



**THE CUSTOMS & EXCISE DEPARTMENT**  
**THE GOVERNMENT OF**  
**THE HONG KONG SPECIAL ADMINISTRATIVE REGION**

**ROAD CARGO SYSTEM (ROCARS)**  
**USER GUIDE OF THE INTERACTIVE VOICE RESPONSE SYSTEM**  
**(IVRS)**

**FOR TRUCK DRIVERS**

**[RT06-E]**

**Version 1.1**

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**Amendment History**

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# **1. INTRODUCTION**

## **1.1. Purpose**

The purpose of this document is to provide the guidelines for the truck drivers to operate the functions of the Interactive Voice Response System (IVRS) of the Road Cargo System (ROCARS). The operation of the IVRS is detailed in Section 3 of this document. The associated data and their format are described in Section 4.

## **1.2. Business Process**

A truck driver is required to conduct bundling by providing to C&ED, through ROCARS, the Customs Cargo Reference Number (CCRN) of the cargo consignment and the vehicle's registration number 30 minutes before the truck arrives at a land boundary control point. The truck driver can perform the bundling function via the IVRS of ROCARS.

Truck drivers can also conduct debundling, bundling enquiry, change password and contact the ROCARS Enquiry Hotline through the IVRS.

## **1.3. IVRS Hotline**

The phone number of the IVRS Hotline is (852) 3902 3333.

