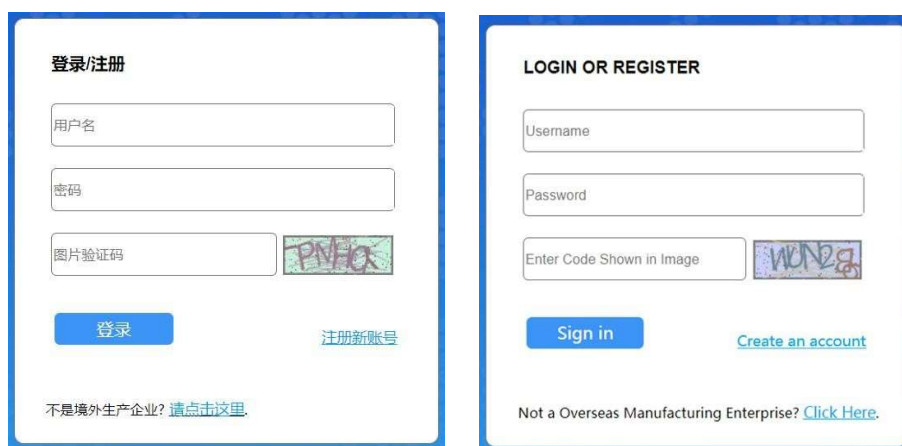
Figure Log in bar in both Chinese and English

境外账号注册 EN 中

账号信息	
*用户名	[ ]
*密码	[ ]
*确认密码	[ ]
*所在国家或地区	请选择地区(Please select a country) ▼
所在国家(地区)注册编号	[ ] ⚠
*工作单位	[ ]
工作部门	[ ]
工作职务	[ ]
*联系人	[ ]
*联系电话	[ ]
联系传真	[ ]
联系手机	[ ]
*联系地址	[ ]
*邮箱	[ ]
备注	[ ]

立即注册

Figure overseas manufacturer account registration

Fields with (*) such as user name, password, work unit (manufacturer name) and registration number of the country (region) are required. After filling in these fields, click "Register Now" to complete the user account registration.

After account registration is completed, please relog in with your user name (account)/ password.

Reminder:

After successfully applying for an overseas manufacturers' user (account), the user name, country or region, registration number of the country (region) cannot be modified, please check carefully when registering.

4.3 Maintenance of Overseas Manufacturer Users (accounts)

After logging in to the system, click on the manufacturer's name in the upper right corner to access the user (account) maintenance function.

Figure Entrance of User (Account) Maintenance

Enter the user information management interface, you can modify the relevant information of the manufacturer, including the contact person, contact phone number, work unit (manufacturer name), work department, job title, contact address, contact fax, remarks, and email address.
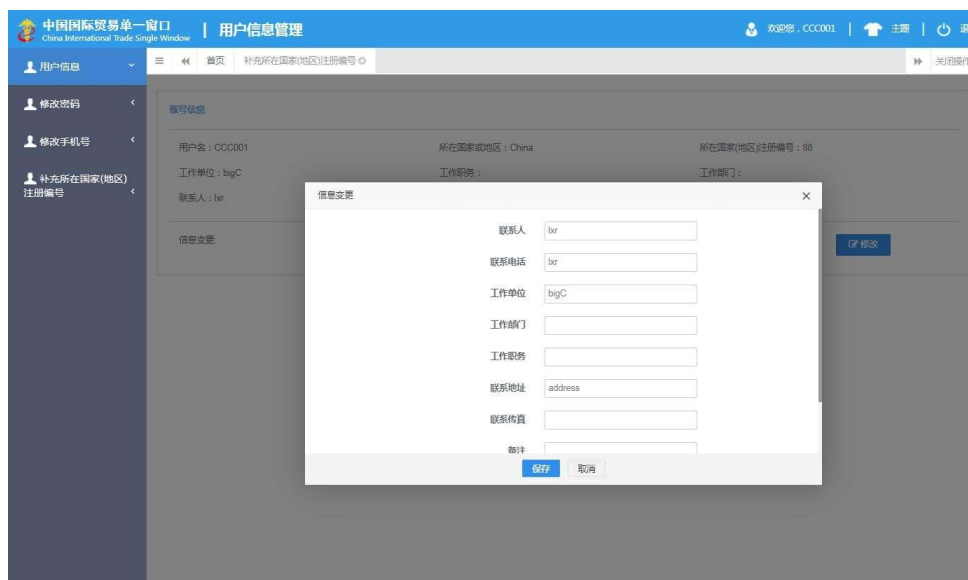
Figure User Information Management

If the "Registration Number of the Country (Region)" is not inputted during registration, additional input can be made through the "Addition of the Registration Number of the Country (Region)" function.

