

Customer Manual



CCH

a Wolters Kluwer business

The Professional's
First Choice



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About CCH

CCH is a Wolters Kluwer business, a leading multinational information provider, with nearly 100 years of experience in publishing information on **law, business, tax, accounting, and human resources**. We have offices located in China, Hong Kong, Singapore, India, Malaysia, Japan, Australia, New Zealand, USA, Canada, UK and Europe.

CCH China is the leading international provider of professional information and publications about China in **English** and **Chinese**, which provide reliable and updated information for investors, corporations and professional advisers. The effective combination of accuracy, authority, practicality and ease of reference in keeping professionals up-to-date on day-to-day changes in the business environment makes the CCH brand *The Professional's First Choice*. Since 2000, branches were established in Beijing, Shanghai and South China, although our company's China activities date all the way back to 1985.

To meet the needs of our diverse customer base, CCH products are available in a variety of media, including: loose-leaf publications, CD-ROM, books and booklets, newsletters and online.

CCH has several thousand customers in China, among them:

- Corporations --- Bank of China, GE, Siemens, ZTE and more
- Law firms --- Baker & McKenzie, Jun He, King & Wood, White & Case LLP and more
- Accounting firms --- Deloitte, E&Y, KPMG, PWC and more
- Consulting firms --- Accenture, Hewitt Associates, Mercer and more
- Universities and research institutes
- Government agencies

• Customer Service Center



CCH China customer service center is devoted to providing superior service to our customers. If you have any queries or suggestions on our products or services, please contact our Customer Service at:

Phone: 400-816-8080

Fax: 400-816-0001

E-mail: support@cchchina.com.cn

Mailing Address: CCH Customer Service Center,
Suite 2503, Tower A, TYG Centre,
C2 North Road, East 3rd Ring Road, Chaoyang District,
Beijing, P.R. China 100027

Our office hours are from 9:00 am to 5:30 pm, Monday to Friday. (Closed on statutory holiday)

CCH China Customer Service Center would like to offer following services to you.

- **Product consulting:** provide new product and seminar information, product catalog and free web trials;
- **Problem solving:** provide explanation and solution to customer request on product usage, delivery and payment, etc;
- **Record maintenance:** update and maintain customer information to ensure accurate product and service delivery.

• How to Obtain More Information on CCH Products



Browse CCH China Websites

CCH offers more than 700 print and electronic products for tax, accounting, legal, human resources and business professionals, all designed to help you take your business in China further. For more information on these products, please visit our websites at:

* **China:** www.cchchina.com.cn.

* **Hong Kong:** <http://www.cch.com.hk>

For other worldwide products and services, please visit the following websites:

* **Malaysia:** <http://www.cch.com.my>

* **Singapore:** <http://www.cch.com.sg>

* **Japan:** <http://www.cch-japan.jp>

* **India:** <http://www.cchindia.co.in>

* **Australia:** <http://www.cch.com.au>

* **New Zealand:** <http://www.cch.co.nz>

* **Canada:** <http://www.cch.ca>

* **UK:** <http://www.cch.co.uk>

* **USA:** <http://www.cch.com>

* **Wolters Kluwer:** <http://www.kluwerlaw.com>

If you can't find what you need from our websites, please send us your specific needs via support@cchchina.com.cn. Our Customer Service Representative will be in touch with you within 24 hours.



To Enquire and Be In Our Mailing List to Stay Informed

Periodically, CCH sends product and service brochures and emails on how you can best use our solutions to meet today's business challenges. Whether your focus is on planning, compliance or litigation, we provide integrated solutions that include research, software and workflow tools, consulting and support based on your needs and workflows to help you practice efficiently, confidently and in full compliance with the law.



To Inquire for More Product Information:

Simply email to inquiry@cchchina.com.cn with the subject: "inquire for more product information" and we will include you in our mailing list. We will send you the product information requested as soon as possible. Please include the following information in your Email: _____

Product of Interest: _____

Salutation: (select one: Mr/Ms /Mdm/Dr) _____

First Name: _____

Last Name: _____

Title / Position: _____

Phone Number: _____

Fax Number: _____

Company Name: _____

Address: _____



To Stop Receiving Product Information:

If you do not wish to receive this notification, simply email to unsubscribe@cchchina.com.cn with the subject line "unsubscribe". We will remove your contact from our mailing list.

