

Common Queries & Known Issues

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EXPORTS

1. AD Code not appearing

Problem description: The exporter/CHA reporting that their AD-code [*Authorized Dealer Code*] is not appearing in the application's drop down list.

Reason:

1. Some cases the AD code is changed and the CHA might having old reference.
2. The AD Code directory has been centralised In ICES 1.5 and local updation is no longer possible through ICES 1.5.
3. The AD code is updated from RBI on periodically at the central level.

Solution:

1. The CHA are requested to verify the latest AD code from their respective banks (authorised banks to collect FOREX payments).
2. For those registered and not found their AD Code in the drop down menu of shipping bill entry are advised to re-register his AD-Code corresponding to IEC from CLK role in exports.

2. DEEC Licences: SB not getting submitted

Problem Description: The SB's are not getting submitted in case of DEEC licences. The system throws error "Invalid licence/Regn No" and the details of the licences are also not getting printed on the checklist

Reason: CHA's might not aware what to enter in that field i.e licence number or Regn number and entering wrong Regn numbers.

Solution: The field [*licence number or Regn number*] has to be Regn number. An enquiry module is available in SB_Print (AMEND) role is primary.

3. DEEC Licences: Details not appearing

Problem Description: The licence details not getting printed at the time of check list printing at service center.

Reason: No Database link connectivity between ICES and Service Centre .

Solution: Licence details will be picked from the ICES central server and will get printed on final copies

4. Scroll Generation

Problem Description: DBK [Drawback] scroll is not getting generated in ICES 1.5.

Reason: DBK AC directly generating the final scroll

Solution: In ICES 1.5, it is mandatory to generate a temporary scroll before generation of final scroll. LSM has to add designated bank using message management facility.

5. Retransmission of the Shipping bills to DGFT

Problem Description: Non appearance of Shipping bills on DGFT site where EGM is closed, and could not able to do retransmission for such SBs to DGFT.

Reason:

1. The cause for non appearance can be due to networking issue or corrupt file received by DGFT.

Solution: All the shipping which are pending have to be re-transmitted before migration from ICES 1.0. This option is also available in ICES 1.5.

6. EGM Filing

Problem Description: Sites reported that the files accumulate in the EGM Queue.

Reason: The procedure for EGM filing is different for ICES 1.5. The new procedure for EGM filing is not known to Users at site.

Solution: In ICES 1.5, EGM's has to be filed through service centre, who in turn will feed the data provided by the custodian duly verified by the custom officers and in next day BOD, SB's will move to next queue provided the data fed by service centre is correct. In case of ICDs EGM enquiry is available with DBK_SUPDT menu.

Note : For the sites, where the custodian is CONCOR the EGM will be sent by CONCOR to the ICEGATE.

7. Unit Price

Problem Description: Unit price, Market prices are fed in the system but goes blank after the moving to next field.

Reason: In ICES 1.5, only 2 digits after decimal are accepted. If it's more than 3 digits then the unit price and Market price are disappearing.

Solution: Service centre users are required to enter only two digits after decimal. (i.e. 1.22 is accepted and 1.222 won't)

8. Missing Port

Problem Description: Various Ports are not appearing in the list

Reason: Central server might not have the data of some port. The list of various ports is standardized, so it's not possible to update directory at local level.

Solution: Communicate to the ICEGATE for the missing port to update in the central server.

9. Port of destination and country of destination are different.

Problem Description: System is not accepting the entry of if the destination port is different to destination country.

Reason: In ICES 1.5, System is not accepting the destination port of different country.

Solution: This facility withdrawn from ICES 1.5, now the port of destination and country of destination must be same.

10. Container Number amendment from Preventive officer's menu

Problem Description: A error message comes while amending the container number from preventive officer's account

Reason: A error message displayed table or view doesn't exist while amending the wrongly entered container number

Solution: N/A

11. Enquiry module not available in CMC.

Problem Description: Users are reporting that no enquiry module is available in CMC

Reason: In ICES 1.0 enquiry module was there in the login ids of CMC operators.

Solution: In ICES 1.5 a separate link is provided to CMC for documents enquiry for imports ,exports and IGM. (http://10.1.8.150:5555/web/tracking_ices/EnquiryModule_Index.jsp)

12. Goods registration problem at ACC

Problem Description: While registration of goods in shed system gives error message SB and marker warehouse are different please check

Reason: Airline operating at ACC should be entered in to system with warehouse.

