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What to Expect for Travelers Returning to China Guide

September, 2020

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Summary – What your return to China will involve

Here are the main steps of your return. Further details and suggestions are in the Appendices.

Currently all travelers back into China need to:

- Get a special one-time entry visa from an overseas Chinese Consulate.
- Submit health declaration prior to departure and ensure to have the QR code handy – through email/ print out/ cell phone (that need to function in China).
- Complete nucleic acid testing in average within 5 days before boarding. Testing should be carried out in institutions designated or approved by Chinese embassies abroad (if already defined).
- On arrival at Pudong airport, follow testing protocols defined by the local authorities.
- Submit any doctor's health letters/documents for home quarantine exception during quarantine hotel assignment process.
- Be transferred to a quarantine hotel.
- If NAT is negative (no COVID-19 infection detected): remain in quarantine (home or hotel) until 14 days after arrival.
- If NAT is positive (COVID-19 infection detected): be transferred to specialist quarantine hospital unit for monitoring and treatment.

Before Travelling

VISA Application

- On receipt of your invitation letter from the Chinese Foreign Affairs Office (FAO), you will have to apply for your one-time entry visa.
- Each overseas Chinese Consulate has its own practices, so the process may vary depending on the consulate to which you apply.
- You can now book or confirm your flight. Most one-time entry visas are valid for 90 days.

Who to Tell?

At least 5 days before your flight departure date, email the names and passport numbers of the people travelling, their arrival flight date and flight number to:

1. Your housing compound management office.
2. Your children's school(s) – they will need this information before accepting your child(ren) back onto their site.

Nucleic Acid Test (NAT) Report



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- Complete nucleic acid testing (NAT) in average within 5 days before boarding. Testing should be carried out in institutions designated or approved by Chinese embassies abroad (if already defined).
 - Please contact the nearest Chinese Consulate or Chinese Embassy for details.

Packing

- See the detailed packing list (Appendix 4) for essentials such as documentation, and recommendations for the journey and your stay in centralized (hotel) quarantine.

During Travel

- The travel situation and processes are constantly changing, so expect the unexpected.
- The food and drink service on the aircraft may be very basic. Bring some food and snacks to keep you going.
- Services may be restricted depending on the airline (i.e., children menus not available, no blankets or pillows).
- Keep your mask on as much as possible during the flight, both for your own protection and for the peace of mind of others.

Arrival at Shanghai Pudong Airport (Details in Appendix 6)

- On landing you may need to wait on the aircraft for up to 1-2 hours while the passengers are disembarked in groups, either by name, or by seat location.
- Getting through the airport procedures may also take 3-4 hours; expect: queues, showing your health declaration QR code, temperature checks, form-filling and QR code scanning. A COVID test (NAT) will be taken from each traveler and sent for testing.
- Have all your documents ready and prepare to fill in multiple forms and declarations for each person. Keep your boarding passes: you will need proof of flights and seat numbers in coming days.
- Apply for home / central quarantine at the last “transportation” station.
- You will then go to wait for a special bus to transfer you to your assigned hotel where you will wait for your test results. The transit to that location may take a long time, anything up to 5 hours has been reported.
- It may seem confusing, but there are lots of people around to guide you through the stages.
- **SEE APPENDIX 6** to review detailed the detailed procedure of getting through Pudong Airport.

Arrival NAT & Quarantine (Details in Appendix 2&3)

As of July 27, Shanghai provides the following Groupings for quarantine:



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GROUP 1: Inbound travelers can complete 7 of their 14 days of quarantine at home. Traveler must request 7+7 quarantine at the airport. The first 7 days must still be done at designated observation hotel site and the remaining 7 days at home, as long as the individuals home/apartment has individual entrance and individual AC.

GROUP 2: Travelers meeting the following 3 conditions

- a) with children under 16 years old, medical letter, or other(see App 3)
- b) with qualified home condition
- c) with negative COVID test result upon arrival to PVG

can apply for home quarantine in PVG upon arrival.



Typical room of central quarantine hotel

GROUP 3: Travelers with residences without individual entrance or individual AC, would stay 14 days at a quarantine hotel.

Test results from the airport are normally communicated within 24 hours after arrival. All 3 groups will be at a central quarantine hotel for the duration of time required to receive the test results. After receiving your negative test result at the central quarantine facility:

- if you are in GROUP 2 , you will be transported to your home by local authorities to complete your 14 days quarantine at home
- if you are in GROUP 1, you will spend 7 days at your quarantine hotel, and then you will be transported by local authorities to your home to complete the remaining 7 days of quarantine
- if you are in GROUP 3, you will remain for the full 14 days at the quarantine hotel.

For the quarantine hotels:

- There is no choice about which hotel you are put in. Families will be placed in the same hotel.
- Generally, it is strictly one person (over 14 years old) per room. Children under 14 years old stay in a room with a parent.

If your test result is positive, or if you develop symptoms during your quarantine, you will be transferred to a COVID-19 specialist hospital unit. See Appendix 2 for more details on the possible outcomes of your arrival NAT. If any passenger tests positive and is a close contact to you on the plane (+/- 3 rows of your seating location), you may need to stay/return to a quarantine hotel for the duration of your quarantine period regardless of home qualification.

Release and QR Code



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- If you do not develop any COVID-19 symptoms during your quarantine period, when the 14 days are finished, you will receive a release certificate. You may be subject to complete a final NAT before your release certificate is issued.
- For those arriving after July 27 and under the new 7 days at hotel plus 7 days at home quarantine, a final NAT test is required before release.
- For those staying at the central quarantine hotel, upon completion of the 14 days period, you can then arrange your transportation and go home.
- Once you have your release certificate, you should download the Shanghai Health QR Code which will enable you to move freely around the city. Details on how to do that are in Appendix 5.

Appendix 1 – Preparing for your journey

Throughout the journey you will encounter staff in hazmat protective clothing, long waits, repeated form filling, constant temperature checks, and a lack of usual facilities such as restaurants, shops, inflight food service, etc. You may experience occasions of confusing or contradictory instructions, or a general lack of information. Try to remain patient and prepare your family members for what to expect. Stay hydrated, have snacks to keep you going, and bring things to keep you entertained as you work your way through the process.

Packing and preparation

- See Appendix 4 for a detailed packing lists for essentials, hand luggage and check-in luggage.
- Pack as lightly as possible and use bags you can wheel.
- Pack bags for individuals as you will be taken to separate rooms on arrival at the quarantine hotel.
- Download computer games, e-books, audio books, films and TV shows.
- Download and set-up Apps for use in China, e.g. for food delivery.
- Set up WeChat groups with your family and fellow travelers.
- Explain to your children what will be happening and what to expect.
- Learn to use a thermometer (in degrees Celsius). Purchasing an electronic thermometer for each person in your household 14 years or older is recommended.
- It is important that everyone have a QR scanner app (is included in WeChat/Alipay) loaded on their phone. You are asked to scan things along the trip.
- If you are new to China, ensure to bring some cash and a valid credit card (Master or VISA)

Clothing for the journey

If you're travelling through the summer months, some areas may be uncomfortably hot and humid due the restricted use of air conditioning. Dress in several layers of light, comfortable clothing. You are also likely to be waiting in queues, so comfortable shoes are essential. One moderately warm layer, or light scarf might be useful.