What is an update service? What are the benefits?

CCH delivers the modern, efficient and reliable way to do professional research. CCH subscriptions and updates are the professional's 'competitive advantage.'

Professionals face many demands from internal and external customers to give fast, complete, reliable and up-to-date advice. It is essential that your information resources are also fast, complete, reliable and up-to-date. Maintaining your subscription renewal ensures you have these updated resources on your desk at all times.

CCH China is the clear leader in helping professionals provide world-class support to their internal and external customers. Our updating services give you the confidence to respond quickly and positively and to build greater efficiency, professionalism and consistent quality in the work of your department.

The subscription to updated services is available in loose-leaf print reports as well as online.



To keep your information complete and up-to-date, loose-leaf reports will be issued as part of your Loose-leaf Subscription. Each CCH report consists of a number of loose-leaf pages which are to be filed in your Loose-leaf Subscription binder.

Filing these update reports as they arrive not only highlights the latest changes, but ensures that you have the most up-to-date, complete and reliable information to respond quickly and confidently to the demands of your organisation and your customers.

How to file your updates?

- **Go to the "Report Guide & Filing Instructions" sheet of your newly received report:** This instruction sheet contains a summary of the changes included in the loose-leaf report. Along with the number of that report, your update report also sets out which pages to remove and which pages to insert into your binder. Each update has a unique number which is shown on the "Report Guide & Filing Instructions". Follow the instructions closely.
- **File the "Report Guide & Filing Instructions" sheet in the "Last Report Filing Instructions" tab:** After filing each report, remove any previous "Report Guide & Filing Instructions", i.e. keep only the "Report Guide & Filing Instructions" from the latest report. Before filing the next report, check under the pink tab "Last Report Guide & Filing Instructions" to ensure that the Guide has been filed properly. If not, file the last update before you file the new one as changes may have been made to the last update.

If you face any problems filing your updates, please contact the Customer Service on **400 816 8080**

What is a Web Subscription Service? What are the benefits?

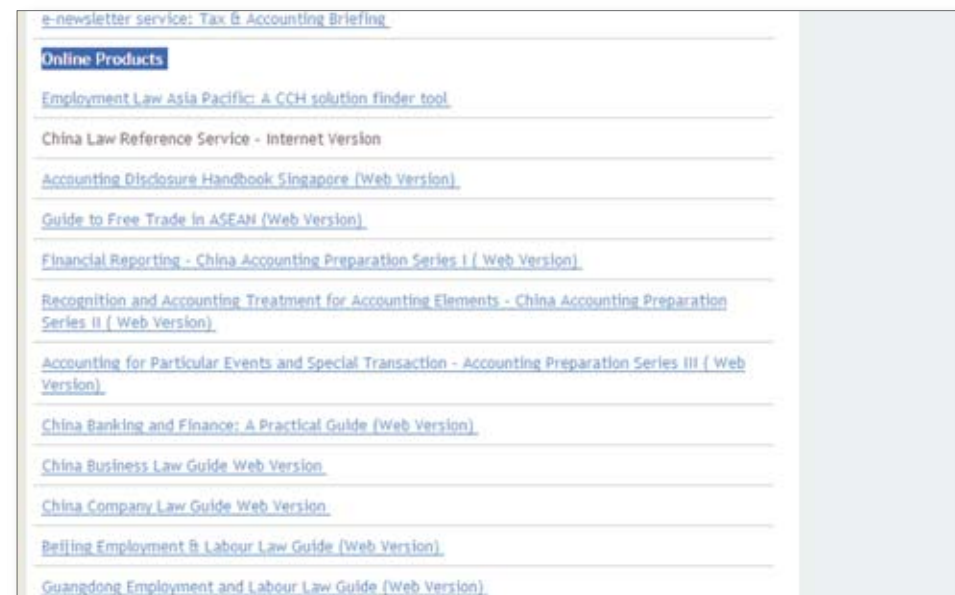
All of the loose-leaf subscription services are also available online. The benefits of online information include the ability to search text and to cut-and-paste content as part of your advice or in reports for internal or external customers. This helps greatly in improving communication in a global or regional organisation, not to mention a great productivity tool.