## **2. REFERENCES**

### **2.1. Standards**

- None

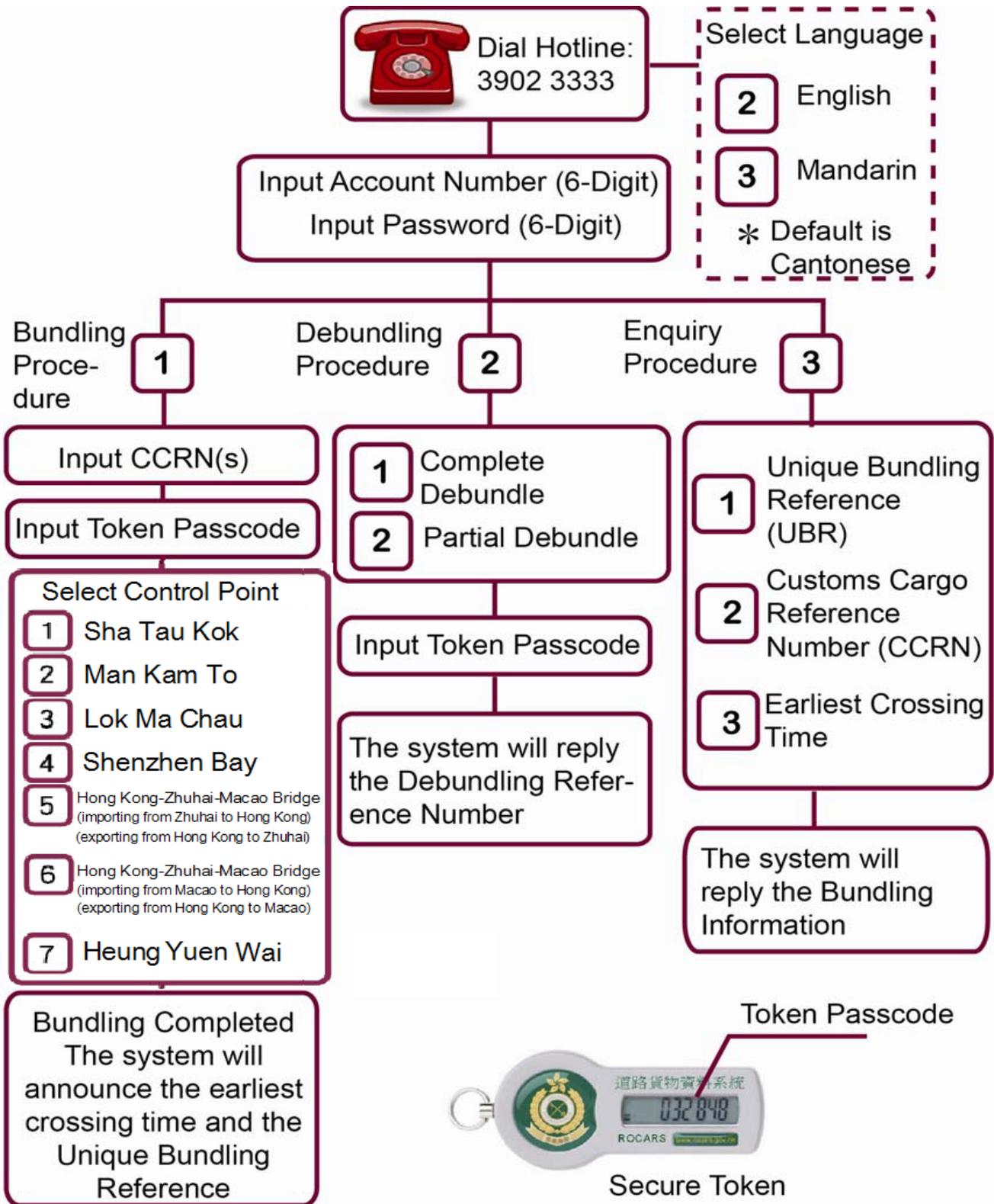
### **2.2. Other References**

- None

### 3. OPERATION of the IVRS

#### 3.1. IVRS Call Flow

The call flow for the major functions of the IVRS is illustrated as follows:



## **3.2. Main Menu**

After dialing to the ROCARS IVRS Hotline successfully, a truck driver can reach the Main Menu of the IVRS. The operation procedure of the Main Menu is detailed below:

- i. The system will announce the greeting messages and ask the user to enter the ROCARS Account Number.
- ii. The user should input the Account Number (6 digits) followed by [#]. The user can also change the language used for the interface as follows before entering the Account Number:
  - The default language is Cantonese
  - Press [\*][2] for English
  - Press [\*][3] for Mandarin
- iii. The system will ask the user to input the ROCARS User Password.
- iv. The user should input the User Password (6 digits).
- v. The system will ask the user to select the required function.
- vi. The user can respond by selecting from the options below:
  - Press [1] to conduct bundling (Refer to Section 3.3 Bundling Menu for details).
  - Press [2] to conduct debundling (Refer to Section 3.4 Debundling Menu for details).
  - Press [3] to enquire bundling records (Refer to Section 3.5 Enquiry Menu for details).
  - Press [4] to change password (Refer to Section 3.6 Change Password Menu for details).
  - Press [8] to contact ROCARS Enquiry Hotline.
  - Hang up to exit from the system.

### **3.3. Bundling Menu**

The operation procedure of the Bundling Menu is detailed below:

- i. For user with only 1 vehicle registered in ROCARS, the system will announce the Vehicle Registration Number (VRN) of the registered vehicle and then ask the user to enter the Customs Cargo Reference Number (CCRN).
- ii. For user with more than 1 vehicle registered in ROCARS, the system will ask the user to select the vehicle to conduct bundling as follows before asking the user to enter the CCRN:
  - If the user has less than 10 vehicles registered in ROCARS, the system will announce each vehicle's VRN in sequence with an assigned sequence number. The user should input the number ([1] to [9]) representing the required VRN according to the options provided by the system.
  - If the user has 10 or more registered vehicles, the system will ask the user to enter the last character of the required VRN. The user should input the last character of the VRN ([1] to [9] for numerals and [#] for letters). If more than 1 registered vehicle shares the same last character in the VRN, the system will announce each vehicle's VRN in sequence with an assigned sequence number. The user can respond by selecting from the options below:
    - Enter the number ([1] to [9]) representing the required VRN according to the options provided by the system.
    - Press [#] for the system to announce more VRNs for selection.
- iii. When the system asks the user to enter the CCRN, the user can respond by selecting from the options below:
  - Input the CCRN (10 digits) or the Batch CCRN (10 digits)
  - Press [\*] - Return to the Main Menu
- iv. For each inputted CCRN, the system will announce it and ask for confirmation. The user can respond by selecting from the options below:
  - Press [1] - Confirm
  - Press [2] - Re-enter
- v. If the CCRN is invalid, the system will go to Step iii again and request the user to re-enter. If the CCRN is still invalid after the 4th input, the system will terminate the current processing and request the user to respond by selecting from the options below:
  - Press [1] - Transfer the call to ROCARS Hotline
  - Press [0] - Hang up

