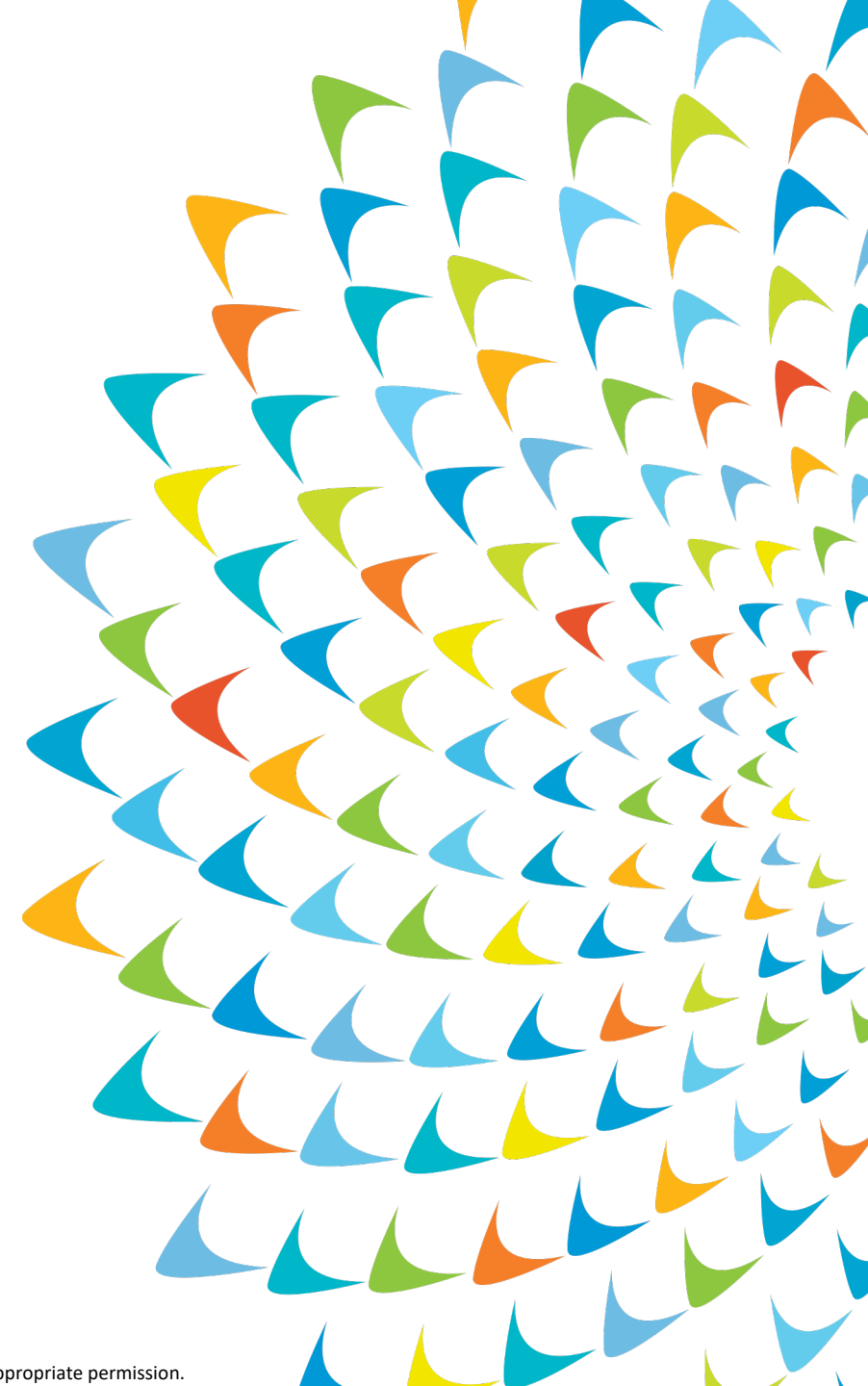




# CAREC Advanced Transit System (CATS) – Access to ICE and Technical Helpdesk



# ***Information Common Exchange (ICE) System***



# DEMONSTRATION - RECAP OF ICE SYSTEM

User ID/Email  
CARECGE01

Password  
.....