The CCH Online Library is organised into regional Libraries by topic areas such as Legal, Tax & Accounting and HR.

From time to time, the CCH Online Library will update the Loose-leaf Subscription for web subscribers. Web subscribers do not need to file new reports in their loose-leaf binders. Instead, they can view all up-to-date content in the website directly. Web subscribers can also click the "what's new" link to find what has been newly updated in the content. What's more, web subscribers receive their updates before print subscribers do.

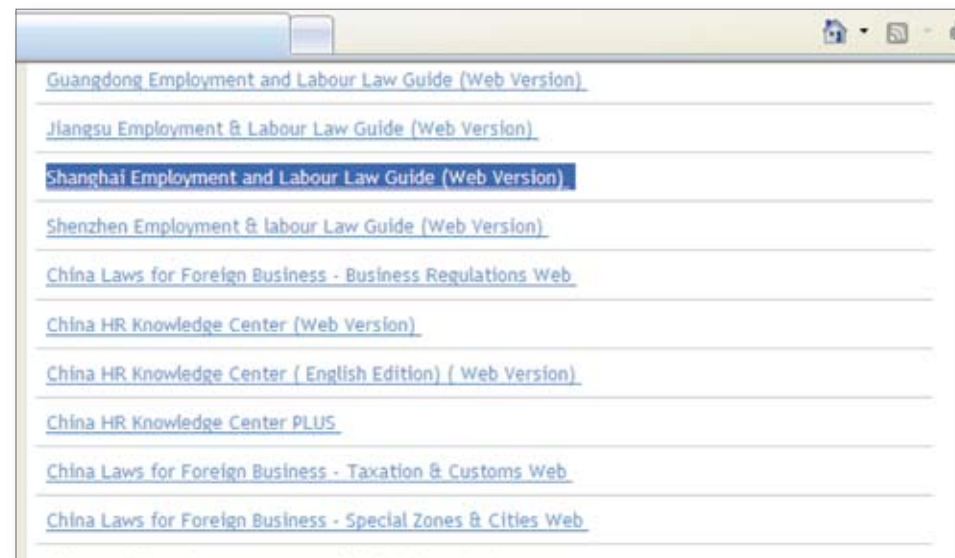
How to use the web subscription efficiently

- **Log in**
 1. Open your Internet browser e.g. Internet Explorer
 2. In the address bar, type in **www.cchchina.com.cn**
 3. Type in your Username and Password and click 'Login' or press the enter key. If you have forgotten your Username and Password, please call our Customer Service hotline at **400 816 8080**.
 4. Your subscription list should be displayed.
You may now open any resource on this page with a single mouse click. You may also access the CCH online store, news and other subscriber-only content.



• Access

To access any of your CCH Online Subscriptions, simply click on the name of a particular product.



Web Subscription Service

• Table of Contents Search

To browse, you can simply click through the "Table of Contents" map on the left hand panel and enter the specific content by clicking the relevant item in the table. Headings can be expanded by clicking the '+' symbol or collapsed by clicking '-'.

Easy-to-use - designed with the user's daily workflow in mind with thorough topic indexing to locate information.

Table of Contents of TaxgWork on the left panel for easy reference rather to search randomly.

Value for Money Available 24 hours/365 days, this time saving resource provides continuous updates to minimise your business risks - It certainly is value for money to any business.

Collaboration Made Easy - Whether you are in the office or abroad, the Print function allows you to print the information, save into a word file or pdf file, or send url link to your colleagues for instant multiple distribution.

Intelligent Search - In-built search engine that have advance search function offers quick and accurate results each time.

Useful to look for certain type of content such as *reinvestment allowances.

Web-Based - access accurate and authoritative information anytime and anywhere in the world with any Internet connection.

Current & Minimises Risk - the updates keep you in touch with the recent changes to minimise business risk.

Accurate & Authoritative - written and prepared by well regarded local experts in the field. So you have peace of mind.

Practical - provide relevant legislation, commentary, case studies, illustrations, best practices, latest trends and developments of the subject matter. Saving you time to search various sources just for one subject matter.