- vi. After successfully confirmed the CCRN in Step iv, the system will ask the user to confirm the completion of entering all the CCRN(s). The user can respond by selecting from the options below:
- Press [1] - Complete and confirm all CCRN(s)
  - Press [2] - Continue to input more CCRN(s) by repeating Steps iii and iv above
- vii. The system will ask the user to enter the user's Token Passcode for confirmation. The user should input the Token Passcode (6 digits) displayed on the Secure Token. If the Passcode is invalid, the system will request the user to re-enter. Upon asking for re-input, user shall wait for the Secure Token to display a new Passcode and input this new Token Passcode (6 digits) to the system. If the Passcode is still invalid after the 4th input, the system will terminate the current processing and request the user to respond by selecting from the options below:
- Press [1] - Transfer the call to ROCARS Hotline
  - Press [0] - Hang up
- viii. If this is a new trip for the vehicle, the system will ask the user to enter the expected control point for boundary crossing. The user can respond by selecting from the options below:
- Press [1] - Sha Tau Kok
  - Press [2] - Man Kam To
  - Press [3] - Lok Ma Chau
  - Press [4] - Shenzhen Bay
  - Press [0] - If not sure which control point to cross at the moment
- ix. The system will ask the user to confirm of this bundling. The user can respond by selecting from the options below:
- Press [1] - Confirm bundling
  - Press [3] - Cancel & go to Step xi.
- x. If the bundling is completed successfully, the system will announce the Earliest Crossing Time, the Unique Bundling Reference (UBR) and the total number of CCRNs included inside the UBR.
- xi. The system will ask the user to select the next action. The user can respond by selecting from the options below:
- Press [1] - Conduct another bundling
  - Press [9] - Return to the Main Menu
  - Press [0] - Hang up

- Press [\*] - Repeat

### **3.4. Debundling Menu**

The operation procedure of the Debundling Menu is detailed below:

- i. For user with only 1 vehicle registered in ROCARS, the system will announce the Vehicle Registration Number (VRN) of the registered vehicle and then go to Step iii.
- ii. For user with more than 1 vehicle registered in ROCARS, the system will ask the user to select the vehicle to conduct debundling as follows before asking the user to select the next action:
  - If the user has less than 10 vehicles registered in ROCARS, the system will announce each vehicle's VRN in sequence with an assigned sequence number. The user should input the number ([1] to [9]) representing the required VRN according to the options provided by the system.
  - If the user has 10 or more registered vehicles, the system will ask the user to enter the last character of the VRN. The user should input the last character of the VRN ([1] to [9] for numerals and [#] for letters). If more than 1 registered vehicle shares the same last character in the VRN, the system will announce each vehicle's VRN in sequence with an assigned sequence number. The user can respond by selecting from the options below:
    - Enter the number ([1] to [9]) representing the required VRN according to the options provided by the system.
    - Press [#] for the system to announce more VRNs for selection.
- iii. The system will ask the user to select the next action, the user can respond by selecting from the options below:
  - Press [1] - Debundle all the consignment(s) of a bundling record. (Refer to Step iv. for further details)
  - Press [2] - Debundle part of the consignments of a bundling record. (Refer to Step v. for further details)
  - Press [9] - Return to the Main Menu
- iv. Debundle all the consignment(s) of a bundling record:
  - iv.1. If there is no bundling record found under the user, the system will announce record not found and jump to Step iv.6 for continuation.
  - iv.2. For vehicle that has bundling records in both directions, the system will ask the user to enter the direction of the trip for debundling. The user can respond by selecting from the options below:
    - Press [1] - Export
    - Press [2] - Import

