



SIMULTRA PROJECT

2017-1-IT01-KA202-006140



SIMULATION OF LOGISTICS AND TRANSPORT PROCESSES

INTELLECTUAL OUTPUT 7

Activity A5.7

User Manual of the tool “Customs Practices”

04/03/2019

ITL-CEPIM-POLIEDRA

**This project has been funded with the support of the Erasmus+ programme of the European Union
SIMULTRA 2017-1-IT01-KA202-006140**

"The European Commission support for the production of this document does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein."

Table of Contents

Table of Contents	2
1. INTRODUCTION	3
2. What is the Custom Practices Game (CPG)	4
3. Minimum required system	5
4. CPG installation	6
5. How to play CPG	7
5.1. Game Controls	8
5.2. Player Actions	9
6. CPG Score	11

1. INTRODUCTION

This manual will give the players of the Custom Practices Simulator a short introduction of the game.

Also the instruction on how to install the game are given as well the required system. Also the explanation on how to play the game is given.

2. What is the Custom Practices Game (CPG)

An European company has requested and already accepted a quote from a freight forwarder for the goods import service.

The estimate specifies that the Container will leave by ship from the port of Shanghai and will arrive in Antwerp to then be transported by road carrier to the client company.

For transport from the port of Antwerp to the company, the shipper has agreed with an MTO - multimodal transport operator where the customs officer works, who uses the support of a customs agent.

The simulator has 4 different levels that correspond to the 4 roles involved in the customs procedure, You can choose to participate in the simulated customs procedures in the role of: Customer (Amazul), MTO customs employee (Multitrans / Lucas Rossi) - Freight Forwarder (Weship / Jim Clarke) - o Customs agent (CustomPass / MirKo Bianchi).

Before starting, it is recommended to consult the following documents:

- DAT/T1
- COMMERCIAL INVOICE
- BILL OF LANDING
- MULTIMODAL TRANSPORT DOCUMENT
- PACKING LIST

together with the Learning Materials report (A5.8).

3. Minimum required system

Display Resolution

Recommended resolution: 1920 x 1080 therefore the window is resizable.

Operative System

Minimum system version: Windows 7.

Recommended system version: Windows 8 / Windows 10

Browser

The download of the game can be done with the principal web browser (Chrome – Internet Explorer – Firefox) at least 32 bit.

Minimum RAM

4GB

4. CPG installation

To play CPG let's click on the link below:

www.simultra-project.eu

Then download `pratiche.rar`; once you've done this, go to the download folder on your PC and extract everything from the downloaded file. Inside files you find an application called `pratiche_doganali` double click on that and run the game on your PC.

5. How to play CPG

Welcome to the Customs Practices Simulator, to change language press the Languages button and select English.