Web Subscription Service

• Index Search

Subscribers can also search for information by following the subscription's index located at the bottom of the "Table of Contents". The index is in alphabetical order and will direct you to the topic you need. Index references are to paragraph numbers on the right hand panel. Subscribers can view relevant content by clicking the relevant paragraph number.

LABOUR SECURITY SUPERVISION

Finding Aids

INDEX

F

Factory directors

labour contract [§60-250](#)

Female employees

antenatal check-ups and rest [§112-415](#)

birth planning regulations violation [§140-390](#)

breast feeding of babies

time granted [§140-380](#)

labour contract continuity

protection during delivery period [§140-305](#)

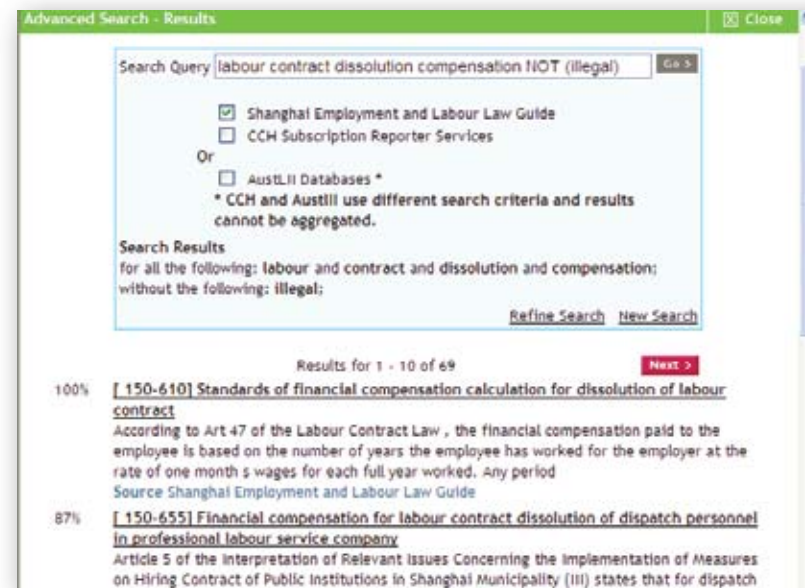
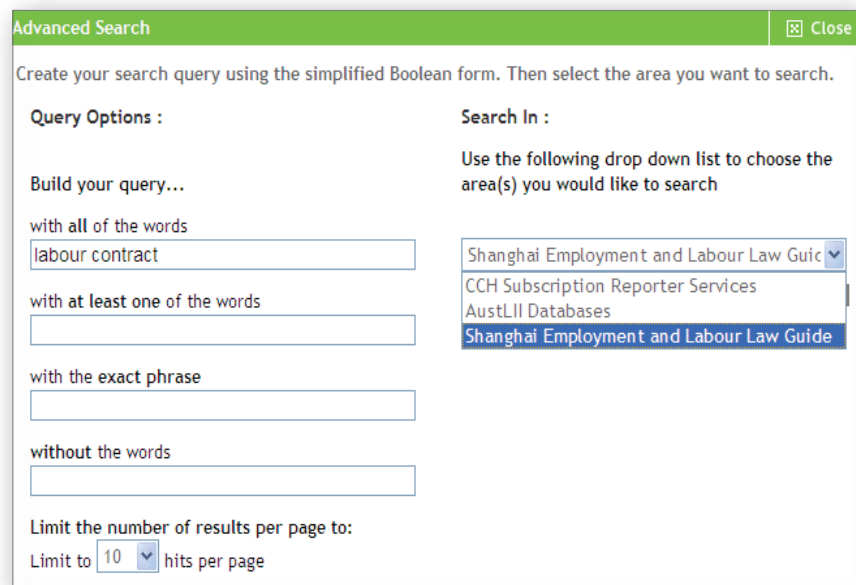
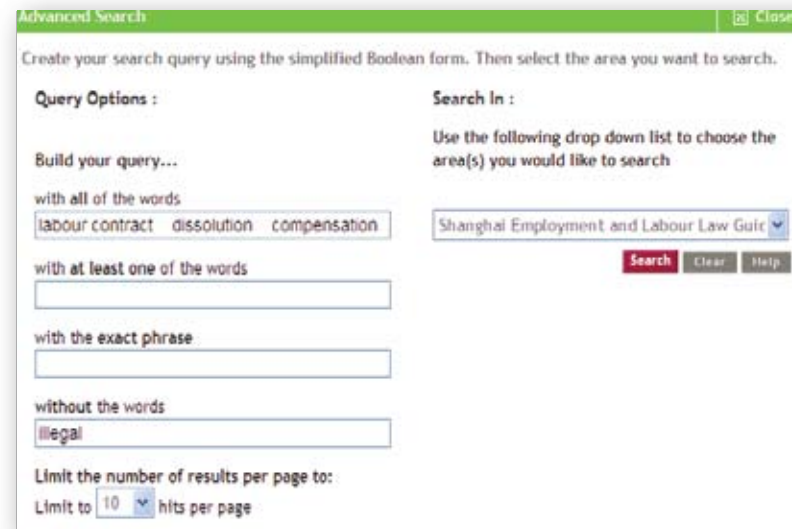
wages [§140-385](#)