9

Figure User Information

Figure Effect after Addition of the Registration Number

Reminder:

The registration number of the country (region) can only be added once, it is not allowed to modify it once it is saved.

Part 5 Enterprise Registration

5.1 Registration application

Overseas enterprise logs in to the system with its own account. Click the "Registration Application" on the left side of the menu and select the product categories involved in registration. Product categories can be searched through

the "Product category query" function based on HS code or product name (please refer to section 5.3 herein for instructions).

Figure: Registration application – select the product category

Fill in the "basic information of the enterprise", "production-related information", "self-inspection information" and "attachment information" one by one, and submit the enterprise statement.

Figure: Basic information of the enterprise

After filling in all the information, click "Preview". All information filled in will be displayed for the user to confirm. After confirmation, click "Submit". The system will automatically submit the application to the competent authorities or declare to the General Administration of Customs (GACC), according to different product categories. Click "Back" for returning to the application page.
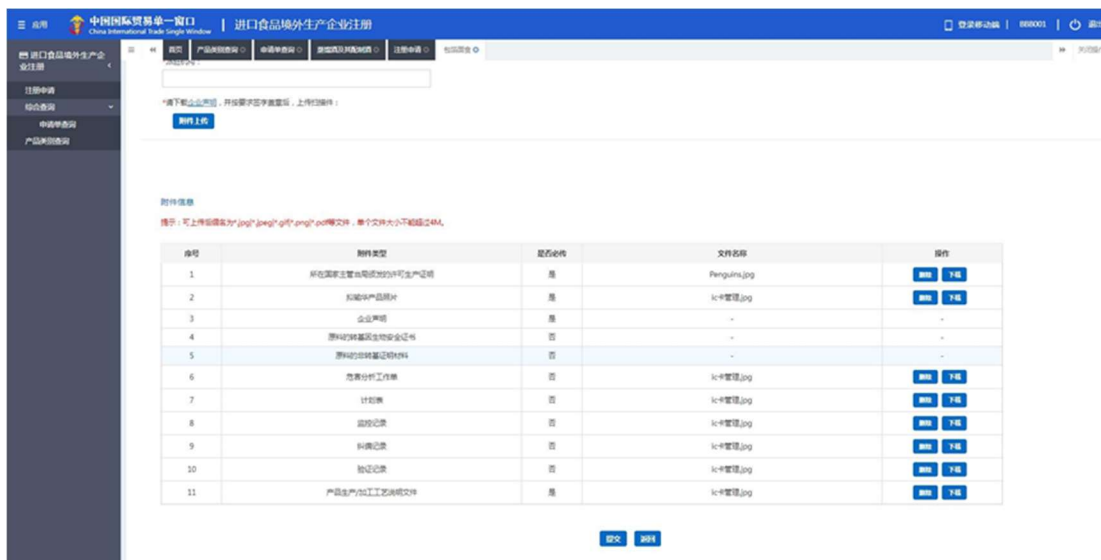
Figure: Preview of the application and submit

5.1.1. Registration recommended by the competent authority of the country (region)

Overseas enterprise logs in to the system with its own account. Click the "Registration Application" on the left side of the menu, and select the product categories involved in the registration.

Figure: Registration application – select the product category

Overseas food producers of the following 18 categories shall be recommended by the competent authorities of their countries/regions for registration with GACC: meat and meat products,   sausage casings, aquatic products, dairy products, bird nests and bird nest products, bee products, eggs and egg products, edible oils and fats and oilseeds, stuffed wheaten products, edible grains, milled grain industry products and malt, fresh and dehydrated vegetables and dried beans, condiments, nuts and seeds, dried fruits, unroasted coffee beans and cocoa beans, foods for special dietary purposes, and health foods.