Tip: don't over pack. Limit your hand luggage and use small cases with wheels or back packs. It's likely to be several days of queuing and moving from place to place, so large amounts of hand luggage to keep track of and move will be inconvenient. This includes your check-in luggage – don't pack more bags than you can wheel.

At your departure airport

Contact your departure airport for any specific processes or requirements for flights departing for Shanghai.



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On the flight

Food and drink service on the aircraft may be limited to a very basic provision, or nothing at all. See Appendix 4 for what to bring in your hand luggage. Flight attendants may well be wearing hazmat protective clothing; it might be worth explaining this to young children as it can be a bit unsettling.

Keep your mask on as much as possible during the flight, both for your own protection and for the peace of mind of others. You will probably have your temperature tested and recorded repeatedly throughout the flight.

You are required to declare if you have any symptoms of fever, cough, headache, sore throat, etc. Also, if you have taken any fever control medication such as paracetamol or ibuprofen, be honest.

Appendix 2 – The Nucleic Acid Test (NAT)

You will have a NAT sample taken on arrival at Pudong airport. If you have any COVID related symptoms you will be immediately transferred to a hospital. If you do not have symptoms you will proceed through the entire process until you receive the actual results (about 24 hours later).

The NAT sample taking is a two nostrils and/or throat swabs and takes a few minutes. Additionally, you may be requested to take a blood test.

IF your result is negative (no infection detected). You will follow the process of 1 of 3 groups defined in Appendix 3

IF your result is negative but someone you've been in close contact with tests positive.

- Your status will be same as if you tested negative, but you may find you are subject to closer monitoring and additional testing. Home quarantine will no longer be possible even if your home qualifies.

IF your result is positive or you have COVID symptoms upon arrival.

- You will be isolated from other travelers, including your family, and taken to a Shanghai hospital where you will stay under observation and be treated for any symptoms that develop.
- This is regardless of previous negative test results, or whether you have symptoms. Although false positive results do happen, you will be treated as though you have the virus even if you are asymptomatic.
- If you test positive and you are a parent caring for a child, then the child must stay with the other parent, and neither the other parent nor child will be allowed to accompany you to the hospital.
- If you are travelling alone with a child, a guardian will be assigned to stay with your child, or in previous cases, parents have been able to nominate someone to come and take care of the child in their quarantine hotel.

Children with a positive test result.

- The NAT positive result process applies also to babies and children of whatever age – they will be isolated from their family and taken by medical staff to hospital. This very rarely happens but it is a possibility.
- Exchange contact details (WeChat, mobile number) with the medical staff taking your child. Give them all their documentation, including any medical information such as allergies.
- Although inevitably distressing, reports from when this has happened are that children are very well cared for in good medical facilities and parents are kept in touch with them and the people caring



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for them. However, it is important to understand that it is not possible for anyone other than the medical staff to accompany them to hospital.

Appendix 3 – 14 Day Quarantine scenarios

Group 1: '7+7' quarantine protocol in Shanghai

From July 27, conditional '7 days centralized + 7 days at home' quarantine measures have been implemented for inbound travelers in Shanghai:

- People whose destination is Shanghai are eligible for the '7+7' mode if they have a fixed place of residence in Shanghai, and meet the conditions of home quarantine for health observation (that is, one person per one household or one family per one household, or the co-resident promises to stay at home together).
- For the first 7 days, the applicant must stay at the centralized hotel for the quarantine.
- If applying for home quarantine, the applicant will have a nucleic acid test on the 5th day of the centralized quarantine. If the test result is negative, on the 8th day, each district will arrange a special vehicle to transfer applicants from the centralized quarantine place to the residence place, and implement a 7-day home quarantine.
- Before the end of home quarantine, another sample of all the people in the same household will be taken for nucleic acid testing. If all are negative, the quarantine measures will be lifted after 7 days of home isolation.
- If one does not want to take home quarantine or do not have the conditions for home isolation, a 14-day centralized quarantine will be implemented at the assigned place.

Group 2: Home Quarantine

Currently quarantine in your own home is only allowed for:

- Children under 16 years old returning from overseas alone.
- Pregnant and postpartum woman.
- People aged above 65 years old.
- People returning from overseas, where there are children under 16 years or elderly people (over 65 years) to care for at home; or children or the elderly that are returning with that person.
- People suffering from a serious disease, e.g. coronary heart disease, etc.
- People with disabilities.
- People with a medical letter.

The decision is reliant upon your home ventilation system. If you live in an apartment with air vents that are shared with neighboring apartments, you will not be allowed to home quarantine, regardless of your condition.



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The suggestion is to ask your doctor to provide you a medical history report and have the report translated to Chinese, as it may help you qualify for home quarantine application later based on the current practice.

If you are eligible for quarantine at home, you will be tested a 2nd time on day 12 or 13 at home. It costs RMB 120 per test and you can pay either by AliPay or Wechat.

Group 3: Central Hotel Quarantine

For those without a home with independent entrance and independent ventilation system as well as new expatriates to China, you and your family will be in a quarantine hotel for 14 days. Here are some things to expect and ideas to make your stay as bearable as possible.

- The quarantine hotels have been selected by the Shanghai local health authority. There is no choice about which hotel you are put in, but they will keep families in the same hotel.
- Generally, it's strictly one adult (over 14 years old) per room.
- You can try asking for older children to be put in a room together, or with a parent.
- Ask to be put in adjacent or nearby rooms, e.g. across the hallway. Make your requests politely and persistently but be prepared to accept the allocation of rooms you're given.
- Children 14 years old and under stay in a room with a parent. If you have more than one child, the children can either stay with one parent or can be divided between both parents.

Your Hotel Stay

- Most hotel staff speak only limited English, so be patient when explaining your needs. Having a translation App on your phone will be very useful.
- On arrival, explain any special health needs such as food allergies to the reception staff. Show them the medical statement (in Chinese).
- You are not allowed to leave your room at all during the 14 days. If you need anything, you will be able to call the hotel reception and ask for help. You may/will be asked to sign a document stating that you will abide by the regulations.
- During Checking-in, the medical staff may ask you to pay upfront using Wechat or Alipay. If you can't then tell them that you will pay using your card during checkout. Most overseas credit cards seem to work.
- Contacting the food service and reception during the day can sometimes be difficult. Instructions and contact numbers may not be clear. Check with the reception at the time of registration for a list of primary and alternate contact numbers.
- Water should be available to purchase at the hotel. Ask for bottled water purchase options at the time of registration. Food service will contact the room and deliver water. WeChat payment is required at the time of delivery. Western meals may be available depending on assigned quarantine hotel.