• Keyword Search & Advanced Search

Web subscribers can also search information and content by typing keywords in the "Search" bar.

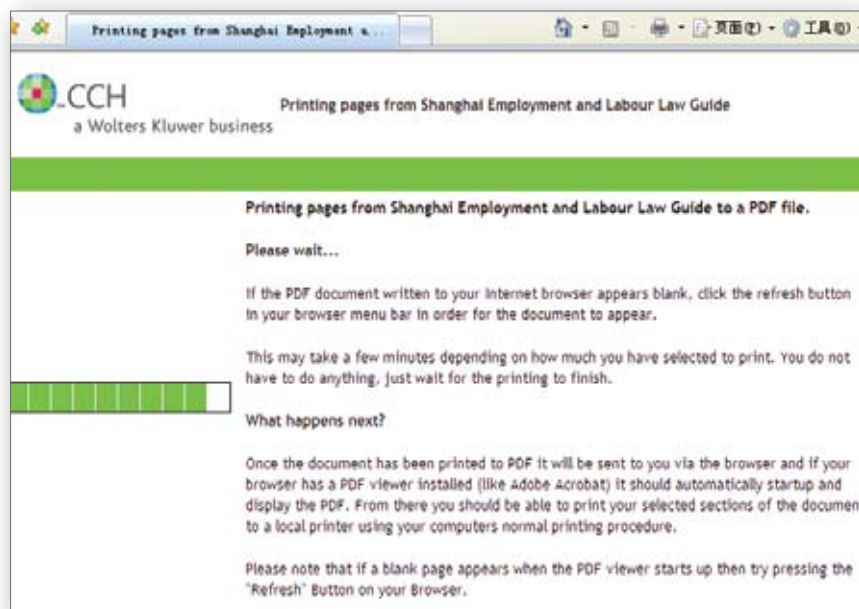
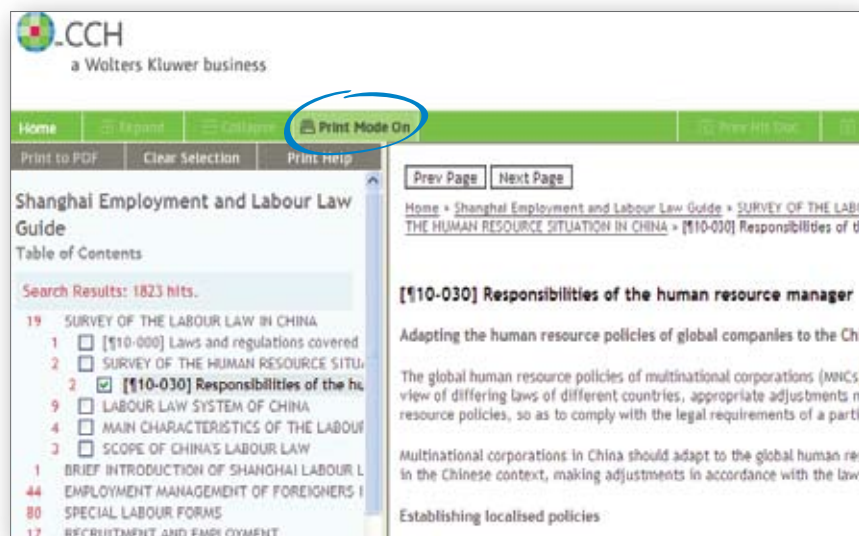


Subscribers can use "Advanced Search" to find more exact results.



