



INTERNATIONAL
SERVICES
SHANGHAI
A GUIDE TO SHANGHAI FOR EXPATS

Shanghai Essentials

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QR codes can be scanned with your phone camera, or with WeChat and Alipay.

ABOUT SHANGHAI

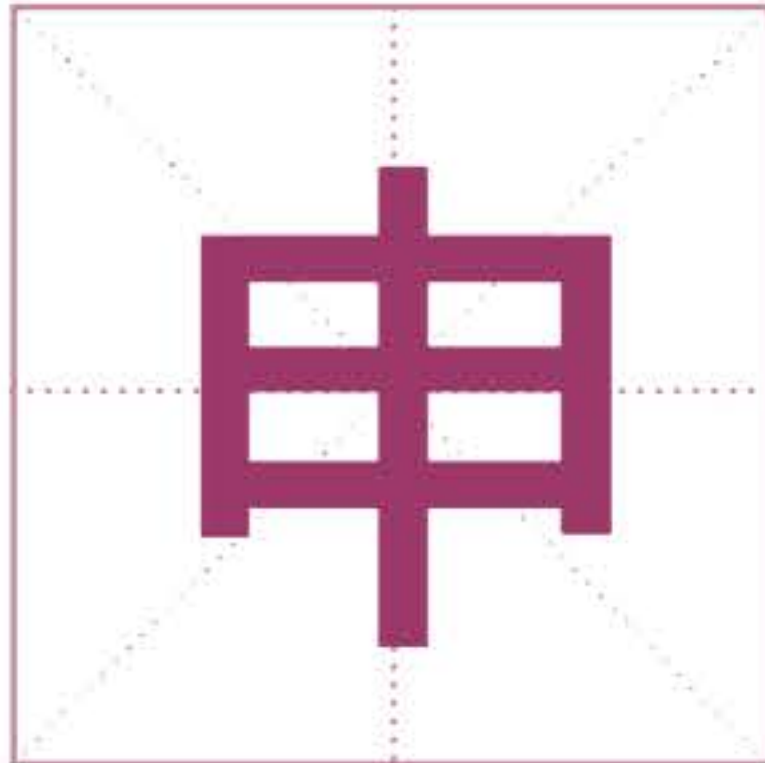
Name Origins

// Hu //

A bamboo-woven fishing tool used in ancient times.



Shanghai is also known as Hu.



The nickname of Shanghai

// Shen //

The title of local governor, Chun Shen, during the Warring States Period.

City Flower

// Magnolia //

- Magnolia Awards (Honorary Citizen/Gold/Silver)

Named after the city flower, the award recognizes expats' contributions to the city's development and international exchanges.

- Shanghai TV Festival's Magnolia Awards

It is one of the top three awards in China's TV business, given to top professionals and productions.



UPON ARRIVAL CHECKLIST

☐ Residence registration

If you don't stay at a hotel, please scan the QR code and fill in the accommodation registration form online within 24 hours of arrival.



☐ Residence permit

If you plan to reside in China for over a year, scan the QR code and apply for the residence permit within 30 days of entry.



☐ Work permit and work-based residence permit

If you plan to work in China, apply for work and residence permits.



Scan to check permit status



☐ Reissuance of visa, stay or residence permits

You will need to get a new visa or permit after expiration, loss or other reasons.



☐ Loss of a passport

1. Report to a police station
2. Go with the police report to the embassy/consulate to apply for a new passport
3. Go to the Exit and Entry Bureau with your new passport and police report to apply for a new visa.



Living in Shanghai

USEFUL APPS

Shanghai is an e-city. Innovative applications and digital payments make life more convenient.

Most-used Apps

Social media



WeChat



Douyin



Weibo



Xiaohongshu

E-payment



WeChat Pay



Alipay

Restaurant review



Dianping



Meituan



Bon App

Food delivery



Ele.me



Meituan Waimai



Scan to see
how to use
Ele.me

Online shopping



Taobao



Pinduoduo



JD

Transportation



Gaode Map



Baidu Map



DiDi



Hellobike

Supermarkets



Freshippo



Aldi



Sam's Club

Event ticket purchases



Maoyan



Taopiaopiao



Damai



Scan for online
movie ticket
guidelines

Payment

Use foreign bank cards for digital payments

Most restaurants, cafes, supermarkets, malls, hotels, public transport and hospitals accept digital payments. Add your foreign bank card to Alipay, WeChat Pay, or the TourCard WeChat mini-program.

Note: Expats can withdraw yuan from most Chinese ATMs using their overseas bank cards.



WeChat Pay

WeChat Pay by Tencent accepts international bank cards from major card networks, including Visa, Discover Global Network (including Diners Club), JCB and Mastercard



Alipay

Alipay is China's equivalent to PayPal, providing users with e-wallet services.



TourCard

Bank of Shanghai's TourCard is specifically designed for overseas travelers who can add their international bank cards (both debit and credit) to make mobile payments in China.



Overseas remittance

You can make overseas remittances at banks. SkyRemit, a WeChat official account, provide remittance service.



Search "SkyRemit" in WeChat and find more.

Open a local bank account

The required items and conditions to open an account vary according to the financial institution. Passport and a Chinese mobile number are generally required.



Bank of China



Industrial and Commercial Bank of China



Communi- cation

Phone cards

Major telecom service providers in China



China Mobile



China Telecom



China Unicom



China Broadnet



Choose a service provider. Go to the official rep office and get a SIM card with your passport.