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- You can also order basic necessities (Water, Paper towels, Toiletries) online and they will deliver it for you. Paypal – your source of money when you (if you are new to China) don't have WeChat Pay or AliPay set up. The following online grocery website for consideration where Paypal works. <http://www.timesgrocery.cn/>

Health Checks

- You'll be given a thermometer and asked to check your temperature morning and afternoon. You will be called/visited twice a day and asked for the results and whether you feel any symptoms of illness.
- Explain this to any older children who will be alone and show them how to take their temperature and read the thermometer.
- All the thermometers are in degrees Celsius and you need to report the results in Celsius.
- Small digital thermometers are easier to use, so if you bring one per person it will make the daily temperature checks a bit easier.
- Usual under-the-tongue or surface body temperature is between 36.0 and 37.2 degrees Celsius (96.8 – 99.0 degrees Fahrenheit). Anything above 37.2 degree Celsius will be considered a fever.

Food and Drink

- Breakfast, lunch and dinner trays will be brought to you each day. Generally, the food is only Chinese and there is no/limited choice of menu. Some hotels might provide simple set western food option. Generally, no other food or drinks will be provided by the hotel. Occasionally, they may call the room and ask if food is needed. Alcohol and tobacco are not allowed for deliveries. Bottled water may not be provided. Most hotels will provide a small kettle in the room, or you could bring a water filter. Although not ideal, for the period of your stay, tap water is unlikely to cause you any harm and is more of an inconvenience than a health risk.
- At some hotels, once per day food deliveries are allowed. You can use services like Sherepas or Epermarket from your phone to order in pre-packed food and drinks. However, the recent experience is that hotels do not allow fresh food deliveries due to the hot weather as it might impact the food quality. Only dry/packed/canned food deliveries are allowed once per day.
- Food allergies – on arrival, show the staff your medical declaration (in Chinese) and explain what you need, but be prepared that reliable provision for allergies is far from certain.

Hotel Services

- Service provision can vary from hotel to hotel, so this is a guideline only based on a range of previous experiences.
- Bedding, towels and toilet rolls are provided. If you need fresh supplies, call reception and ask.



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- The usual hotel services of room cleaning, linen changes, toiletries (shampoo, soap), mini-bar, clothes laundry will not be available. Bring your own toiletries for 14 days, and a few spare toilet rolls (just in case!).
- The air conditioning has been operational based on reports from recent travelers. A small fan might be a good idea.
- TV is only Chinese, although some international channels like CNN, Discovery Asia, NatGeo may be available.
- Internet connection should be OK.

Release from Quarantine

- When your 14 days are complete without signs of COVID-19 you will be issued with a health certificate. Keep this as proof of quarantine release.
- Sometimes a further NAT will be conducted before leaving depending on policies of the local health authorities at the time.
- On your release day, you can arrange for transportation to take you home.
- You are now free to move about the city and return to work and school as normal. You will need the Shanghai Health QR Code for some places.



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Appendix 4 - Packing List

Essentials

For each traveler you will need the following:

- Passport with Residence visa.
- One-time entry visa.
- Printed flight itinerary or ticket.
- Printed boarding card.
- COVID-19 NAT result document if any.
- Your destination home address in Chinese language.
- Face masks – at least 3/person – including for children.
- Regular medication for 3 weeks – in original packaging.
- Medical declarations (in English and Chinese language if possible), e.g. allergies, other relevant medical conditions.

Recommended in hand (carry on) luggage

- Black ball point pens for filling in forms.
- Disinfectant hand sanitizer or wipes.
- Reusable water bottle – to fill up from drinking fountains, etc.
- Phone with Chinese SIM card – including for children.
- iPad, Kindle, etc.
- Power banks for phones, iPads, etc.
- Headphones.
- Light, dry snacks, e.g. cereal bars, nuts, dried fruit, cookies or crackers, candy, etc. Avoid things that will melt (e.g. chocolate), or deteriorate (e.g. fruit, fresh foods).
- Neck support pillow.
- Small, light-weight games and toys to keep younger children occupied en route, e.g. cards, soft toys.
- Lightweight folding 'umbrella'-style buggy, backpack or papoose for carrying babies or young children that you can keep with you in the airports.
- For babies: nappies (diapers), cleaning wipes and disposable bags for at least 4 days.

Recommended in check-in luggage

When packing remember that from the point you reach the quarantine hotel you will be separated into your own rooms, so pack bags for individuals for 14 days.

- Medicine – both prescription and over-the-counter basic medications.



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- EpiPens if needed.
- Digital thermometers (1/person).
- Small first aid kit.
- Disposable face masks (5-10/person)
- Toiletries for 14 days, including shampoo, shower gel/bath foam, soap, 1 or 2 spare toilet rolls.
- Baby or young childcare items (diapers, wipes, rash cream, formula milk, etc.).
- Comfortable light clothes – you will have to wash your own clothes, so pack items that will wash and dry easily.
- Flip flops or bedroom slippers.
- Hand-washing laundry liquid.
- Water bottle to keep supply of cooled, boiled water.
- Instant coffee, tea, milk powder.
- Snacks as treats: cereal bars, dried fruits, nuts, cookies, crackers, candy, etc.
- Books, or download e-books and audiobooks.
- Laptop, iPad, etc.
- HDMI cable to watch movies on your laptop via TV screen.
- Chinese electrical socket adaptors, multiplugs, extension cord.
- Mini speakers.
- Exercise equipment, e.g. yoga mat, skipping rope, resistance bands.
- Kids electronic devices and toys, e.g. iPad, Nintendo Switch, small balls, Lego, drawing pens and paper, juggling balls, jigsaw puzzles, etc.
- Small fan – air conditioning may not be working.
- Filter water bottle or small kettle.
- Small Fan.
- Towel.
- Light-weight cutlery.



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Appendix 5 – How to Apply for Required Travel QR Codes

You will be expected to complete three Codes/Apps throughout the process:

- **Health QR Code** – Before Departure
- **Transportation Hub Code** – After Baggage Claim
- **Hotel Registration Code** – At Bus/Hotel Check-In Counter

When	Page#	Process Summary
Before Departure	1-5	Complete Health QR Code Process
After Arrival	6	COVID Test Sample Collection
	7	Passport Control / Baggage Claim
	8-9	Fill out Transportation Hub Code (Airport Arrival Passenger Information)
	10-12	Complete Quarantine Enrollment at Your Residence District Booth (e.g. Pudong, Jing'an, etc.)
	13-15	Fill out Hotel Registration Code
	15-17	Transfer to Quarantine Zone for Central Quarantine or Quarantine Zone for Home Quarantine (Hotel # vary based on different residence district)

Before Departure

Complete **Health QR Code Process** via scanning a QR Code at the airport or via the URL link (<http://health.customsapp.com/home/pages/index/index.html>) preferably at the departure gate prior to boarding. If you use the URL, save this URL both in your favorites on your laptop as well as a link on an email / page on your cell phone. It will expedite the entry of the data when you actually do it. You may also scan (via WeChat) at the departure gate.