• **Print**

CCH Online Library allows subscribers to print the content they need.



What is a subscription renewal?

All CCH subscription products come with updates on the latest and most important regulatory and practice changes. This helps you to keep up with the latest industry developments.

All CCH subscription services come with updates for a one-year period from your date of purchase. Before your subscription is due to expire, CCH will send a Renewal Payment Notice to remind you to renew your subscription.

By keeping your subscription active through renewals, your subscription allows you to receive the critical information that you have come to rely on without disruption. If the subscription is not renewed, your information service will quickly become out-of-date and stop being a reliable and accurate source of information to meet your current compliance needs.

If you fail to renew your subscription, it will cost you more when you resubscribe after your subscription renewal has lapsed. As such, it is in your best interest to pay for your subscription renewal promptly.

The renewal price is usually at a discount on your new subscription price.

What should you do with the Renewal Payment Notice?

- Confirm if the contact person and product information listed is correct.
- Promptly arrange remittance of the renewal payment to the bank account stated on the Renewal Payment Notice. Note that payment has to reach CCH prior to the renewal due date to ensure your updates are not disrupted.

To ensure correct processing of your renewal, please indicate the Invoice Number and Customer Number of your Renewal Payment Notice on your payment voucher, a copy of sample is attached on page 17. We will arrange for the renewal of your subscription as soon as we receive your remittance.

If you have any enquiry regarding subscription renewal, please feel free to contact our Customer Service Center at **400 816 8080**.

What is CCH Executive Events training and seminar service?

CCH Executive Events is the seminar and conference arm of CCH Asia. We offer opportunities for delegates to receive business critical information and timely insights and analysis presented by industry experts. Our events also provide a forum for discussion that allows delegates to explore the intricacies of the chosen seminar topic while interacting with their peers and learning from their experiences. Our programmes are conducted by industry practitioners and other experts who are able to provide participants a well-balanced blend of theory and practical applications.

CCH Executive Events provides an excellent opportunity for you to:

- Listen to industry experts and practitioners
- Keep ahead with in-depth business insights
- Enhance your knowledge on major country specific and global issues
- Exchange and develop ideas
- Participate in informed and independent debates
- Discover profitable new business opportunities
- Network with your peers and develop new contacts

Relevant and Practical Skills Training

CCH Executive Events offers a comprehensive menu of executive programmes to cater to all professionals. These programmes target specific issues in the broad categories of:

- Tax
- Accounting & Audit
- Company & Securities Law
- Asia Business
- Human Resource
- Employment Law

Seminar payment terms

Please ensure your remittance is made to our bank account before the seminar.

Order Form

To ensure timely product delivery and an accurate customer record, please fill in all the information on the Order Form carefully. Complete contact information will help us get in touch with you if you need future support on your subscription.

Please be reminded that the company name and address, contact phone number and email, company stamp and authorized signature, etc. are compulsory items on order form.

Subscription Period

All CCH subscription services come with updates for a one-year period from your date of purchase and will be automatically renewed until countermanded in writing. All subscription services may not be terminated once the subscription period has commenced. Should you wish to terminate your subscription service upon expiry, you may write to support@cchchina.com.cn

Product Delivery

How long does it take to receive the print products?

If you order a CCH Asia Pacific print and CD product, the average delivery time will be 15 business days after your successful order date.

If you order other Wolters Kluwer companies' print products, your product may take a longer time to deliver, the average delivery time will be 25 business days after your successful order date.

How long does it take to receive the ID and password for web products?

If you order a CCH Asia Pacific web product, the average delivery time of the user ID and password will be 6 business days after your successful order date.

If you order other Wolters Kluwer companies' web products, your web product may take a longer time to deliver.

• The above terms do not apply to the orders from a distributor.

Payment Information


Credit Terms (30 days after order confirmation)

CCH offer a 30-day credit term to approved customers on CCH products after your successful order date (with the exception of seminar, which have to be paid prior to the date of the seminar), your subscription will be disrupted if payments are late. If updates are disrupted, you may no longer be able to rely on your information service.