Note:

Loss of a mobile phone

Call your phone carrier and report the loss.

Freeze online banking services and e-payment accounts, such as Alipay and WeChat Pay. Change passwords on your social media accounts.

You can also buy online



Nihao Mobile offers English services, online operation, fast delivery, and multiple payment options for expats.



Transport Card

Shanghai Public Transport Card



Shanghai Public
Transport Card

Known as the “Shanghai Jiao Tong Ka” 上海交通卡, this card allows you to access various modes of public transportation, including the Metro, buses, and taxis.



Metro App

You can buy tickets at the self-help vending machines and public transport cards at the service centers at Metro stations.

Map

English maps



Maps.me



Apple Maps



Here are some useful English navigation apps that can help expats overcome language barriers and travel stress-free.

PUBLIC TRANSPORTATION

Shanghai offers a multitude of transportation options to navigate this sprawling metropolis or travel to other cities.

Air



Pudong International Airport

Located about 30 kilometers east of downtown Shanghai.

Offers flights to major cities around the world.

Hongqiao International Airport

Located about 13 kilometers west of downtown Shanghai.

Mainly handles domestic flights and offers limited international flights.

Note:

- ♦ The airport passenger service charge or airport tax is already included in the airfare.
- ♦ You can easily access the airports via Metro and buses. Shuttle buses are also available between the two airports.



Scan for transportation from and to Shanghai's airports

Train



High-speed trains (G, D, C trains)
Conventional trains (Z, T, K trains)
Tourist trains

China's railway network is the largest in the world.

Intercity railways connect Shanghai and the rest of China. There are four major rail stations: Shanghai Hongqiao Railway Station, Shanghai Railway Station, Shanghai South Railway Station, and Shanghai West Railway Station.

Note:

You can buy train tickets with your passport at the ticket offices or on the 12306 app and Trip.com (available in English).



Scan to see how to purchase train tickets

Metro



Scan to find your
Metro line

- Shanghai has the longest Metro network in the world. It has 20 Metro lines, including the maglev line, and 508 stations.
- You can purchase tickets at self-service ticketing machines at each station. These machines offer interfaces in both Chinese and English.
- Fares are distance-based, starting from 3 yuan (US\$0.41) for each ride.

Bus



Scan for public
transportation guide

- Buses in Shanghai follow specific schedules, which include night buses operating from 11pm until early morning.
- Fares usually amount to 2 yuan per person (US\$0.28).
- Please note that exact cash payment is required, as no change will be given. Alternatively, you can use a transportation card or opt for e-payment methods.

Ferry



Scan to learn more about
bridges and rivers

- The Huangpu River divides the city into two areas: Pudong (east) and Puxi (west).
- To cross the river, you can take the ferry along with your bike or motorcycle.
- The ferry ride costs 2 yuan per person (US\$0.28), and an additional 2.8 yuan for a bike or electric bike, or 4 yuan for a motorcycle.
- Ferry rides can be paid for with exact cash, a transportation card, or e-payment.



Shared bike

Choose a bike-sharing company and download the app to use the service. Two major choices are the yellow bikes by Meituan, and the blue ones, Hellobike, by Alibaba. Make sure you have an e-payment account.



Scan for
shared bike
guide



Scan to learn
more on e-bike
registration

Electric scooter

It's a good choice to get around Shanghai on a scooter. The vehicle you have must have a 3C mark. You must register your scooter and apply for a license plate.



Few taxi drivers speak English. If you don't speak Chinese, show the driver your destination in Chinese.

Fares are distance-based.

To get a taxi in Shanghai, you can use the DiDi app, which is similar to Uber and is available in English as well.

0-3km 14 yuan (US\$1.95)/16 yuan

> 3km 2.7 yuan/km



Take China's driving exam (multiple languages available), and you can convert your foreign driving license to a Chinese one.



1. In Shanghai, vehicular traffic runs on the right-hand side of the road.
 2. Public transportation in the city is either free or subsidized for children.
- Scan for details.

Living in Shanghai

HOUSING

Many people rely on real estate companies to find a place to live. It is important to carefully review the contract and thoroughly inspect any apartment before making your decision.



Renting A Property

When signing a lease contract, remember to bring your passport and residence permit. After signing, the lease has to be registered online.

Payment required for renting a property

Rent	Paid monthly, in advance for the following month.
Deposit	Returned after the tenancy ends. About 1 month’s rent.
Management fee	Property maintenance. Paid monthly.
Agent’s commission	A commission paid to the real estate company. About 1 month’s rent.

Different types of houses

Shikumen	Unique Shanghai houses built in the late 19th century.
Old-style houses	Built in the early 20th century, usually with utmost six floors.
Apartments	Newly built, located in high-rise buildings, often with 30 floors or more.
Serviced apartments	Fully furnished homes with housekeeping services.

DAILY NECESSITIES



Utility bill

You have various options to make payments. You can visit post offices, convenience stores, banks, or utility companies to pay in person. Alternatively, you can make online payments using e-payment platforms like WeChat Pay or Alipay.



Scan to see frequently asked questions by newcomers.

Internet

Select a service provider and explore their available packages online or by visiting their service counters. When signing up for the service, make sure to bring your passport for identification purposes.

Wi-Fi

Free Wi-Fi is available at most public places such as train stations, coffee shops, and convenience stores.