The **QR code is only good for 24 hours**, so fill out the forms shortly before boarding time, the Health QR code may be required for boarding. If you fill it out too soon it will



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be invalid when you arrive in Shanghai and you have to fill it out again. **(Note: If your trip is longer than 24 hours, you shall require filling it out again.)**

Complete the form on your laptop may be easier than on your mobile device, but both are possible. One person can generate all the QR codes required for a family – adults included, please use the same reference China phone number, the codes can be “view(ed)” as a collective list. Screen shots work very well, need to show these 3-4 times throughout the process including departure and arrival.

Step 1: Health QR Code Process – For Yourself

Fill out all the information required – Some scrolling required here!

I Personal Information个人信息

Last saved data 上次保存信息

* 1.Exit or Entry:

出入境类型: ☐ Exit 出境 ☐ Entry 入境

* 2.Name:

姓名:

* 3.Gender:

性别: ☐ Male 男 ☐ Female 女

* 4.Nationality and Region:

国籍 (地区):

* 5.Occupation:

职业:

* 6.Date of birth:

出生日期:

* 7.Passport type:

证件类型:

* 8.Passport No.:

证件号码:

II Exit/Entry Information出境/入境信息



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Critical Step – Bind the form to your **CHINA** mobile number or **Email** if have no China

III Select A Binding Method 请选择绑定方式

* Way of verification 验证方式:

☒ Mobile number in Mainland China 大陆地区手机号 ☐ Email 邮箱

* Mobile number 手机号码:

* SMS verification code 短信验证码:

Fill in the Captcha form

IV Fill In The Captcha 请填写校验码

* Captcha 校验码:

Please bind to your mobile number or email
请绑定手机或邮箱后获取

Submit the form – it will generate a QR code at that point. Screen shot the QR code

I hereby certify that all the above information is true and correct. I will take the legal responsibility in case of false declaration.

☐ 本人已阅知本申明卡所列事项, 保证以上申明内容真实准确。如有虚假申明内容, 愿承担相应法律责任。

Step 2: Health QR Code Process – For Additional Travelers



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For additional travelers – on next form you can use the drop down to **pre-fill based on “last saved data”**

Complete process for ~~all~~ travelers and generate QR codes

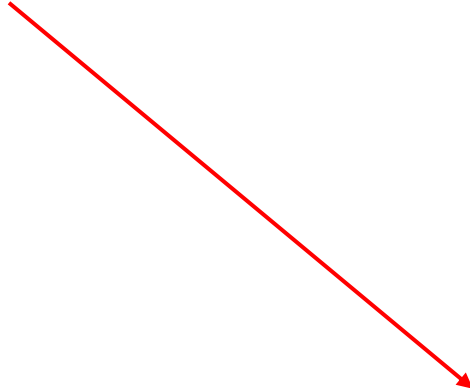
The screenshot shows a web form titled 'Personal Information' (个人信息). At the top right, there is a dropdown menu labeled 'Last saved data' (上次保存信息). A red arrow points from the text 'pre-fill based on “last saved data”' to this dropdown. The form contains the following fields:

- * 1.Exit or Entry: 出入境类型: ☐ Exit 出境 ☐ Entry 入境
- * 2.Name: 姓名:
- * 3.Gender: 性别: ☐ Male 男 ☐ Female 女
- * 4.Nationality and Region: 国籍 (地区):  

Step 3: View All QR Codes have been Generated

At this point you may want to switch from using a laptop for ease of data entry to clicking on the link saved on your cell phone.

Click on **View** once all QR codes have been generated





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中国海关出入境健康申报 (E-Channel)

GACC Announcement No.16 of 2020

尊敬的出入境人员，根据有关法律

申报(Declare) 查看记录(View)

版权所有：中华人民共和国海关总署 京ICP备17015317号
地址：北京中轴线内大街9号 邮编：100730
电话：010-65194114 (总机)

Type in the **CHINA** phone number or **Email** you use on the previous form to “Bind” the QR Code. Fill in the SMS code and click View

Select A Binding Method 请选择绑定方式

* Which Way To Register:

☒ Mobile number in Mainland China 大陆地区手机号码

☐ Email 邮箱

选择绑定方式:

* Mobile number:

手机号码: +86 请输入中国大陆地区手机号/Enter Mobile Number

* Send SMS:

Send verification code 发送短信验证码

* SMS:

短信验证码: 请输入短信验证码/SMS Verification Code

View 查询

Health Declaration Record 健康申报记录

Back 返回首页

请验证绑定手机号后查询列表



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List of all QR codes attached to your china phone number. Click the View link to show QR code.



单号/Number	姓名/Name	创建日期/Date	操作/View
100220200801010199		2020-08-01 06:11:19	查看申报码
100220200801020197		2020-08-01 06:10:22	查看申报码
100220200801020194		2020-08-01 06:08:50	查看申报码
100220200801000215		2020-08-01 06:07:21	查看申报码
100220200801020193		2020-08-01 06:05:44	查看申报码
100220200801000210		2020-08-01 06:03:33	查看申报码



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View each of your travelers from the bound phone/email, and screen shot each of the QR codes. The names and QR codes are show. If your name does not show, this is not an issue, as the bar code & QR code are sufficient and linked with your name/form. With this now completed, you can complete the airline* Pre-Boarding procedure.

- 1) Go up to the gate (all travelers) and have your temperature taken. Once complete and OK you will
- 2) Go thru a line to check passport and associated Health QR code. If both are completed you will get a sticker on your passport which is required for boarding.

*The boarding process may vary based on different Airline or Country

On the Plane

Pillows and blankets may be provided. Temperature in the cabin of the plane may vary throughout the flight and it can be quite cold at certain times. Bring a light jacket on wear long pants to help stay warm. In Incheon you will be given the “Yellow” arrival / departure card. Use the time to fill it in between Incheon and Shanghai. Try to go to



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the bathroom before landing as you may need to stay in your seat for a while after landing at PVG. Additionally, make sure your mobile phone is charged.

After Arrival

Step 1: COVID Test Sample Collection

You will deboard and proceed through Temp scan and need to fill out a consent form for COVID testing. You will all sit at a desk to fill in the forms. Will need to show Health QR code again here (**Last chance to fill in Health Declaration again if it has expired**).

You will then proceed to a desk where you will show the consent and need to show each passport and Health QR code where a bar code will be printed and put onto a vial for sample collection. **Note! - If you have children and want to try to request a throat test only, recommend requesting this at the time that the forms are handed out, once you get to the actual testing location, the 2-nostril test is already checked (top box), and they simply execute per the instructions on the form.**



With test tube prep and form printing you carry the paperwork and tubes downstairs (there are only stairs - no elevator or escalator to get to the lower level.) Carrying hand



luggage with younger children can be a challenge. Proceed into a mobile trailer unit which is connected to the main building where the testing will be done.

Test could be 2 nostrils (and sometimes throat). NOTE: You can show the power point slides embedded below to the officer taking the sample, that will help the working staff know that you understand the procedure and will cooperate. If a good sample is taken at the first attempt, the officer may choose not to take other samples, but expect to have 2 nostrils tested.