Overseas producers of foods other than those categories listed as above register with GACC on their own behalf.
5.1.1.1 Introduction to the registration process (take plant-based stuffed wheaten products as an example)

Registration Process:

1. General process

Input information → preview → submit the application to the competent authorities → recommended by the competent authorities → reviewed and approved by GACC (obtain the registration number for food in China)

2. Application is returned by the competent authorities to be completed, supplemented and corrected

Input information → preview → submit the application to the competent authorities → requested by the competent authorities to complete, supplement or correct the application → revise and resend the application to the competent authorities → recommended by the competent authorities → reviewed and approved by GACC (obtain the registration number for food in China)

3. Application is returned by GACC or (not recommended by) the competent authorities

Input information → preview → submit the application to the competent authorities → not recommended by the competent authorities (check through the "Integrated query – application query" function to view the return reason).

Reminder:

Applications that are not recommended by the competent authorities cannot be resubmitted with changes made. Enterprises are allowed to file a new application.

Main functions:

1. "Temporarily saved". Input "enterprise information", "production-related information", "self-inspection information" and "attachments information" are saved temporarily, which can be deleted or be submitted to the competent authorities.

Figure: basic information of the enterprise

2. "Preview". After filling in all the information, click "Preview" at the bottom of the "attachment information" page. In the preview mode, all four pages of the application will be consolidated and displayed, and it's ready to submit the application to the competent authorities.

Figure: input "attachment information"

3. "Submit". After finishing the "Preview", click "Submit" at the bottom of the page and submit the temporarily saved registration application to the competent authorities for review.

Figure: Preview the application and submit

4. "Back". Switch back to check each input page. Exit the preview mode.

5. "Delete". After all the information is input and temporarily saved, click "Delete" to delete currently saved data. Deleted data can't be recovered.

5.1.1.2 Instructions for information input
Fields marked with "*" are required to fill in. Here below are the instructions for the main fields.

Figure: enterprise registration application - interface one

Figure: enterprise registration application - interface two

● Registration number approved by the competent authority of the country (region): it will be filled in by the system based on the "registration number of the country (region)" filed in the enterprise's account.

● Name of the competent authority of the country (region) that approves the registration number: the authority of the country that officially approves the establishment of the overseas enterprise, which is also the issuing authority of the country (region) for the enterprise's registration number. This is an optional field.

● Name of the competent authority of the country (region): the authority of the country (region) that assigns this account to the enterprise. Click the space key or the triangle at the right side to select.

● Registration number (in China)/Registration time (in China) from/Registration time (in China) to: these fields can't be filled in. GACC will grant a registration number after reviewing and approving the registration application of the enterprise. The enterprise will then be informed of this number through the "registration application query"

function.

● Enterprise name: it will be filled in by the system based on the enterprise's account information. This field is mandatory, and it can be edited but is not recommended to make changes.

Figure: input of products proposed to be registered/added in China

● Products proposed to be registered/added in China: this field is mandatory. Click "Add", an input page will be displayed where information for one product could be filled in. If the enterprise exports more than one product to China, it is required to fill in the product information one by one.

Figure: enterprise registration application - interface three

Figure: enterprise registration application - interface four

● Trade with China in the past 2 years: this is a mandatory field. If you choose "Yes" to whether there is trade with China in the past 2 years, then fill in the field. If you choose "No", then skip the field. When choosing "Yes", the list of specific products exporting to China will be displayed. Click "Add", an input page for trading information in the past 2 years will be displayed. The parameter options of the "specific products exporting to China" come from the "Specific products proposed to be exported to China" entered in the field of "Products proposed to be registered/added in China".

● Export trade in the past two years (list): this is an optional field. Click "Add". Choose the "Export Product" and click the space key or the triangle at the right side to retrieve parameters. The parameter options of the "specific products exporting to China" come from the "Specific products proposed to be exported to China" entered in the field of "Products proposed to be registered/added in China".

Figure: input page to add raw materials/ingredients information

● Raw materials and ingredients information (list): this is an optional field. Click "Add" and an input page for raw materials/ingredients will be displayed. The parameter options of the "specific products exporting to China" come

17

from the "Specific products proposed to be exported to China" entered in the field of "Products proposed to be registered/added in China".

● Pesticide use information (list): this is a mandatory field. If you choose "No pesticides have been used", you could skip this field. If you choose "Pesticides have been used", it is mandatory to enter the information of used pesticides. Click "Add" and an input page for used pesticides will be displayed. The parameter options of the "specific products exporting to China" come from the "Specific products proposed to be exported to China" entered in the field of "Products proposed to be registered/added in China".

● Affiliated enterprises of the product: this is an optional field. Click "Add" and an input page for affiliated enterprises of the product will be displayed.