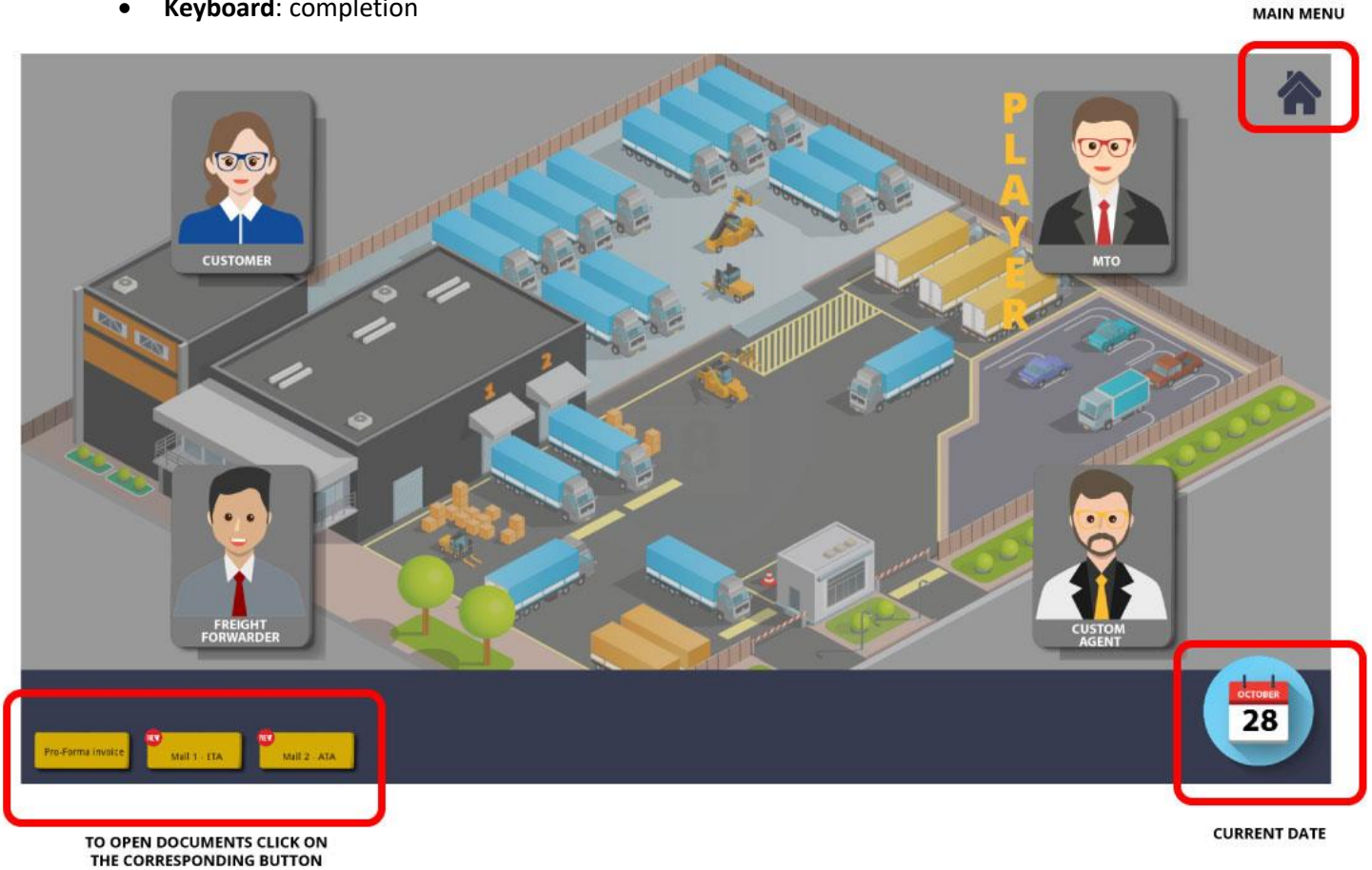
Have a look on the image below, it shows the level choosing screen where the player can have a short resume of the CPG simulator and pick one of the characters. The player at the beginning can only select the first level, next ones will be unlocked only when the previous levels are completed.



5.1. Game Controls

Control keys:

- **Mouse:** movement
- **Left mouse key:** selection
- **Keyboard:** completion

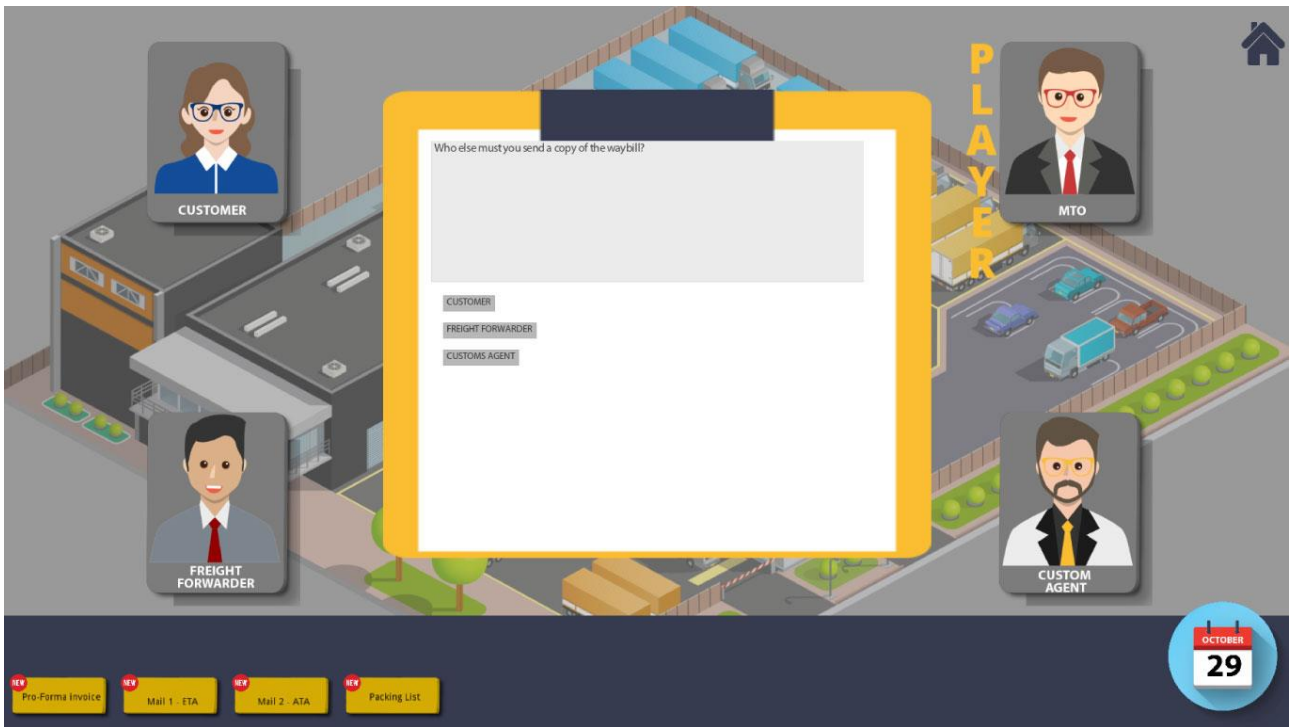


The role in which the player is operating is indicated by the word Player next to the character.