Remember me

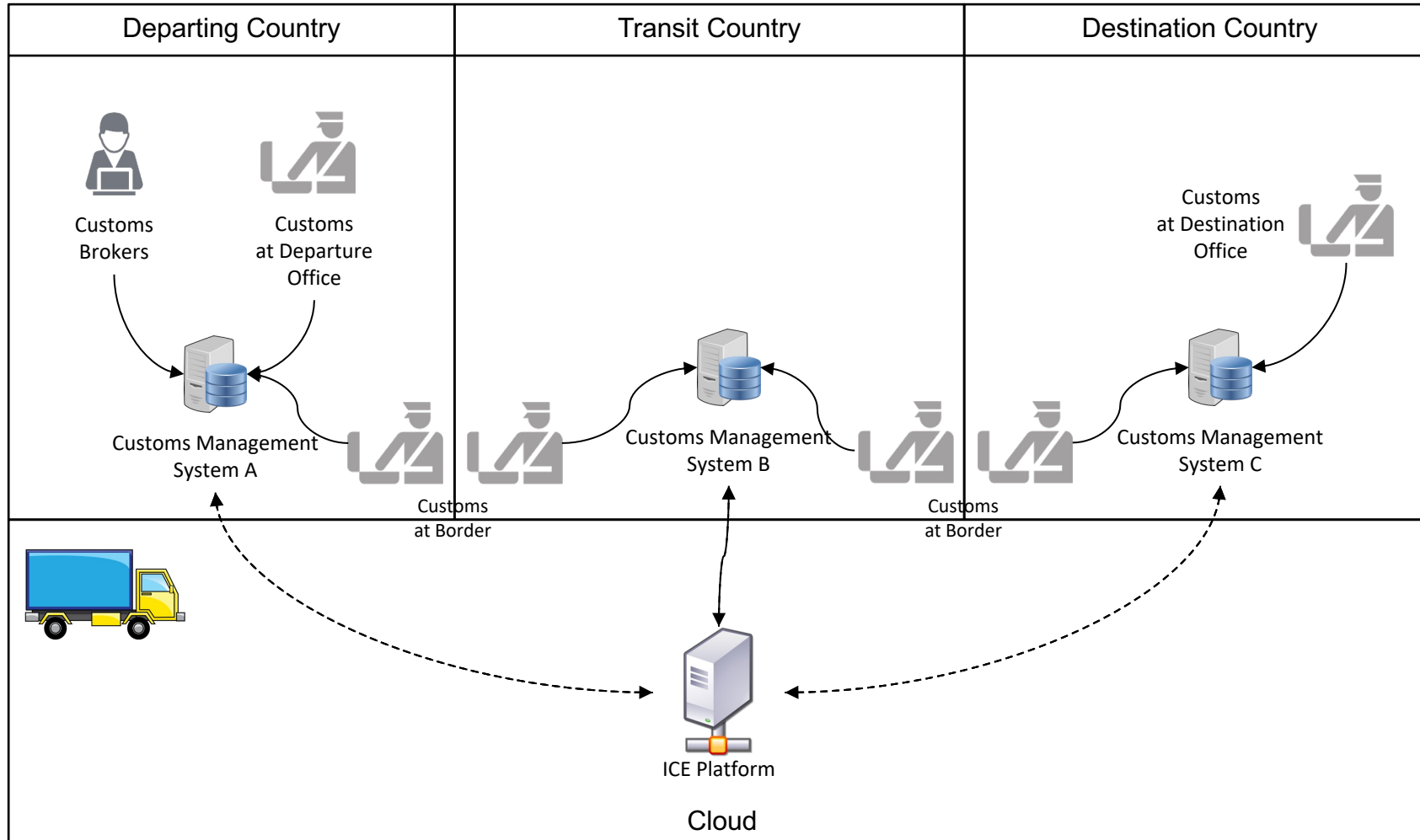
[Sign in](#) or [Sign Up](#)