- Press [3] - Cancel & return to Step i.
- iv.3. The system will announce the Unique Bundling Reference (UBR) for debundling and will ask the user to confirm the debundling of all consignments. The user can respond by selecting from the options below:
  - Press [1] - Confirm
  - Press [2] - Cancel & return to Step i.
- iv.4. The system will ask the user to enter the user's Token Passcode for authentication. The user should then enter the Token Passcode (6 digits) displayed on the Secure Token. If the Passcode is invalid, the system will request the user to re-enter. Upon asking for re-input, user shall wait for the Secure Token to display a new Passcode and input this new Token Passcode (6 digits) to the system. If the Passcode is still invalid after the 4th input, the system will terminate the current processing and request the user to respond by selecting from the options below:
  - Press [1] - Transfer the call to ROCARS Hotline
  - Press [0] - Hang up
- iv.5. If the debundling is completed successfully, the system will announce the total number of CCRN(s) debundled from the UBR. If the whole trip was cancelled, the system will also announce the Debundling Reference Number (DRN).
- iv.6. The system will ask the user to select the next action. The user can respond by selecting from the options below:
  - Press [1] - Conduct another debundling
  - Press [9] - Return to the Main Menu
  - Press [0] - Hang up
  - Press [\*] - Repeat iv.5
- v. Debundle part of the consignment(s) of a bundling record:
  - v.1. If there is no bundling record found under the user, the system will announce record not found and jump to Step v.9 for continuation.
  - v.2. If the selected vehicle has bundling records in both directions, the system will ask the user to enter the direction of the trip for debundling. The user can respond by selecting from the options below:
    - Press [1] - Export
    - Press [2] - Import
    - Press [3] - Cancel & return to Step i.

- v.3. The system will ask the user to enter the CCRN for debundling.
  - If the user has less than 10 CCRNs bundled, the system will announce each CCRN in sequence with an assigned sequence number. The user can respond by selecting from the options below:
    - v.3.1. Input the number ([1] to [9]) to select the CCRN according to the sequence number provided by the system
    - v.3.2. Press [\*] - To key in the CCRN (10 digits) or the Batch CCRN (10 digits)
  - If the user has 10 or more CCRNs bundled, the user can respond by selecting from the options below:
    - v.3.3. Press [1] - Enter the CCRN. The system will then ask the user to input the CCRN (10 digits)
    - v.3.4. Press [2] - Select from System. The system will announce CCRNs in sequence with an assigned sequence number in groups of 9. The user can respond by selecting from the options below:
      - v.3.4.1. Input the number ([1] to [9]) to select the CCRN according to the sequence number provided by the system
      - v.3.4.2. Press [#] - For the next group of 9 CCRNs. The system will repeat the action as in Step v.3.4 and user can respond accordingly
      - v.3.4.3. Press [\*] - To key in the CCRN (10 digits) or the Batch CCRN (10 digits)
- v.4. The system will announce the selected or inputted CCRN and ask the user to confirm the debundling. The user can respond by selecting from the options below:
  - Press [1] - Confirm
  - Press [2] - Re-enter
  - Press [3] - Return to the CCRN selection list (Only available under the case when there are 10 or more CCRNs bundled)
- v.5. If the inputted CCRN in Step v.3.2 or v.3.4.3 is invalid, the system will go to the corresponding step and request the user to re-enter. If the CCRN is still invalid after the 4th input, the system will terminate the current processing and request the user to respond by selecting from the options below:
  - Press [1] - Transfer the call to ROCARS Hotline
  - Press [0] - Hang up
- v.6. The system will ask the user to confirm if all the CCRN(s) one wants to debundle has/have been entered. The user can select from the options

below:

- Press [1] - Confirm finished
  - Press [2] - Add more CCRN(s) by repeating Steps v.3 & v.4 above
- v.7. After successfully confirmed the CCRN(s) in Step v.6, the system will ask the user to enter the user's Token Passcode for authentication. The user should then enter the Token Passcode (6 digits) displayed on the Secure Token. If the Passcode is invalid, the system will request the user to re-enter. Upon asking for re-input, user shall wait for the Secure Token to display a new Passcode and input this new Token Passcode (6 digits) to the system. If the Passcode is still invalid after the 4th input, the system will terminate the current processing and request the user to respond by selecting from the options below:
- Press [1] - Transfer the call to ROCARS Hotline
  - Press [0] - Hang up
- v.8. If the debundling is completed successfully, the system will announce the total number of CCRN(s) debundled from the UBR. If the whole trip was cancelled, the system will also announce the Debundling Reference Number (DRN).
- v.9. The system will ask the user to select the next action. The user can respond by selecting from the options below:
- Press [1] - Conduct another debundling
  - Press [9] - Return to the Main Menu
  - Press [0] - Hang up
  - Press [\*] - Repeat Step v.8

### 3.5. Enquiry Menu

The operation procedure of the Enquiry Menu is detailed below:

- i. The system will ask the user to enter the enquiry criteria. The user can respond by selecting from the options below:
  - Press [1] - Enquire UBR (Refer to Step ii. for details)
  - Press [2] - Enquire CCRNs (Refer to Step iii. for details)
  - Press [3] - Enquire the Earliest Crossing Time (Refer to Step iv. for details)
  - Press [9] - Return to the Main Menu
  
- ii. Enquire UBR
  - ii.1. For user with only 1 vehicle registered in ROCARS, the system will announce the vehicle's Vehicle Registration Number (VRN).
  - ii.2. For user with more than 1 vehicle registered in ROCARS, the system will ask the user to select the vehicle for enquiry as follows:
    - If the user has less than 10 vehicles registered in ROCARS, the system will announce each vehicle's VRN in sequence with an assigned sequence number. The user can enter the corresponding sequence number ([1] to [9]) to select the VRN for enquiry.
    - If the user has 10 or more vehicles registered in ROCARS, the system will ask the user to enter the last character of the required VRN. The user should input the last character of the VRN ([1] to [9] for numerals and [#] for letters). If more than 1 registered vehicle shares the same last character in the VRN, the system will announce each vehicle's VRN with an assigned sequence number. The user can respond by selecting from the options below:
      - Enter the number ([1] to [9]) representing the required VRN according to the options provided by the system.
      - Press [#] for the system to announce more VRNs for selection.
  - ii.3. If the selected vehicle has bundling records in both directions, the system will ask for selection of the direction. The user can respond by selecting from the options below:
    - Press [1] - Export
    - Press [2] - Import
    - Press [3] - Both
  - ii.4. After received user's selection, the system will announce the VRN, Import or Export Direction, UBR and the Earliest Crossing Time of the selected bundling record.
  - ii.5. The system will ask for selection of the next action. The user can respond by selecting from the options below:

- Press [1] - Enquire other bundling records
- Press [9] - Return to the Main Menu
- Press [0] - Hang up
- Press [\*] - Repeat Step ii.4

iii. Enquire CCRNs

iii.1. For user with only 1 vehicle registered in ROCARS, the system will announce the vehicle's Vehicle Registration Number (VRN).

iii.2. For user with more than 1 vehicle registered in ROCARS, the system will ask the user to select the vehicle for enquiry as follows:

- If the user has less than 10 registered vehicles in ROCARS, the system will announce each vehicle's VRN in sequence with an assigned sequence number. The user can enter the corresponding sequence number ([1] to [9]) to select the VRN for enquiry.
- If the user has more than 10 registered vehicles in ROCARS, the system will ask the user to enter the last character of the required VRN. The user should input the last character of the VRN ([1] to [9] for numerals and [#] for letters). If more than 1 registered vehicle shares the same last character in the VRN, the system will announce each vehicle's VRN with an assigned sequence number. The user can respond by selecting from the options below:
  - Enter the number ([1] to [9]) representing the required VRN according to the options provided by the system.
  - Press [#] for the system to announce more VRNs for selection.