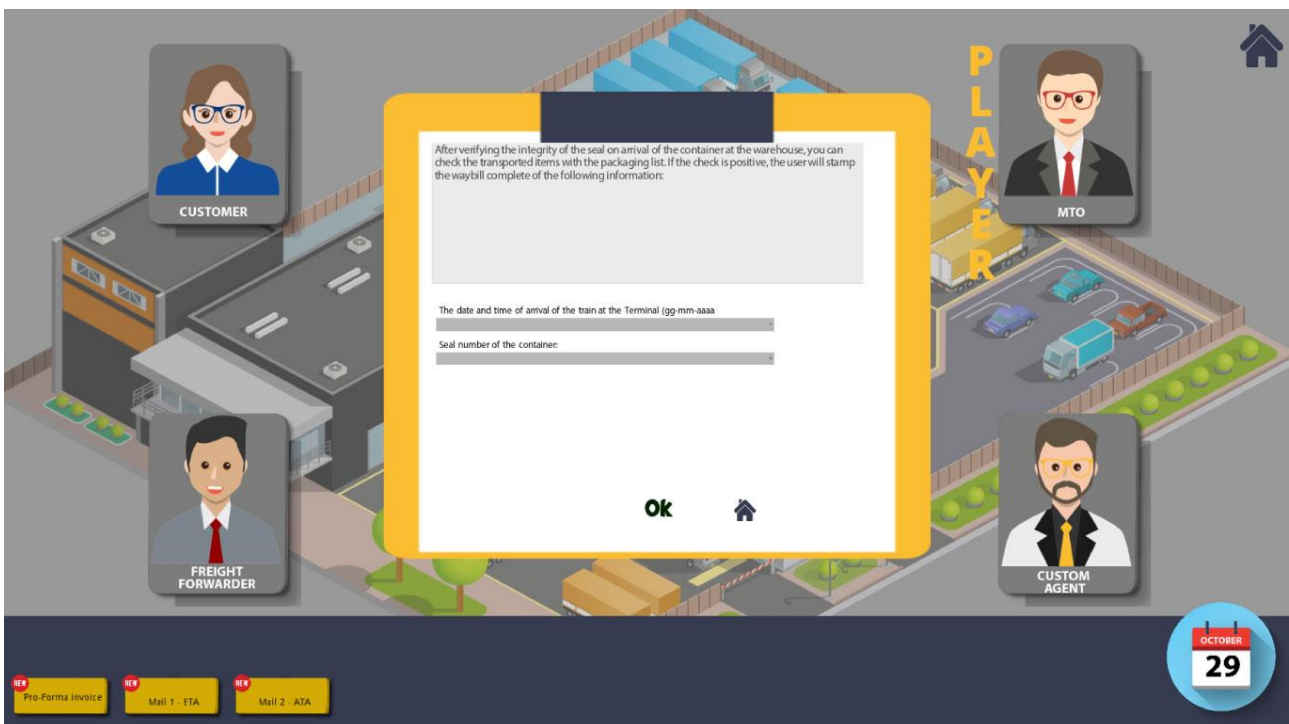


5.2. Player Actions

This game is for educational purposes only and was built in a static environment in which the player should answer and exchange emails with the other actors involved to complete the processes.



CPG proposes multiple choice and completion questions to which you will have to answer: to do this you will be provided from time to time with documents or textual information to complete the tasks assigned. Always remember to view the documents provided by the game before proceeding with the completion of the data.



NOTICE: all the documents inside the simulator are in English, therefore the completion answers must be given in English as shown in the form in which they are reported respecting uppercase, lowercase, spaces and dashes.

Now you are ready to play the Customs Practice simulator have fun!

6. CPG Score

The game is divided into 4 levels which, as described in point 2, correspond to the roles involved; each role has its own score. Some roles being more complicated assign a higher score. The final score will be the sum of all the scores of the roles / levels played.

Each correct answer assigns a score proportionate to the difficulty of the answer mode (the multiple answers are worth less points than those of completion).

At the end is shown the final certificate with the player score, maximum possible score is 100/100.