NAT Cooperation
Guidance.pdf

When completed re-enter the building. There is a bathroom at this point if you need to stop. There is an escalator to take you back up to the main level.

Once you finish testing and another temp scan will move quickly through passport control and then on to baggage collection. Process is as what you would expect. Bags are already offloaded and waiting, and you can load them on to trolleys. Plan on having your bags X-rayed.

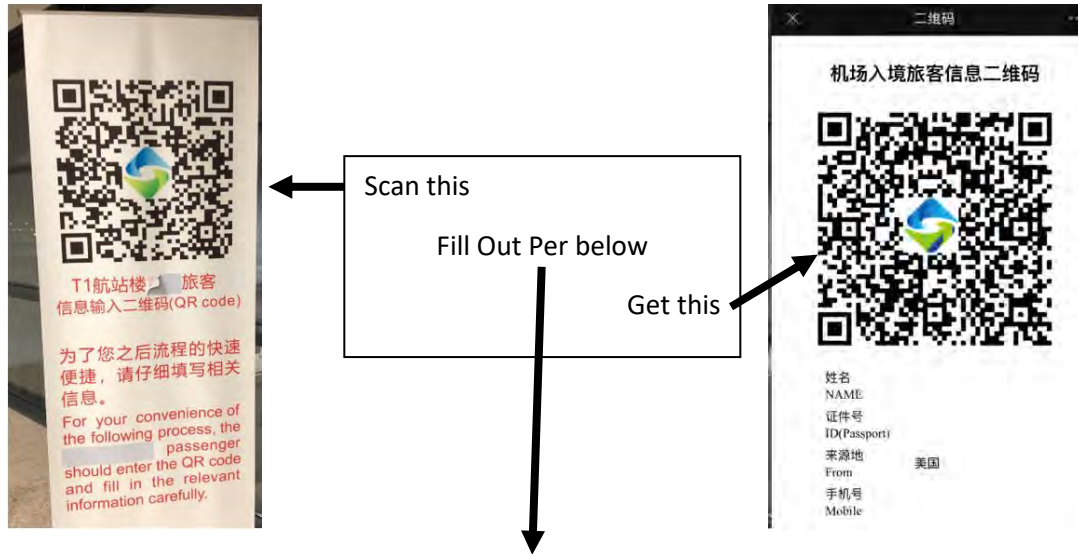
When you depart baggage claim (normally where there are 500 people waiting with signs), there will be people directing you either to the left (transfers to other cities) or to the right (Shanghai arrivals). For Shanghai arrivals, follow the hallway / signs on the floor, and take the elevator (there are 2) up 1 level. You will now be in the bridgeway that connects Terminal 1 and Terminal 2 (where the maglev train is). You will now need to scan a new bar code.

Step 2: Fill out Transportation Hub Code (Airport Arrival Passenger Information)

Right after getting off the elevators you will be stopped in the hallway. There you must fill out the **Transportation Hub QR Code** (Please find and scan the QR code on the tall white banners – see the sample picture as below) for each family member before entering transportation hall. This part of the process has been reported by other travelers to take time. Expect delays and confusion. Recommend that 1 person does for each traveler in your family as once completed it will generate a new QR code which you need to register for quarantine.



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There will be one section where scroll down options were **only in Chinese** – after “Destination Area” (where you scroll and select “Pudong”): then there is a request for: “**Destination Province City & District**” – where you scroll down to select [**Shanghai in Chinese, which is the 10th option on the list**] and then further to the right, scroll down to select **Your Residence District** [e.g. **Pudong 浦东新区 in Chinese, which is the 12th option on the list or Jing'an 静安区; Xuhui 徐汇区; Huangpu 黄浦区**]



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上海机场(集团)有限公司 SHANGHAI AIRPORT AUTHORITY 浦东机场入境旅客信息登记 (T1非中转)	
姓名:	请输入您的姓名
NAME	Please enter name
证件类型:	请选择您的证件类型
ID TYPES	Please select ID type
证件号:	请输入您的证件号
ID(PASSPORT) NUMBER	Please enter ID(PASSPORT) number
联系方式:	请输入您的手机号码
CONTACT INFORMATION IN CHINA	Please enter contact information
国籍:	请选择您的国籍
NATIONALITY	Please select nationality
上一站国家/地区:	请搜索并选择您的上一站国家/地区
LAST STAYED COUNTRY/REGION	Please search and select

进港日期:	2020-08-09
ARRIVAL DATE	Please enter arrival date
进港航班:	DL283
ARRIVAL FLIGHT	Please enter arrival flight
目的区域:	Pudong 浦东
DESTINATION AREA	Please select destination area
目的地省市区:	10 th option in left list 12 th option in right list
DESTINATION PROVINCE CITY & DISTRICT	上海市 Shanghai 浦东新区 Pudong
目的地详细地址:	Home Address in SH for Returning Expats
DETAILED DESTINATION ADDRESS	Please enter detailed destination address
14天内来自或途经的重点国家:	
(CONCERNED COUNTRIES YOU ARE FROM OR HAVE BEEN IN 14 DAYS)	
USA	
立即登记(Submit)	

You will need a Transportation Hub QR code for each traveler and preferably on 1 phone. Once you have completed this you can proceed forward to an area that looks like this: Have your family sit off to the right on the chairs, and the one with all the Transportation QR codes on their phone should proceed to the **“Your Residence District”** desk with everyone’s passport.

Picture of the Residence District mentioned in page 10 & 11 that you could present to working staffs to guide you to the right residence district booth.



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Step 3: Complete Quarantine Enrollment at Your Residence District Booth

For those persons applying for home quarantine

Please present the following note to the working staff at the Airport and Your Residence District Booth

[Text for Home Quarantine]

CH: 我们需要申请居家隔离，按要求我们要去居住地所在区接待处，这是我们需要去的地方的图片。(EN: We would like to apply for home quarantine, and we were advised to find our Residence District booth, please see a picture of the place we were advised to go to.)

[Text for Home Quarantine]



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CH: 我需要申请居家隔离，我在上海的住所符合居家隔离条件，我的家庭有 16 岁以下的孩子或者其他需要申请居家隔离的需求。我们明白还需要去指定的居家隔离留观点等待检测结果。请您告诉我是哪家居家隔离留观点。我需要在浦东卫健康/或者我居住区的健康小程序上填写具体留观点。谢谢您！

EN: This is my passport. I would like to apply for home quarantine, my residence in Shanghai meets the home quarantine requirements, I have children under 16 years old in my family or other needs to apply for home quarantine. We understand that we will go to the government observation point for home quarantine to wait for the test results. Please tell me which observation point we will go to. I need to fill in specific no. of observation point in the mini program of Pudong/ or my Residence District Health. Thank you.