Garbage sorting

You'll need to sort trash into four categories.
Red – Hazardous waste
Blue – Recyclable waste
Brown – Kitchen waste
Black – Residual waste

Ayi (domestic help)

Having an ayi makes life a lot easier in Shanghai. They generally offer a range of services, such as cleaning, cooking and childcare.



Delivery Services

Many companies provide courier services, ranging from local, domestic, and international delivery.



FlashEx promises 60-minute deliveries within a 7-kilometer range in the city.

EMS, the official postal service of China, provides both domestic and international delivery.

SF Express is also a reliable delivery choice.

International express brands like **DHL**, **UPS**, and **FedEx** also offer services in China.

Popular Chain Stores

International brands



Sam's Club



Costco



Metro



City Shop



City Super



Aldi

24-hour convenience stores



Lawson



Family Mart



7-Eleven



Living in Shanghai

EDUCATION

Shanghai boasts a well-established education system. Expats have the option to enroll their children in public schools; however, specific policies may vary from school to school. It is advisable to check with the local education bureau for detailed information and guidelines.



Local schools

The Shanghai Residence Permit allows expat children to attend local schools for free till junior high. Same high school and preschool fees as local students.

International schools

There are more than 20 international schools and kindergartens in Shanghai for children of expats.



International division of local schools

Typically, the international departments in schools are independent entities with their own facilities, dormitories, syllabi, and administration.



List of international and bilingual schools



Scan to find schools for newcomers in Shanghai

MEDICAL CARE

Health Insurance

Expats working in Shanghai will be covered by social security, which includes pension, medical insurance, employment injury insurance, unemployment insurance, and maternity insurance.

Common types of health insurance in China

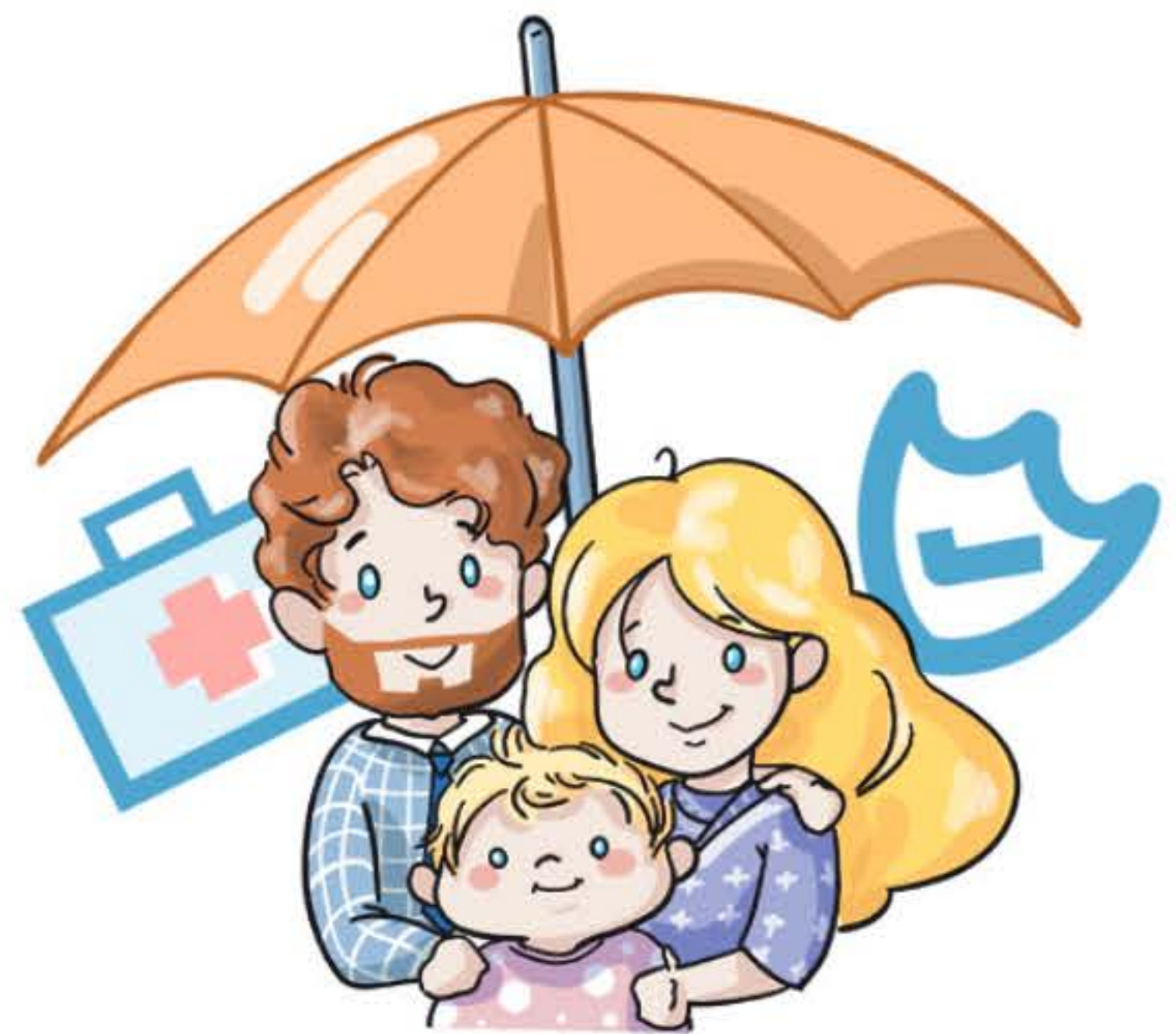
- Inpatient coverage
- Outpatient coverage
- Wellness care
- Dental care

How to get health insurance

1. Go straight to an insurance company
A couple of big insurers in China are:
Aetna, Allianz, Cigna, and Ping An Health.

2. Go to a broker
Shanghai Sunwising Insurance Broker is a local Chinese fully-licensed insurance broker with an English-speaking team.