[Forgot password?](#)

  
Central Asia Regional Economic Cooperation Program

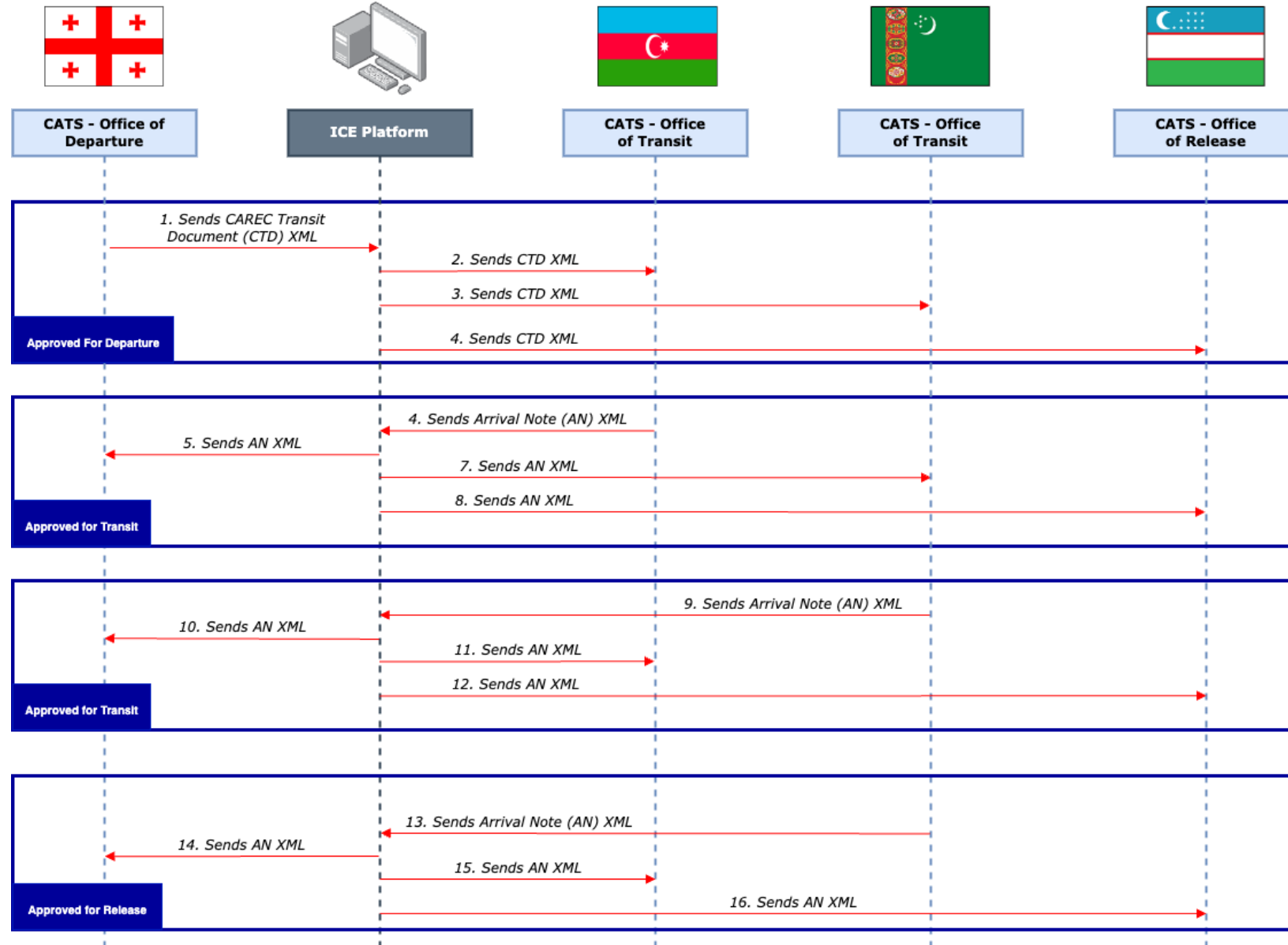


# ICE/CATS PILOT ILLUSTRATION (WITH ANIMATION)





# ICE - SEQUENCE DIAGRAM





# ***Technical Helpdesk***





## *MULTI-CHANNEL SUPPORT*

- **Email Support**

- For helpdesk support, please reach out to [carec-support@guud.company](mailto:carec-support@guud.company)
- The Country Coordinator is required to use the Inquiry template provided in the next slide to compile user questions, issues, and feedback

- **Tracking System**

- All issues will be logged and tracked into the JIRA system by the team
- We will answer the questions, issues and feedback post by the next working day

- **Virtual Support via Zoom**

- Support through Zoom is available on request by the inquirer to provide direct assistance
- Translator needs to be arranged



# EMAIL SUPPORT - INQUIRY TEMPLATE

- **Consolidated Inquiry Table**

- All inquiries from all countries will be shared with the working group at the end of each week, serving as our knowledge base.

| To be filled in by Inquirer |         |              |  |           |   | To be filled in by ADB |        |   |
|-----------------------------|---------|--------------|--|-----------|---|------------------------|--------|---|
| S.No                        | Country | Contact name | Component/s                                      | Date      | Summary of Inquiries  | Severity               | Status | Closing Remarks                           |
| 1                           | Georgia | Anbaz        | CATS Transit Declaration - Transport Information | 10-Feb-24 | Unable to open Transport Information for transaction number for CTD2024012696898.   | S1-High                | Open   | The team is working on the issue          |
| 2                           | Georgia | Anbaz        | CATS Transit Declaration - Item Information      | 10-Feb-24 | Missing the required HS Code of 01061410 for "LIVE ANIMALS; ANIMAL PRODUCTS: Live animals Other live animals: mammals: RABBITS AND HARES: home rabbits:" in the system.<br><br>transaction number: CTD202401569638. | S1-High                | Closed | Resolved, the team has resolved the issue |