Figure: self-inspection information

● Enterprise statement: please download the statement to be signed and sealed. Then upload the signed and sealed statement in this field.

Figure: attachment information

18

● Attachment information: attachments uploaded in the parts of "basic information of the enterprise", "production-related information" and "self-inspection information" are consolidated and displayed here.

5.1.2 Self-registration by enterprise

Overseas producers of foods that are not listed in the 18 product categories whose registration is recommended by the competent authority of the country (region) apply and register with GACC on their own behalf.

Overseas enterprise logs in to the system with its own account. Click the "Registration Application" on the left side of the menu, and select the product that can apply for registration directly with GACC. Here below are the instructions on application process by taking the "Spirits: distilled spirits and integrated alcoholic beverages" as an example.

Figure: Registration application – select the product category

5.1.2.1 Introduction to registration process (alcoholic beverage - distilled liquor and its mixed liquor)

Registration process:

1. General approval process

Input information　　Preview　　　　Submit to (General Administration of Customs)　　Approval by General Administration of Customs (get the registration number in China)

2. Supplementing and correcting process regarding replies provided by customs

Input information → Preview → Submission→ Supplement and correction required by the General Administration of customs → Modify the application for re-submission → Approval by the General Administration of Customs (get the registration number in China)

3. Process regarding replies (registration denied) provided by customs

Input information → Preview → Submission → Registration denied by the General Administration of Customs (the reason for refusal can be viewed through "customs reply" in the comprehensive query function.)

Reminder:

If the registration is denied by the General Administration of Customs, it is not allowed to resubmit the

19

application by modifying the original one. Yet resubmitting a new application is allowed.

Major functions:

Submission: submit the application data for registration to the General Administration of Customs for review.

Other functions such as deletion and query are basically the same with those on the application page for products to be registered recommended by the competent authority to the General Administration of customs.

5.1.2.2   Instructions for information input

Fields marked with * on the page are required fields. For the completion of main fields, please see instructions below:

Figure   Basic Information of the Enterprise 1

Figure   Basic Information of the Enterprise 2

● Registration No. approved by the competent authority of the country (region) where the enterprise is located: backfilled by the system, which is the "Registration No. in the country (region) where the enterprise is located" filled in by the enterprise when registering the account.

● Name of the registration and approval authority of the country (region) where the enterprise is located: the name of the administrative authority granting qualification to the enterprise in the country where the enterprise is located; optional field.

● Registration No. (in China) / Registration time (in China) / Registration validity period (in China): the registration No. in China granted by the General Administration of Customs to the enterprise after approval. This field cannot be filled in during information input. After the registration application is approved, it will be provided by the customs. The enterprise can get the number through the function query of application form.

● Enterprise name: backfilled by the system according to account information of the enterprise; required field. You can edit this field, but modification is not recommended.

● Products to be registered / added with China: required field. After clicking [Add], the input interface will pop up, where you can enter multiple product information.

● Trade with China in recent 2 years: required field. If "Yes" is selected, the field is required; If "No" is selected, you don't need to fill in it. If "Yes" is selected, list of specific products exported to China will pop up. After clicking [Add], the input interface for trade with China in recent 2 years will pop up. The parameter option of "specific products exported to China" comes from the "specific products to be exported to China" filled in in the field "Products to be registered / added with China".

● Trade with China in recent 2 years (form): optional field. After clicking [Add], the option "products exported" will pop up; Click the blank space or the right triangle to call out the parameters; the parameter options of "specific products exported to China" come from the "specific products to be exported to China" filled in in the field "Products to be registered / added with China".

Figure   Production Related Information 1

Figure   Production Related Information 2

● Form for information on raw materials and ingredients: optional field. After clicking [Add], the interface for inputting raw materials / ingredients will pop up.

The parameter options of "specific products exported to China" come from the "specific products to be exported to China "filled in in the field "Products to be registered / added with China".

● Productive relations: optional field. After clicking [Add], the interface for inputting productive relations will pop up. The parameter options of "specific products exported to China" come from the "specific products to be exported to China" filled in in the field "Products to be registered / added with China".

● Production and processing water: water for public use or self-owned source of water is selectable. If self-owned source of water is selected, whether the water is disinfected need to be filled in, and the field treatment method for disinfection of self-owned source of water become required field, otherwise it is optional. If other is selected regarding the treatment method, the filed other treatment methods for disinfection of self-owned source of water become editable and required.