Pacific Prime is a well-established broker offering plans from over 30 insurers worldwide.

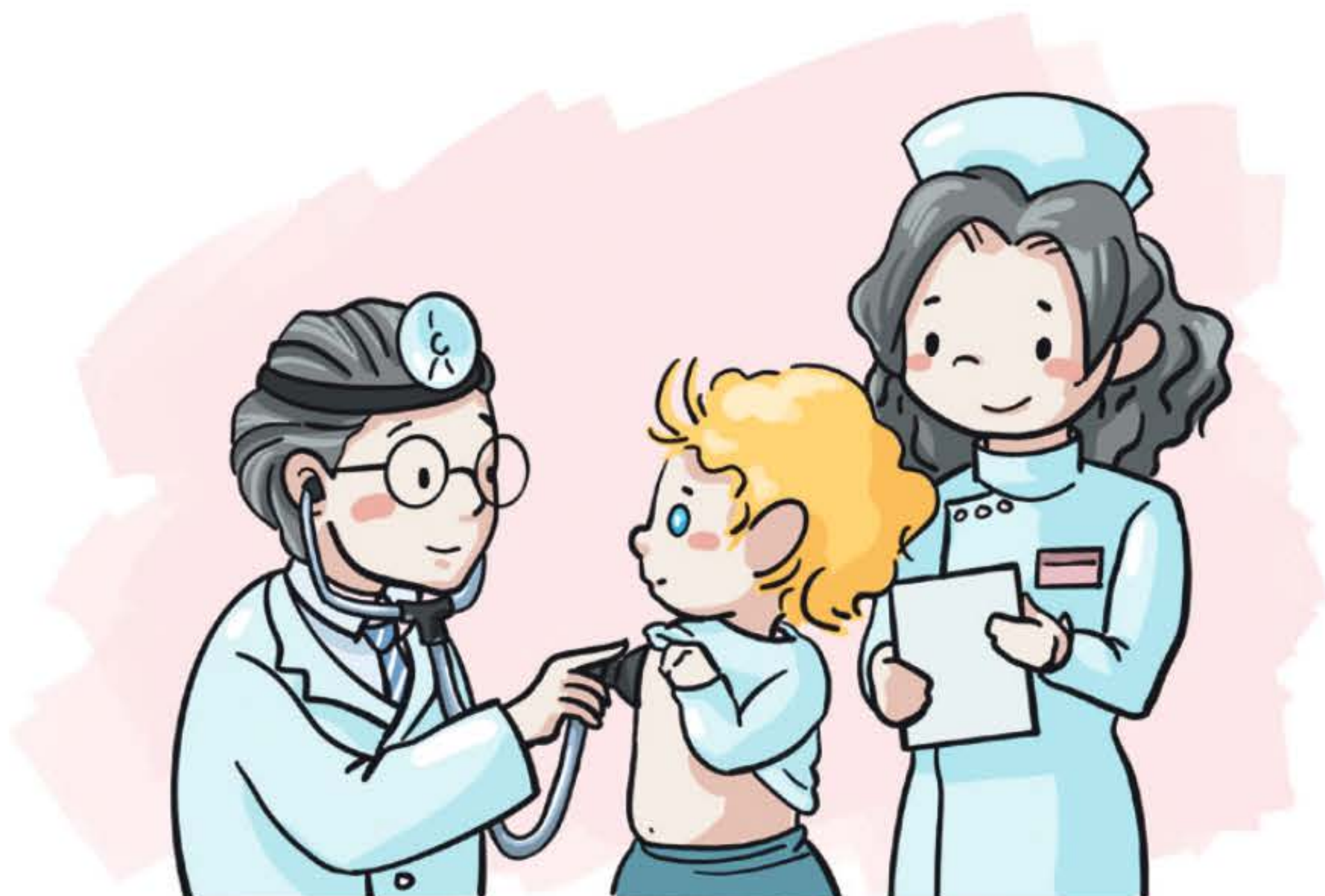


Note:

Shop around and get quotes from different insurers to compare prices, benefits, and options before choosing one.



Scan for a guide on
health insurance



Hospitals

Public hospitals

VIP or international division of some Shanghai hospitals



Shanghai has both public and private healthcare facilities. Many of these facilities offer medical care in various languages, including English.

International hospitals

Major foreign-funded or joint venture medical institutions in Shanghai



Steps at Chinese hospitals:

1. Register at the reception desk.
2. Pay for the medical service.
3. Wait for your turn.
4. Consult with the doctor for treatment or advice.



HELPLINE

In China, emergency numbers are delegated for more specific purposes. Here are three different numbers for different situations.



119

The number can be used for fire, disaster relief, emergency rescue, and other critical situations. Supports English.

***No charges.**



120

It's for pre-hospital care, which covers on-site first aid, emergency treatment in transit, and care-oriented medical services. The service is available 24/7. Supports English.