| 3                           | Georgia | Anbaz        | CATS Transit Declaration - Guarantee             | 11-Feb-24 | How do I create a guarantee contract?<br><br>transaction number: CTD202401623452.   | S3-Low                 | Closed | Replied to team on 25th February          |







# TRACKING SYSTEM - JIRA

- **JIRA as the Ticketing System**

- Tickets will be created for inquiries to ensure that they are tracked and resolved in time by the team

The screenshot displays the JIRA issue tracking interface. At the top, there are navigation tabs for Dashboards, Projects, Issues, Boards, and Gantt, along with a 'Create' button. The main area is titled 'Search' and includes a search bar with filters for 'CAREC CATS/ICE', 'Type: All', 'Status: All', 'Assignee: All', and 'Contains text'. A 'Search' button and an 'Advanced' link are also present. Below the search bar, a table of issues is shown, with columns for 'T', 'Key', 'Summary', 'Sprint', 'Assignee', 'P', 'Status', and 'Created'. Three issues are listed:

| T | Key   | Summary                              | Sprint | Assignee   | P | Status    | Created   |
|---|-------|--------------------------------------|--------|------------|---|-----------|-----------|
|   | CCI-1 | Unable to open Transport Information |        | Unassigned | ⚡ | TO DO     | 31/Jan/24 |
|   | CCI-2 | Missing HS Code                      |        | Unassigned | ^ | IN REVIEW | 31/Jan/24 |
|   | CCI-3 | inquiry on Guarantee                 |        | Unassigned | = | DONE      | 31/Jan/24 |



## VIRTUAL SUPPORT - ZOOM

- **Request for Virtual Support**

- Reach out to [carec-support@guud.company](mailto:carec-support@guud.company) to request the virtual support and the team will arrange the session via Zoom
- Inform the team if the session is preferred in English or Russian
- From 9:00 AM to 1:30 PM (GMT+4) on Tuesdays and Thursdays, here is our proposed timeslot:

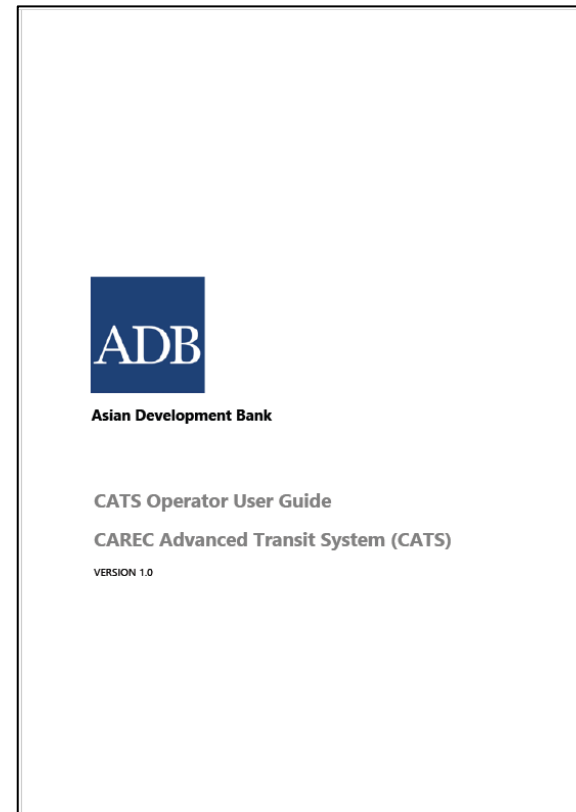
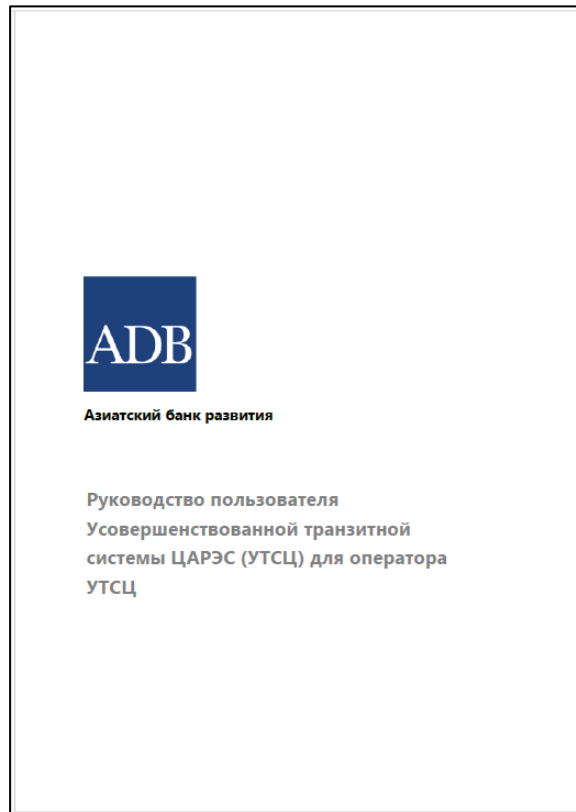
| Slots | Time Allocation (GMT +4) |
|-------|--------------------------|
| 1     | 9:00 AM to 9:30 AM       |
| 2     | 9:30 AM to 10:00 AM      |
| 3     | 10:00 AM to 10:30 AM     |
| 4     | 10:30 AM to 11:00 AM     |
| 5     | 11:00 AM to 11:30 AM     |
| 6     | 11:30 AM to 12:00 PM     |
| 7     | 12:00 PM to 12:30 PM     |
| 8     | 12:30 PM to 1:00 PM      |



# SELF-HELP - USER GUIDES

- **English and Russian User Guides**

- The user guides details down the step-by-step procedure to use the system
- It will be constantly updated to reflect the latest changes or enhancements.





Thank you!