Payment Information

Please arrange your remittance strictly according to the Payment Notice. In order to make sure that you could receive our product and service in time, please copy the **Invoice Number** and **Customer Number** from the Payment Notice to the payment voucher. Please refer to the sample as below.

CCH China
Suite 2503, Tower A, TYG Center
C2 North Road, East 3rd Ring Road, Chaoyang District
Beijing 100027 CHINA
Customer Support Hotline: (86) 400 816 8080
Customer Support Fax: (86) 400 816 0001



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YOUR COMPANY NAME
YOUR COMPANY ADDRESS

10000001 (CCH Customer No.)
YOUR NAME
YOUR COMPANY NAME
YOUR COMPANY ADDRESS

ENQUIRIES (86) 400 816 8080

DATE 29/06/2008

CUSTOMER NO. 10000001

INVOICE NUMBER 88888888

TOTAL DUE RMB 6,666.00

YOUR REF

PLEASE PAY BY 29/07/2008

Document re-created on 26/08/2008

**** 银行 电汇凭证 (回单)** 1

普通 加急 委托日期 年 月 日

汇款人	全称	收款人	全称
	账号		账号
	汇出地点		汇入地点
			省 市/县
	汇出行名称		汇入行名称
金额	人民币	亿 千 百 十 万 千 百 十 元 角 分	
	(大写)		
		支付密码	
		附加信息及用途:	
		Invoice no. 88888888, Customer no. 10000001	
汇出行签章		复核	记账

此联汇出行给汇款人的回单

Suspension and cancellation

If you purchase a subscription product, please be reminded that your subscription will be suspended if the payment has not been made to us within 60 days from the date of the invoice, and you will not receive any updates to the subscription once it is suspended.

If you renew your yearly subscription, please be reminded that your subscription will be suspended if the payment has not been made to us within 60 days from your subscription start date, and your subscription will be cancelled if the payment has not been made to us within 116 days from your subscription start date. You will not receive any updates to the subscription once it has been suspended or cancelled.

Important reminder that once a subscription renewal has been cancelled, it can only be reinstated within three months from the cancellation date, otherwise you will need to place a new order after three months from the cancellation date and you will not be able to enjoy the renewal discount.

Issuance of Invoice (Fapiao)

If you order a web product or seminar, the official invoice, or fapiao, will be delivered to you within 10 business days after your successful payment.

If you order a print product, the official invoice will be delivered to you within 15 business days after your successful payment.

1. Before I call the helpline, what information should I provide to expedite the process?

Please provide the customer ID if you are a CCH customer.

2. I am moving to a new office, when and how should I notify CCH?

You should inform us of your new information at least one month before your move by calling our service hotline: **400 816 8080** or email us at support@cchchina.com.cn to ensure the accuracy of product and updates service delivery.

3. I have taken over the job of CCH subscriber from someone else. What should I do?

Please call our service hotline: **400 816 8080** or email us at support@cchchina.com.cn to update the contact information. Please provide the existing Customer ID and written confirmation of who you are replacing.

4. When you encounter these circumstances:

- I didn't receive the last update or Journal, how do I make a missing claim?
- I just paid the bill and need the fapiao issued urgently. What can I do?
- I can't access the online service with the User ID and Password received. What then?
- I haven't received the product. Who should I approach?

You may inform us by calling our service hotline: **400 816 8080** or email us at support@cchchina.com.cn

5. I'm not able to attend the seminar I registered. What shall I do? Can I carry forward this credit for the next seminar?

A substitute delegate is welcome at any time and no extra charge if you are unable to attend. Full payment will be imposed if cancellation is made less than 10 working days before the seminar. This also applies to no show on the day of event. All notices of cancellation or replacement must be made in writing and acknowledged by CCH via email or fax.

6. I would like to be in your mailing list. How do I subscribe to it?

You may send an email to inquiry@cchchina.com.cn with the subject line "subscribe".

7. I would like not to be in your mailing list. How do I unsubscribe to it?

You may send an email to unsubscribe@cchchina.com.cn with the subject line "unsubscribe"