***Patients transported to the hospital via the 120 service will be given priority in receiving medical attention.**



110

The 110 service is for public security, such as reporting crimes and requesting police assistance. The service is available 24/7. It also provides assistance in non-criminal situations, such as helping people find lost items, assisting with traffic accidents, and providing directions and other information.

***There are no charges for making and receiving calls. Here in Shanghai, 110 provides services in eight languages, namely English, Japanese, Russian, German, French, Spanish, Arabic, and Korean.**



CLIMATE & TEMPERATURE

Shanghai boasts a pleasant, northern subtropical monsoon climate.

- ** Four seasons
- ** Relatively short spring and autumn
- ** Generous sunshine
- ** Abundant rainfall
- ** Rare snow



Plum rain

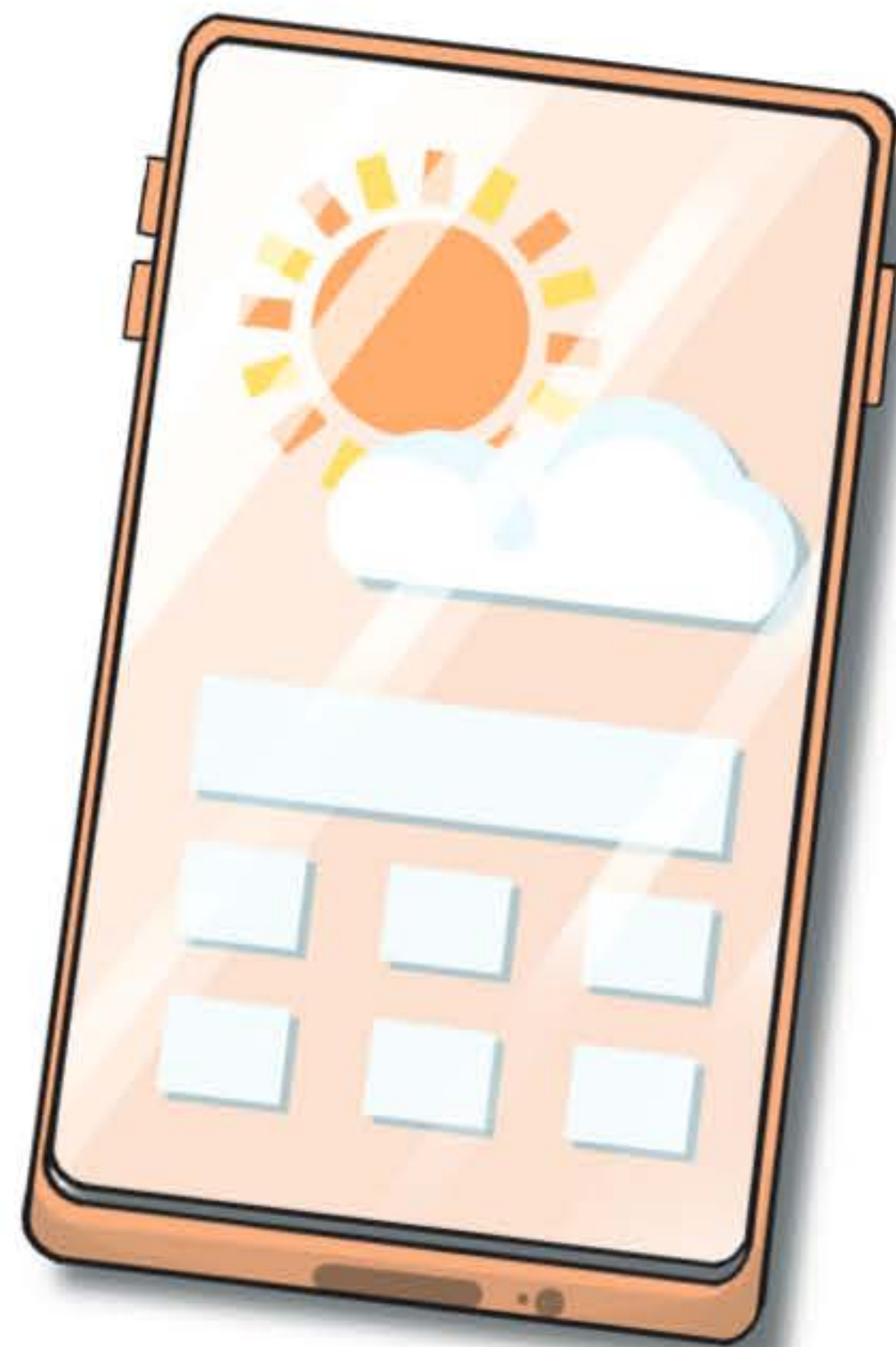
Mostly in June and July. Weather fluctuates from sunny to rainy, with over 20 days of rainfall accounting for about 1/4 of the year.

Note:

* During this period, it can be tough to dry your clothes.

* Turning on the A/C can keep your space dehumidified.

* Suggest to purchase a dehumidifier and humidifier all-in-one machine.



Typhoons

Mostly from July to September. Accompanied by heavy rain, and temperatures can drop quickly.