● Description of product processing process: required field. The attachment is optional.

● Enterprise representation: download the document first, sign and seal it, then scan and upload it here.

Figure   Attachment Information

● Attachment information: summarizes the attachment information of three forms: basic information of the enterprise, production related information and self-inspection; The field is editable.

5.2   Comprehensive query

5.2.1   Query of application form

Query of various application forms is available. Overseas enterprises can enter query conditions to query the applications submitted by them, including application information, recommendation by competent authorities, review by the General Administration of customs, etc.

For those that are staged, failed to declare successfully or needed to supplement and provide additional certificates, click [View] to enter the page application details for editing.

Click the menu on the left side "Comprehensive query - query of application form" to extend the business menu. (See the figure below)

Figure   Query of Application Form

23

Operating process:

1.   Select query conditions and click [Query], the query results will be listed in the form below according to the query conditions.

2.   Click the [View] button in the column data operation to open the application form and display the details. The application progress can be viewed in the upper right corner of the details page. According to the status of the application form, there are the following cases:

(1) If the enterprise is in the staged status or supplement and correction status. The application form can be edited, modified and submitted.

(2) If the products that enterprises can apply to the General Administration of Customs on their own are in the status of "sent to the customs failed" and "warehousing by the customs failed", the application form can be edited, modified and resubmitted (see the appendix at the end of this text for explanation on the status). If the application for products recommended for registration by the competent authority to the General Administration of customs is in the status of "sent to the customs failed" and "warehousing by the customs failed", the application form is not allowed to be modified or submitted.

Figure   Basic Information of the Enterprise (Staged Status)

(3) Application forms in the status of submitted to the competent authority, submitted to the customs (recommended), replied to the enterprise (not recommended), successfully sent to the customs, successfully warehoused by the customs, approval failed, approval granted, accepted, rejected, revoked, suspended and rectified, should not be edited, modified and submitted.

Figure   Enterprise Application Interface (Successfully Sent to Customs)

5.3 Query of product category

5.3.1   Query of product category

This module is for querying product category through HS code or product name. Query by entering one condition unconditionally or solely, or entering two conditions at the same time is available. Query results will be displayed in tabular form. The number of query results on a single page can be customized.

Query: click [Query] to query according to query conditions.

Reset: click [Reset] to clear the query condition.

Figure   Query of Product Category

Appendix: description on system status

Status	Description
Staged	Save the information entered locally
Submission (to competent authority)	The application is submitted to the competent authority for review
Submission (to customs)	1. The competent authority recommends the application of the enterprise to the General Administration of customs

	2. The enterprise submits the application to the General Administration of customs
Not recommended	The General Administration of Customs or the competent authority returns the application to the enterprise
Successfully sent to the customs	System processing link. The application recommended by the competent authority or submitted by the enterprise has been successfully sent to the General Administration of customs
Sent to the customs failed	System processing link. The application recommended by the competent authority or submitted by the enterprise is not sent to the customs normally due to network or other abnormalities during being sent to the General Administration of customs
Successfully warehoused by the customs	System processing link. The General Administration of Customs successfully received the data
Warehousing by the customs failed	System processing link. The General Administration of Customs failed to receive the data
Accepted	The General Administration of Customs accepted the application and is examining the application.
Rejected	The General Administration of Customs did not accept the application and did not examine and approve the application. The application was returned.
Supplement and correction	1. The application submitted does not meet the requirements, and the General Administration of Customs returned the application, requiring the enterprise or competent authority to modify the application 2. The competent authority returns the application of the enterprise, requiring the enterprise to modify the application
Approval failed	The General Administration of Customs rejected the application recommended by the competent authority or submitted by the enterprise
Approval granted	The overseas manufacturer of imported food meets the requirements, and the General Administration of Customs agree to register for it and grant it a registration number in China
Revoked	Revoking the registration of an enterprise that has been registered in China initiated by the General Administration of Customs
Suspended	The General Administration of Customs suspended the export of food to China by an enterprise that has been registered in China until the rectification meets the registration requirements
Rectified	The overseas manufacturer of imported food that has been registered in China no longer meets the registration requirements, and the General Administration of Customs requires it to make rectification within the specified time limit, and the export of food is suspended during the rectification period. The enterprise shall complete the rectification within the specified time limit and submit a written rectification report and a written statement meeting the registration requirements to the General Administration of Customs.