iii.3. If the selected vehicle has bundling records in both directions, the system will ask for selection of the direction. The user can respond by selecting from the options below:

- Press [1] - Export
- Press [2] - Import
- Press [3] - Both

iii.4. After received user's selection, the system will announce the VRN, Import or Export Direction, CCRN (Batch CCRN, if available) in ascending order, UBR and the Earliest Crossing Time of the selected bundling record.

iii.5. The system will ask for selection of the next action. The user can respond by selecting from the options below:

- Press [1] - Enquire other bundling records
- Press [9] - Return to the Main Menu
- Press [0] - Hang up
- Press [\*] - Repeat Step iii.4

- iv. Enquire the Earliest Crossing Time
  - iv.1. For user with only 1 vehicle registered in ROCARS, the system will announce the vehicle's Vehicle Registration Number (VRN).
  - iv.2. For user with more than 1 vehicle registered in ROCARS, the system will ask the user to select the vehicle for enquiry as follows:
    - If the user has less than 10 registered vehicles in ROCARS, the system will announce each vehicle's VRN in sequence with an assigned sequence number. The user can enter the corresponding sequence number ([1] to [9]) to select the VRN for enquiry.
    - If the user has more than 10 registered vehicles in ROCARS, the system will ask the user to enter the last character of the required VRN. The user should input the last character of the VRN ([1] to [9] for numerals and [#] for letters). If more than 1 registered vehicle shares the same last character in the VRN, the system will announce each vehicle's VRN with an assigned sequence number. The user can respond by selecting from the options below:
      - Enter the number ([1] to [9]) representing the required VRN according to the options provided by the system
      - Press [#] for the system to announce more VRNs for selection.
  - iv.3. If the selected vehicle has bundling records in both directions, the system will ask for selection of the direction. The user can respond by selecting from the options below:
    - Press [1] - Export
    - Press [2] - Import
    - Press [3] - Both
  - iv.4. After received user's selection, the system will announce the VRN, Import or Export Direction, UBR and the Earliest Crossing Time of the selected bundling record.
  - iv.5. The system will ask for selection of the next action. The user can respond by selecting from the options below:
    - Press [1] - Enquire other bundling records
    - Press [9] - Return to the Main Menu
    - Press [0] - Hang up
    - Press [\*] - Repeat Step iv.4

### **3.6. Change Password Menu**

The operation procedure of the Change Password Menu is detailed below:

- i. The system will ask the user to input the new 6-digit password. The User should respond by entering a new 6-digit password.
- ii. The system will ask the user to re-input the new 6-digit password again for confirmation. The user should respond by entering the new 6-digit password again.
- iii. If the password has been changed successfully, the system will announce that the password has been changed successfully.
- iv. The system will return to the Main Menu automatically.

## **4. Data Format**

The associated data and their format are described below:

### **4.1. Data to be provided by Truck Drivers in IVRS**

<b>Item No.</b>	<b>Data Name</b>	<b>Format</b>
1.	ROCARS Account Number	6 digits
2.	ROCARS User Password	6 digits
3.	Menu Options	[0] – [9], [*] and [#]
4.	Customs Cargo Reference Number (CCRN) / Batch CCRN	10 digits
5.	Token Passcode	6 digits

### **4.2. Data to be announced by ROCARS in IVRS**

<b>Item No.</b>	<b>Data Name</b>	<b>Format</b>
1.	Unique Bundling Reference (UBR)	10 digits
2.	Debundling Reference Number (DRN)	6 digits
3.	The Earliest Crossing Time	Year Month Date Hour Minute
4.	Customs Cargo Reference Number (CCRN) / Batch CCRN	10 digits

< END >