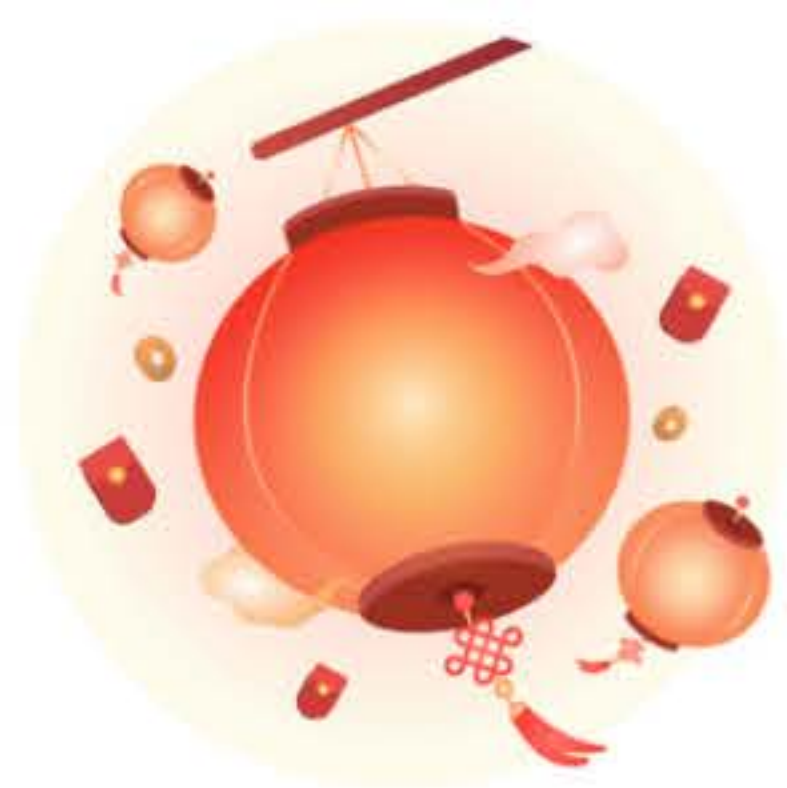


PUBLIC HOLIDAYS

The four traditional festivals in China are the Spring Festival, Qingming Festival, Dragon Boat Festival and Mid-Autumn Festival.



- **New Year's Day** January 1
- **Spring Festival** First day of the first lunar month
- **Qingming Festival** Normally on April 5
- **May Day Holiday** May 1
- **Dragon Boat Festival** Fifth day of the fifth lunar month
- **Mid-Autumn Festival** Fifteenth day of the eighth lunar month
- **National Day Holiday** October 1



Spring Festival customs include the hanging of red lanterns and the distribution of red envelopes with gift money.



Qingtuan, green glutinous rice ball, is normally enjoyed during Qingming Festival.



Dragon boat races are a traditional activity of the Dragon Boat Festival.



Mooncake is a traditional food for the Mid-Autumn Festival

CULTURAL VENUES



Shanghai Museum

It has a collection of over 1 million artifacts, with 140,000 classified as national treasures. Admission is free, and the museum is closed on Mondays. Reservations are required.

Address: 201 People's Ave, Huangpu District

Website: www.shanghaimuseum.net



Shanghai Urban Planning Exhibition Hall

As China's first exhibition center dedicated to urban planning, it showcases the city's past, present, and future growth plans. Entry is free, but reservations are needed.

Address: 100 People's Ave, Huangpu District



Shanghai Grand Theater

Enjoy operas, musicals, ballets, and symphonies in this venue, which offers three performance halls.

Address: 300 People's Ave, Huangpu District

Website: www.shgtheatre.com



The Memorial of the First National Congress of the Communist Party of China

The memorial where the Party was born in 1921, gets visitors from home and abroad every year keen to learn the history of the Party or simply visit the century-old shikumen (stone-gate) residence in Xintiandi.

Address: 76 Xingye Rd, Huangpu District

Website: www.zgyd1921.com



China Art Museum

Housed in the former China Pavilion of the 2010 World Expo Shanghai, it displays modern Chinese art and hosts international exhibitions. Admission to permanent exhibitions is free.

Address: 205 Shangnan Rd, Pudong New Area

Website: www.artmuseumonline.org



Shanghai Urban History and Development Museum

Located at the foot of the Oriental Pearl TV Tower, the museum depicts the evolution of Shanghai through 2,000 cultural relics and over 100 waxwork figures. Entry costs 35 yuan.

Address: 1 Century Ave, Pudong New Area

Exploring Shanghai

TRAVEL INFO

Shanghai Municipal Administration of Culture and Tourism



It serves as a useful guide for visitors, with information on attractions, transportation, shopping, exhibitions and sporting events.

Website: www.meet-in-shanghai.net/

WeChat Account: 乐游上海 Enjoy Shanghai



Ctrip



Ctrip is an online travel ticketing service company. Its international version is Trip.com. English services are available.

Contact: 400-619-9999

www.ctrip.com

www.trip.com



Springtour provides travel packages both in the country and abroad with online booking services. It is the first travel agency in China to establish a wholly owned airline. No English services.

Contact: 400-820-6222

<https://www.springtour.com/>

Jinjiang WeHotel



Jinjiang WeHotel, under Jinjiang International, is a booking platform with approximately 30 global brands, nearly 8000 high-quality hotels. English services are available on the website.

Contact: 400-820-9999

<https://www.wehotelglobal.com/>

LIBRARIES & BOOKSTORES



Shanghai, a vibrant cultural hub, boasts an incredible variety of libraries. For book lovers, they're like havens, offering a diverse range of resources and experiences.