Note: In case you are not approved for two weeks home quarantine, we understand you have another opportunity to apply 7+7 (2nd week home quarantine) at the Central Quarantine hotel, you may ask for the application form from the working staff at the quarantine hotel



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Step 3: Complete Quarantine Enrollment at Your Residence District Booth - Continued

For each traveler they will now scan the QR code you just created (like below) and as they scan the QR code they will take the matching passport and put it into a sealed plastic bag which you will receive back once you check into the hotel. This will be repeated for each traveler in your party. If you have applied for home quarantine you will also need to fill in the following. This is ONLY for home quarantine applicants and is only in paper. The desk will give it to you. Make sure you do not forget to fill this out.

机场入境旅客信息二维码

姓名
NAME

证件号
ID(Passport)

来源地
From 美国

手机号
Mobile

居家隔离申请表
Home Quarantine Application

Terminal 航站楼: _____ Date 日期: _____

Applicants Name 申请人姓名	ID # 证件号码	Citizenship 国籍
Flight# 航班号	Block/town/compound 所属街区	
Mobile phone# 手机号	Home Quarantine Address 隔离地址	
Reason for Home Quarantine (tick \ in applicable box)		
<input type="checkbox"/> 65 & Older 65 周岁以上 <input type="checkbox"/> Pregnant 孕产妇 <input type="checkbox"/> 行动不便 Cannot move/disabled	<input type="checkbox"/> Minors under-18 未成年人 (18 周岁以下) <input type="checkbox"/> 被看护人姓名: Name of who needs caregiver <input type="checkbox"/> 有老人或小孩需要看护 Seniors or children in need of care <input type="checkbox"/> 证件号码: ID #	
Suffering from underlying medical condition 患有基础性疾病: What disease		
Applicants commitment 本人承诺, 上述情况属实。如有不符, 个人承担相应责任。 I promise the above is true. If there is anything untrue I bear all responsibility.		
Decision of airport reception team (depending to citizens, reasons & in need of care) 机场接待组审核意见 (针对老年人、孕产妇、有老人需要看护情况等)		
Decision of medical staff (depending to pregnant, disabled & underlying disease) 医务人员审核意见 (针对是否为孕产妇、行动不便、患有基础性疾病等)		
护照签收 passport collecting signature 机场接待人员签字: Airport Staff Signature 医务人员签字: Medical Staff Signature		
Car plate # 车牌号: _____ Departure Time 发车时间: _____ Hr Min Airport Waiting Point 机场接待点: _____ 随车工作人员: Accompanying Staff 1st copy retained by airport 2nd to Temp quarantine hotel 3rd copy to accompanying Staff This form is in triplicate. 本表一式三联。第一联留存当班接待组; 第二联由留检点流转; 第三联由随车人员完成签收。 后, 按照至“机场接送组”, 并带往交接组。 备注: 机场接待组、医务人员或各自审核内容需由意见即可, 无需重复审核。 Remarks: airport reception team, medical team please take responsibilities to your own part respectively		

Once all persons have been registered in your party you will sit in this area until you are called to get on a bus to take you to your quarantine hotel. There will be bus available to take you to **government observation point** for people registered for home quarantine.

Note: Hotel # can be changed based on the arrangement by different residence district or hotel room occupancy



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Step 4: Fill out Hotel Registration Code – While waiting for your bus or while on the bus to the hotel

Note: Here is the sample only be applicable for Pudong New Area. If your residence district is NOT Pudong, please ensure to double check with working staffs at your residence district booth to find out the correct mini program.

Step 1&2&3:

1. Find the WeChat official account of Pudong Health/浦东卫健康 and click to “Follow Official Account / 关注公众号” (left pic).
2. Then, click “Medical Service/就医服务” (middle pic)
3. Then, click “Central Quarantine Registration/集中隔离登记” (right pic)





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Step 4&5:

1. Get to the page of "Notification Letter", then click next/下一步. (left picture)
2. Fill in the requested information in this page. Please select the hotel no. Quarantine Zone. Then, click done/提交 (middle & right picture) . Please fill in the information of your Children as well.

09:01

信息登记

众志成城 加油中国

为做好新型冠状病毒肺炎病毒感染的防控工作，根据《中华人民共和国传染病防治法》和《上海市突发公共卫生事件应急预案》等相关法律法规要求，请您配合我们填写以下内容：

In order to prevent and control the infection of new coronal pneumonia virus, according to the law in China, please cooperate with us to fill in the following contents:

个人信息 (Personal information)

Name 请输入 Please Enter
姓名 *

ID Type 证件类型 * 身份证

ID Number 证件号码 * 请输入 Please Enter

Scroll thru and select
Foreign Passport

Enter Passport #



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22:09

信息登记

Entry Certificate Number
入境证件号 *

Phone Number
手机号码

Gender
性别 *

Date of Birth
出生日期 *

Household registration/Residence permit
上海户籍 / 上海居住证 *

Region
国家/地区 *

Permanent Address
常住地址 *

来沪信息 (Information in Shanghai)

Port of Entry
入境口岸

22:33

信息登记

Address in Shanghai
在沪住址

Had sampled or not at the customs
是否已在海关采样

Start point/Pass by
来自/途经地区 *

Source
来沪途径 *

Flight Number
航班号 *

Arrival Time
到达时间 *

Seat Number
座位号 *

Leave Shanghai in two weeks or Not
近两周是否要离沪 *

Repeat the passport #

Select the last of 3 options

Select Foreign

Returning persons enter your Shanghai address.

Pudong Airport

Same as previous

Select USA or country of origin

Select Air

Flight



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22:33

信息登记

Province of intended destination
意向去向地所在省 * 请选择 Please >

Travel companion
同行 人 请输入 Please Enter

Quarantine Zone
隔离点 * 20号隔离点 Quarantine Zone >

紧急联系人 (Emergency Contact)

Contact Name
紧急联系人 * 请输入 Please Enter

Contact Phone Number
紧急联系方式 * 请输入 Please Enter

☐ 我承诺, 以上所填信息真实准确, 并愿意承担相应的法律责任。 I promise that the above information is true and accurate, and I am willing to undertake legal liabilities.

提交 (Done)

Select Shanghai

Just say YES if others traveling with

Scroll to Hotel number defined by your district.

Name of local person from your company

Phone number of the local contact

check

Hit done. When done with one repeat for each traveler

After clicking “done” and submitting, take screen shots (4 pages of screen shots required given the length of the form – similar to the images above) as you will need to show these at the hotel. Then click on “Rewrite” to start another form for each additional member of the family (taking screen shots after completing for each family member)

If for whatever reason you managed to not do this while at the airport and waiting for the bus, there will be an opportunity to scan a QR code while riding to your hotel and complete then. However, I would recommend using your wait time at the airport to complete the mini-program hotel registration.