Solution: Entry should be done from CUSADM role of system manager from airline warehouse menu

13. Re-allocation of the Shipping Bill from one DBK Supdt to other

Problem Description: A problem is reported that DBK AC is not able to transfer one SB from one supdt to other

Reason: May that DBK Supdt having multiple roles on his SSO-ID .

Solution: While transferring of the Shipping Bill from one Supdt to another DBK AC should ensure that DBK Supdt shouldn't be working on role other than DBK.

1. Licences: Details missing

Problem Description: The licence details in the BE checklist is not printed.

Reason: No Database link connectivity between ICES and Service Centre and details will appear in Final prints only

Solution: CHA has to ensure the correctness of the data himself and later during the first copy print and final OOC prints the description of the items will appear.

2. X-bond BE Filing: Description Missing

Problem Description: when X-bond BE Filing the description of the items is not getting printed

Reason: No Database link connectivity between ICES and Service Centre and details will appear in Final prints only

Solution: N/A

3. IGM Details

Problem Description: The local IGM details i.e MAWB NO, MAWB DT, IGM RTN doesn't populate automatically after entering the gateway IGM details

Reason: Servers are different so in 1.5 IGM's details will not get populated by themselves

Solution: It has to be filled in completely. And if CHA wants to enquire the local IGM number he has to get this from service centre with the IGM_BE enquiry link or alternatively through the Menu of the custom officers.

4. Issues related to licences and RA's.

Problem Description: When trying to register with ICES 1.5 for those advance licences issued before the site implemented the "online licence module" and not registered in ICES 1.0 the system says "Manual registration of the licence is not allowed for central server site"

Reason: These licences issuing date is before the MOD ONLINE date in ICES 1.0 and these licences are not registered in ICES before migration.

Solution: No solution available.

5. Goods registration

Problem Description: Goods registration option is not present in INS role as it was in ICES 1.0

Reason: In ICES 1.5, different role is created for goods registration i.e. AAI

6. Prior Bill of entry

Problem Description: Conversion of prior Bill of entry to normal bill entry not done automatically.

Reason: For "prior BE" in ICES 1.5, after entering IGM in the system, BE does not automatically converts into a normal BE.

Solution: In ICES 1.5 the conversion of prior BE to Normal BE has to be done through menu option available in AAI role.

7. RAs issued by ICES 1.5 site

Problem Description: RA's issued by ICES 1.5 site to ICES 1.0 site is not getting loaded in the system

Reason: N/A

Solution: The system manager of the migrated site should communicate to other sites. Other sites have to update the table d_cus_site for the migrated site and set null the ra_mesg_dt for the site code which has been migrated.

8. IGM transmission

Problem Description: Procedure for Transmission and feeding of IGMS. No clarity on whether the IGM's come online or have to be fed locally in the system.

Reason: N/A

Solution: IGM's during the migrating period are preserved at ICEGATE and are loaded into ICES 1.5 as the site goes online. So there is no need for feeding the IGM's through service centre

9. DEEC Licence issues

Problem Description: Service centre is facing while creating documents under DEEC scheme. For example if he have to file a documents with 10 items under advance licence, then system won't accepts the second item under advance licence

Reason: known application issue

Solution: N/A.

10. Arrival time integration in AIR IGM.

Problem Description: After filing the IGM from service centre from which role it should be approved.

Reason: In ICES 1.0 IFO role was there.

The time limit to regularise an IGM is 2 hours from SDO account

Solution:

1. CHA should get the IGM regularised within 2 hours after the arrival of flight.
2. Flight entry should be done in SDO role in 'flight manifest' .

11. Bill of entry acknowledgement (Re-import flag wrong)

Problem Description: After the submission of BE a acknowledgement comes from ICEGATE that re-imports flag is wrong.

Reason: Data entry operators usually use short cut keys to jump to next item.

Solution: Data entry operator should access all the field before going to next item and put "N" into Re-imports field.

12. Error "IGM not submitted" while submitting the Job for BE (ACC sites)

Problem Description: A error message comes 'IGM not Submitted' While submitting the job for a Bill of entry.

Reason: There might be some mismatch of data during the filing of BE and data in IGM

Solution:



ICES 1.5



1. While filling of the Bill of entry CHA should ensure that there is no mismatch of MAWB_NO,HAWB_NO in BE data and IGM data.

13. Unable to navigate during amendment (ACC sites) .

Problem Description: Users reported problem that they are unable to navigate the option during amendment

Reason: Users are trying to navigate with mouse.

Solution: Operators have to use the left, right, up and down keys to navigate the options and select the option by pressing <Enter> key. Mouse navigation is disabled.