◆ Shanghai Library

Ancient rare books and celebrity manuscripts are particularly distinctive.

Address: 1555 Huaihai Rd M., Xuhui District

◆ Zikawei Library

It incorporates literature reading, art appreciation and tourist information services.

Address: 158 Caoxi Rd N.

◆ Shanghai Library East Branch

Opened in 2022, it is the largest library in an individual building.

Address: 300 Hehuan Rd, Pudong New Area

◆ Duoyun Books

Its flagship store is located on the 52nd floor of Shanghai Tower, which is the tallest building in the city.

Address: 52/F, 501 Yincheng Rd M., Pudong New Area

◆ Pudong Library

It boasts a collection of 4.7 million printed volumes and 3.2 million digital volumes.

Address: 88 Qiancheng Rd, Pudong New Area

◆ Jiading Library

It was voted the "best public library in the world" by the US-based Interior Design Magazine.

Address: 1288 Yumin Rd S., Jiading District



Check out the libraries
and bookstores

INTERNATIONAL EVENTS

..... April

- Formula 1 Chinese Grand Prix

..... June

- Lujiazui Forum and Shanghai International Financial Advisory Council Meeting
- Shanghai International Film & TV Festival
- Shanghai International Carbon Neutrality Expo in Technologies, Products and Achievements

..... July

- World Artificial Intelligence Conference
- China International Carbon Trading Conference

..... August

- Shanghai Book Fair

..... September

- INCLUSION·Conference on the Bund
- Pujiang Innovation Forum
- Head of Shanghai River Regatta
- China International Industry Fair
- World Design Cities Conference



..... October

- The Rolex Shanghai Masters
- International Business Leaders' Advisory Council
- Smart City Expo World Congress
- China Shanghai International Arts Festival
- World Cities Day

..... November

- World Laureates Forum
- China International Import Expo
- Shanghai International Intellectual Property Forum
- North Bund Forum
- Shanghai Marathon

..... December

- Marintec China

SHOPPING



From opulent shopping centers to stylish independent boutiques, Shanghai offers diverse shopping zones that cater to different tastes.

Nanjing Road Pedestrian Mall

It's one of China's busiest commercial streets with a history of over a century, lined with department stores and featuring modern and European architectures.

Lujiazui

Located in the Pudong New Area, it is renowned for its modern skyscrapers and high-end shopping malls.

Julu, Fumin and Changle roads

The area contains various boutiques of independent brands, which is a local version of New York's Little Italy.

Xujiahui

It is home to several modern shopping centers, providing a variety of options for food, clothing, electronics and more.

Huaihai Road M.

Reputed as the "Oriental Paris Fashion Street," it gathers domestic brands and flagship stores of global brands.

**** Shanghai hosts various shopping galas, both online and offline, such as the Double Five Shopping Festival, 618, Double 11 and Double 12, where customers can enjoy significant discounts and promotions.

Exploring Shanghai

F&B VENUES



From authentic local cuisine to international flavors, Shanghai's food and beverage venues provide an array of options for every palate.

Creative zones

There are shopping, dining, and cultural complexes in Shanghai. Popular destinations include Shan Kang Li, Yong Ping Li, Zhangyuan Garden, Feng Sheng Li and the INLET.

Found 158

The trendy underground complex houses plenty of stylish bars and restaurants with global flavors.

Korean street

It is a bustling neighborhood offering a wide range of Korean cuisine, including traditional tteokbokki, barbecue, seaweed rice rolls, and soju.

Wukang and Anfu roads

Nestled in the center of the city, the charming tree-lined streets are renowned for cozy restaurants and elegant cafes catering to both locals and expats.

Yongkang Road

Once famous for its rowdy bars and clubs, this 600-meter-long street has now been converted into a gathering of cafes.



TASTE OF THE CITY

Shanghai cuisine is a class of its own, with influences from both southern and northern China. It offers a unique blend of flavors that is sure to excite your senses.

Local snacks



Xiaolongbao

Small steamed buns with different fillings such as pork and crab roe.



Dabing and Youtiao

Dabing (large flatbread) and youtiao (fried dough sticks) are popular breakfast choices in Shanghai.



Congyou banmian

Scallion oil noodles



Shengjianbao

Pan-fried pork buns

Recommended Shanghai dishes



Smoked fish



Steamed hairy crab



Mandarin fish in a
sweet and sour sauce



Braised pork

LIVING GUIDE FOR EXPATS

City News Service

www.citynewsservice.cn

City News Service provides information to the city's expat population to help simplify the process of acclimatizing to and navigating through life in Shanghai.



SHINE

www.shine.cn

SHINE is the new digital media product powered by Shanghai Daily, the largest English-language publication in East China.

ShanghaiEye

<https://www.shanghaieye.com.cn/>

ShanghaiEye is the new media platform of The International Channel Shanghai, which is the only comprehensive variety 24-hour TV channel on the Chinese Mainland.

Foreign Talents In Shanghai

<http://www.sgst.cn/foreign#>

Run by the Administrative Center of the Shanghai R&D Public Service Platforms, it provides services for foreigners working in Shanghai.



Shanghai Let's Meet

The official X-and Facebook-edition of Shanghai Fabu, the official WeChat account of the city. Scan to see new 2023 Shanghai city video “SHANGHAI LET’S MEET.”