Step 5: Transfer to Quarantine Zone for Central Quarantine or Quarantine Zone for Home Quarantine (Hotel # vary based on different residence district)

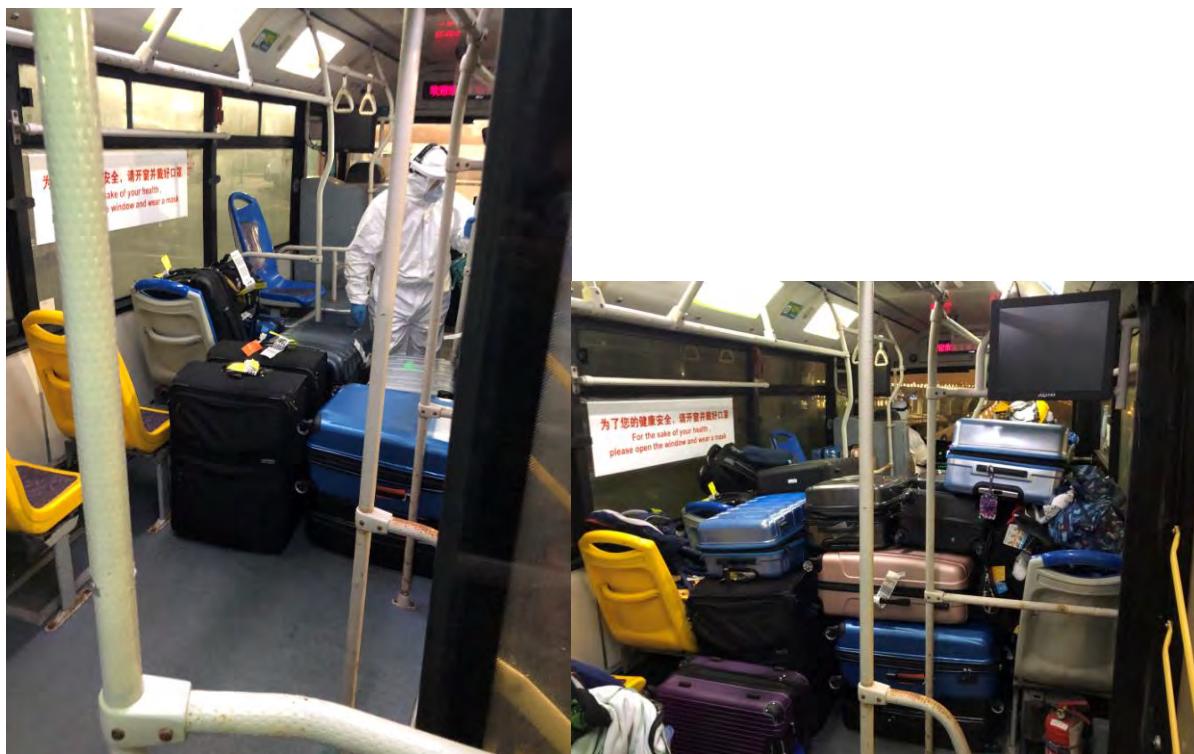


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After filling out the mini-program and waiting for the bus, you will eventually be released to transfer to the government observation point from the transport desk area to the downstairs bus parking lot.

You can use baggage carts all the way to the bus. Getting down the elevator to get on the bus wasn't difficult. Some areas of the parking lot are uneven so be careful pushing overloaded luggage trolleys.

Since multiple families may be boarding at the same time, you may experience another delay here.



Suggested questions to clarify at time of check-in to hotel:

- Date & time of check-out
- Meal Plan – Options and costs
- Ability for deliveries to be made from delivery companies as well as drivers
- Confirm WiFi name and password, if any



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- When touring room, make sure it has enough towels. It may only have one set in the room, please request and you will receive extra sets from the hotel
- Make sure get receipt/fapiao for all payments, or have a way to obtain a fapiao by end of stay



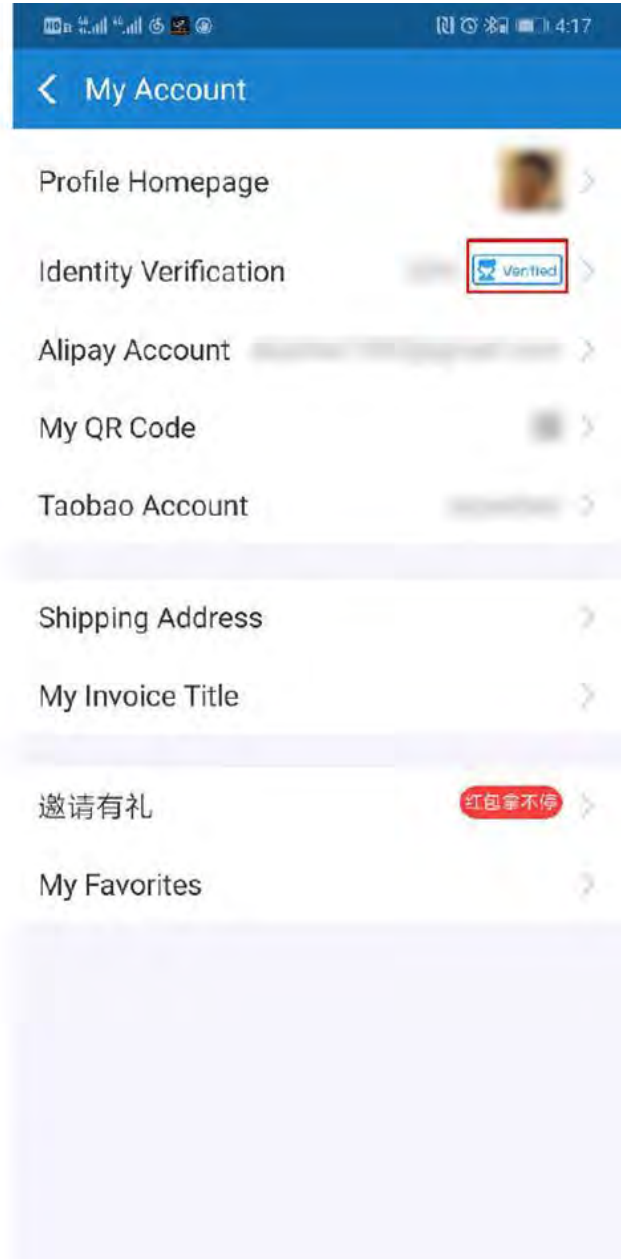
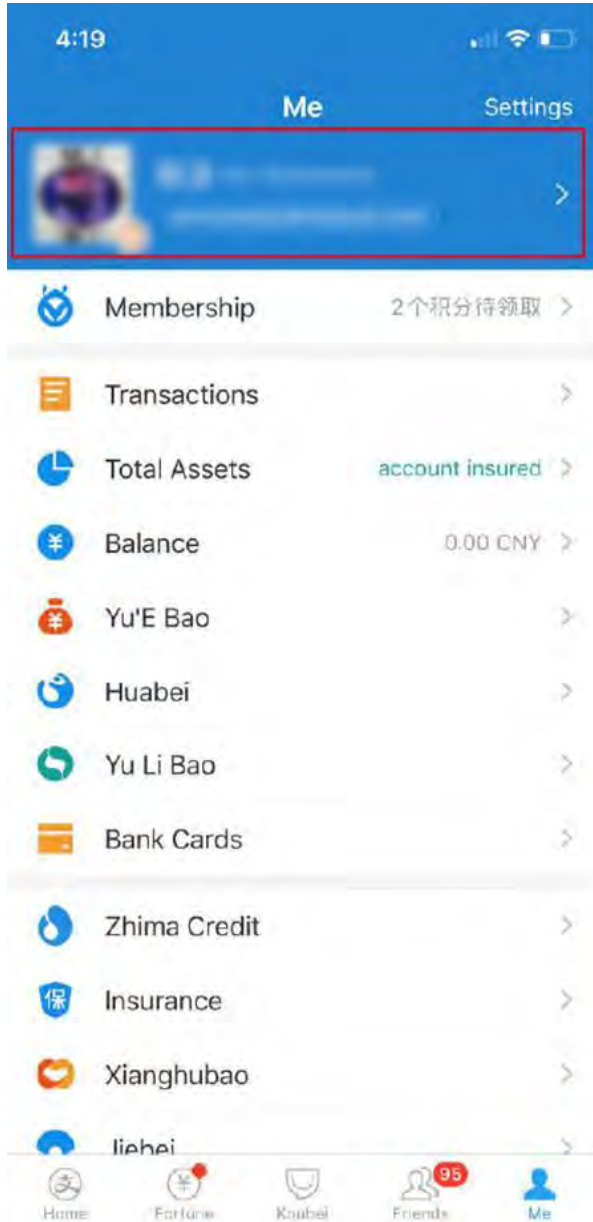
Appendix 6 –How to Apply for Shanghai Health QR Code Through Alipay

- Everyone over the age of about 10 years old needs the QR code to visit schools, offices, doctor's clinics, housing compounds, some restaurants and shops in Shanghai.
- The most commonly used code is through AliPay and can also be downloaded for children and those without an AliPay account.
- You will only need this once you have been released from quarantine and received your quarantine exit certificate.



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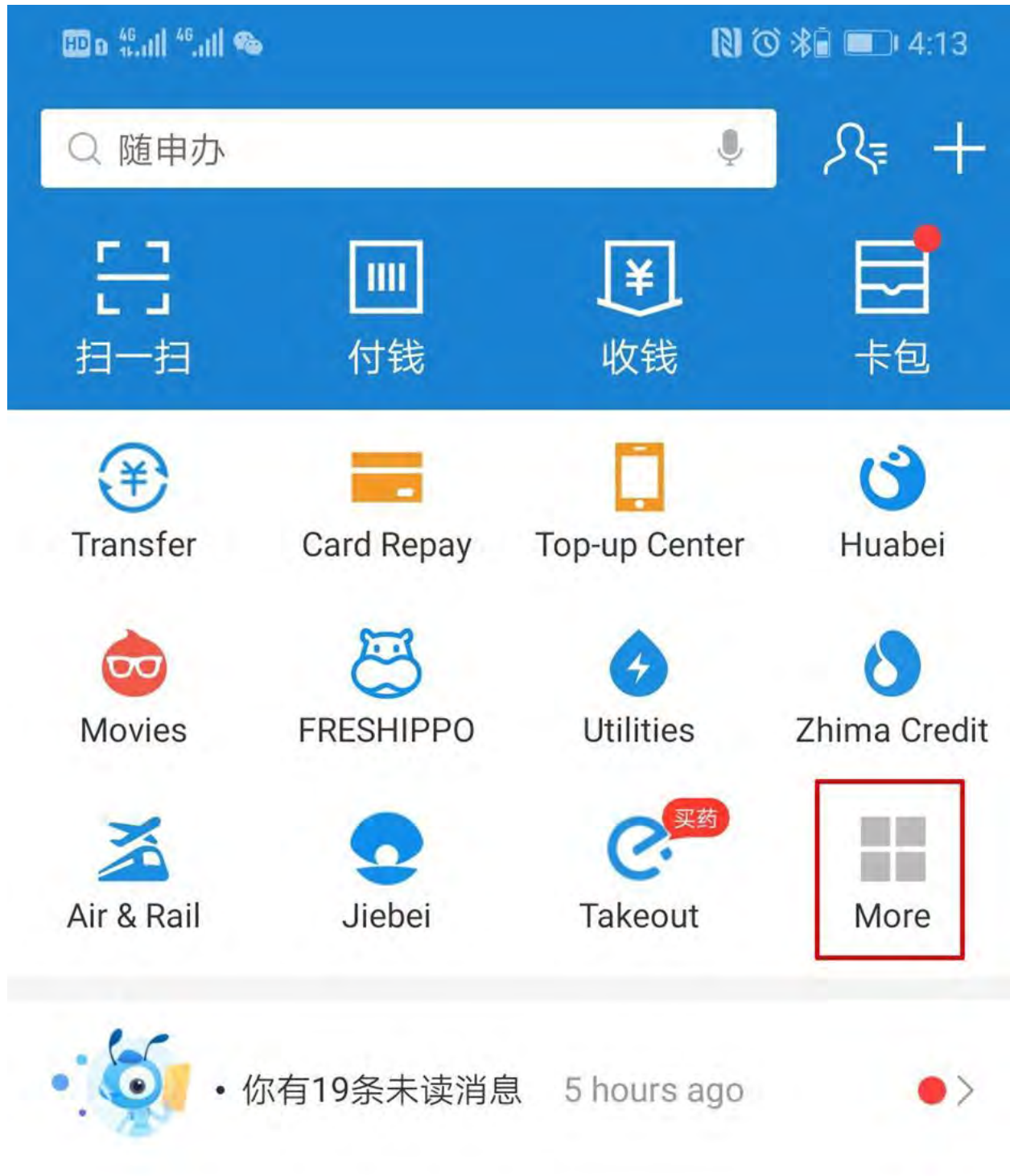
Step 1: Make sure you are a verified user on the Account page.



Step 2: Click “More” on the home page.



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Step 3: Click “City Service” on the Application page.



Q All Apps

More Applications ^

Recent



City Service



Ant Forest



Family Center



E-Invoice



Traffic



Kids Wallet



Yu'E Bao



More

Convenient Life



Top-up Center



Card Repay



Utilities



City Service



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Step 4: Click the second icon from the left on the Shanghai Service page to apply for the code.





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Green means you're healthy, orange means you are suspected or in quarantine, and red means you are a confirmed COVID-19 patient.



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Observation point / Quarantine Hotel:

Upon arrival to the hotel you will need to fill more Chinese forms to fill out and you may still experience delays. Please have your phone translator ready to facilitate form filling.

NOTE: They will hold your passports from the transfer desk until the hotel check-in, you will get your passports back at the hotel lobby when you fill the forms.

From there you will be allowed into hotel room. AC should be functional. Amenities including towels, toiletries, water, etc maybe be limited. Plan accordingly.

If your test results come back negative, the hotel desk will call and inform you. Departure will be arranged by the hotel and specific timing will be given to you.