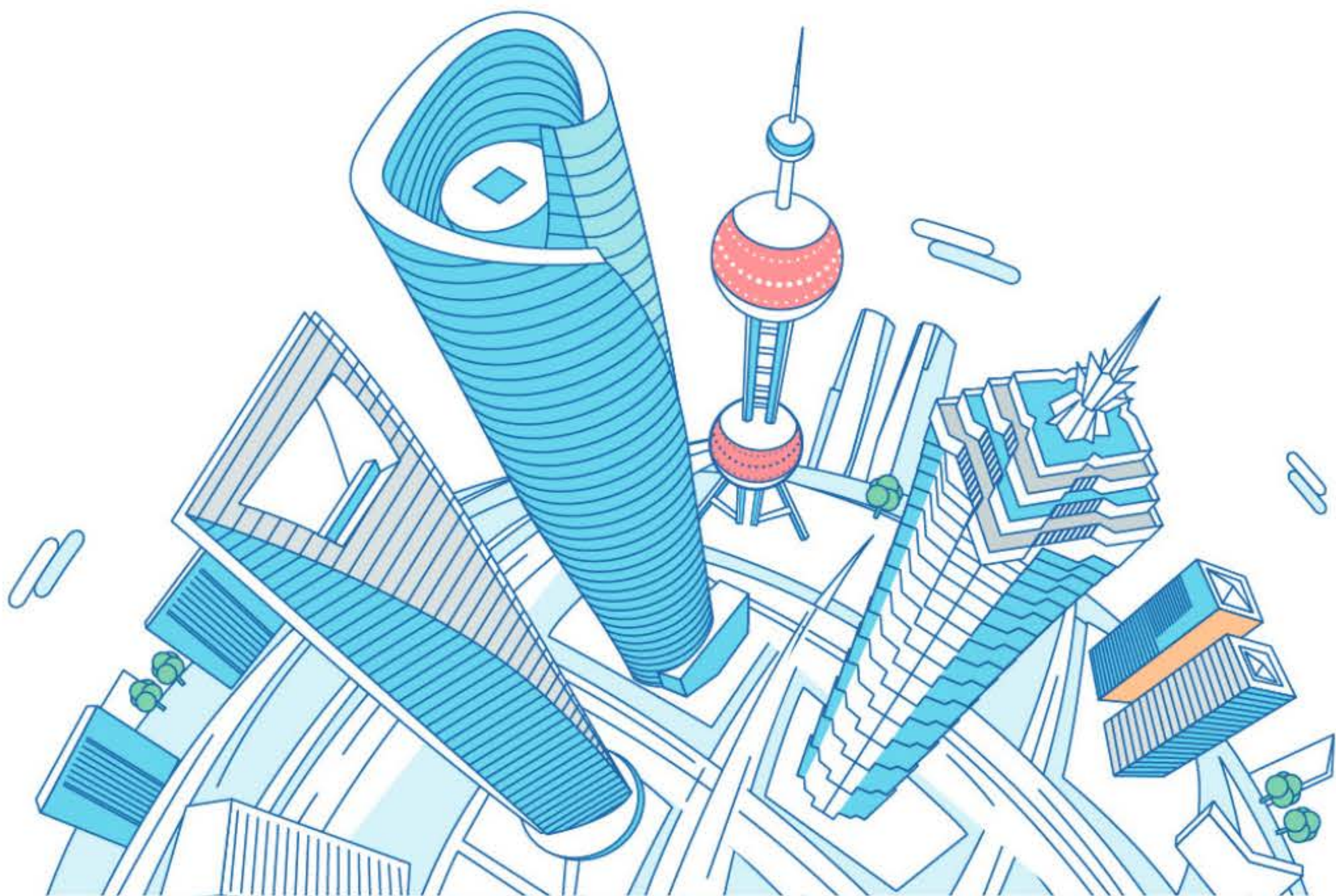
Meetinshanghai

The official X and Facebook page of Shanghai Municipal Administration of Culture and Tourism



Invest Shanghai

The official X homepage of Shanghai Foreign Investment Development Board



NUMBERS TO REMEMBER

If there's something you don't understand or want to discuss, please contact the relevant services.



// **12345** //

Shanghai Public Service Hotline

The hotline is a must-have for citizens to report issues, ask questions, and share complaints about public services. It's a quick and easy way to get information and assistance with public services. Supports 10 languages.

// **12367** //

China Immigration Service Hotline

The hotline assists expats in Shanghai with visa, exit and entry-related queries. Experts are available to offer support.

// **12366** //

Tax Service Hotline

The hotline is a valuable resource for taxpayers, providing help and support for tax-related matters.

// **12306** //

Railway Service Hotline

Operating from 8am to 5pm, it provides English-language service. Visit their website or app for tickets, refunds, and schedules.

OTHERS



Consulates in Shanghai are crucial for foreign nationals, playing a vital role in fostering international relations and cooperation in the region.

Scan the QR code to check the consulates in Shanghai



Scan the QR code for other public service hotlines in Shanghai



Scan the QR code to purchase exhibition tickets



Scan the QR code to purchase theater tickets



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Foreign Affairs Office of the Shanghai Municipal People's Government
Shanghai People's Association for Friendship with Foreign Countries
1418 Nanjing Rd W., Jing'an District, Shanghai, 200040
021-22161600
<http://wsb.sh.gov.cn/>

Shanghai Daily
755 Weihai Rd, Jing'an District, Shanghai, 200041
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<https://www.shine.cn>

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