NEWAGE
SOFTWARE & SOLUTIONS

Frequently Asked Questions
in
eFreight Suite

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1. eOcean

1. How to transship sea shipment and generate an export job?

Prerequisites

- ➢ *Sea Import Job Screen*

    - In the HBL tab page, trade code must be Transhipment
    - In the Connection tab page, Transit port must display the FDC or the next POD for the shipment

- ➢ *Sailing Schedule Screen*

    - Sailing schedule must be available for the FDC or the next POD for the shipment
    - POD displayed in sailing schedule must be the same as displayed in the connection tab page Transit Port field

Screen

- ➢ *Sea Import Job*

Navigation

⛴   Select **eOcean** module ➔ select the **Sea Import Job** screen

Procedure

1. Click the **Connection** tab page displayed in sea import job screen.
2. Select the **Transit Port**, the next port of discharge for the shipment.
3. Select the sailing **Schedule ID**, details of the vessel in which the consignment is planned to be loaded.
    - If sailing schedule is not created, you can create the same in the sailing schedule screen in Sea module.
    - The Transit Port in the import job and POD in the sailing schedule should be the same. E.g. if INMAA is entered in sailing schedule screen same should be entered in Connection tab page also of sea import job screen.
4. The system will assign the **Export Segment Code** for the shipment.

Screen

- ➢ *Sea Export LCL Job Generation*

Navigation

Select **eOcean** module ➔ select **Sea Export LCL Job Generation** screen

Procedure

1. Press **F7** or right click and select **"Enquire"** option
2. If you are aware of the **schedule id** enter the same else enter the **Segment Code, POD, Vessel/Voyage** and Press **F8**
3. Enter the "**Agent"** Name (Container handling agent – Job FDC Agent)
4. If cargo being co-loaded with another forwarder select the "**Co Loader"** name
5. Select the **"Freight"** term for the Job
6. Select **"Generate Job"** as **"Yes"** under **Container Details**
7. Press **F10** to save the record
8. Click on **"Generate Job"** button
9. System will display **Job No.**
10. Note down the Job number for future reference.

2. How to generate Auto Import Job from ICD for gateway port?

Screen

 ➢ *Sea Export LCL Job Generation*

Navigation

 ⚓ Select **eOcean** module ➔ select **Sea Export LCL Job Generation** screen

Procedure

1. Press **F7** or right click and select **"Enquire"** option.
2. If you are aware of the **schedule id** enter the same else enter the **Segment Code, POD, Vessel/Voyage** and Press **F8.**
3. Enter/select **Agent Name, Freight** etc.,
4. Under **Container Details** part of the screen select **"Generate Job"** as **"Yes"**
5. Click on **Generate Job** button
6. System will prompt the message "**An Auto Import Job will be created for <Location Name>. Do you want to continue – Yes/No**".
7. Click on **Yes**.
8. System will generate a job for the ICD location and display the ICD Job Number.
9. An auto import job will be created for the gateway port.

Screen

 ➢ *Sea Export Job*

Navigation

 ⚓ Select **eOcean** module ➔ select Sea Export Job screen

Procedure to confirm

1. Click on **Others** tab.
2. The auto import job number generated for the gateway port will be displayed under "**Import Job**" part of the screen.
3. Location Name will be displayed.
4. Job will display the job number – segment code/job number/subjob number

3. Why doesn't the document attached in the job screen open?

Prerequisites

1. "TXT" folder must exist in C:\
2. "TXT" folder exceeds the file capacity.
3. Attached file name is lengthy.
4. Attempting to open a file which has been saved using higher version with a lower version. (e.g.) user who has attached the file has saved it using Acrobat Version 8 but the user who is attempting to open the file has only Acrobat Version 6 installed in their system.

    If the above conditions are satisfied and if the problem still exists

5. If attached file name is lengthy by default when we attempt to open the file gets copied/saved in c:\TXT folder.   -   You cannot view a preview but the file will be saved in the above location.

4. XML file generation problem at origin port and upload at destination not possible?

Error Message

- **Error message which can be viewed at the end of the XML file generated – "**The XML page cannot be displayed. Cannot view XML input using XSL style sheet. Please correct the error and then click the Refresh button, or try again later. An invalid character was found in text content. Error processing resource 'file://C:/Documents and Settings/teamglobal.inmaa..."

Possible reasons for the error

- Special characters like -, %, etc would have been entered – for e.g. in commodity description, marks & nos, shipper/consignee name etc.
- Rectify the same and then generate XML file again.

5. When to use Intl Pack and Extl Pack fields?

When to enter the internal and external pack codes and pieces

- When the cargo is packed in two different packing types. For e.g. **100 pieces of shirts packed in 1 carton.** In this case **Carton** is the **external pack code** and **Pieces** is the **Internal pack code**.
- If there is only one package type i.e. external pack code then enter under Extl. Pack field. Leave the Intl Pack field blank.
-

Reason for entering the pack details

- Customers have the option of querying their shipment information on our **web site** based on **Purchase Order number, HBL Number, Container Number etc**
- Helps the customer to easily track the actual pieces of cargo shipped out
- This would mainly help Buyer Consol customers
- Customer also comes to know of the balance pieces that are pending to be received by him

6. How and where to pull the Default Rates?

> *Default Master screen*

- Check for the default master code in your location

If the above conditions are satisfied consider the following procedure

Screen

> *Export/Import Booking Screen*

Navigation

⚓ Select **eSmile** ➔ select the **Export/Import Booking** screen ➔ **Rate** tab page

Procedure

1. Click on "**Get Default Rate**" button.

Screen

> *Export/Import Job Screens*

Navigation

⚓ Select **eOcean** ➔ select the **Export/Import Job** screen ➔ **Charge** tab page

⚓ Select **eAir** ➔ select the **Export/Import Job** screen ➔ **Charge** tab page

Procedure

1. Click on "**Get Default Rate**" button.

**Note**

➢ _If the charge type is revenue, it can be entered in **Quotation screen** for local customer._

7. How to change the FDC (Requirement as per L/C Terms) when you generate HBL?

Prerequisites

- The **FDC** port must exist in port master.

If the port code is not available

➢ *Create a new Port Name and Code.*

If the port is an inland destination

Screen

➢ *Sea Export job*

Navigation

⛴ Select **eOcean** ➔ select **Sea Export Job** screen

Procedure

1. Press **F7** or right click and select **"Enquire"** option.
2. Enter the **Segment Code or Job Number or OBL Number** or any other required information for the job and Press **F8.**
3. Right click on the screen and select the **Subjob Reports** option.
4. Select the **House BL** option from the list displayed, the system will display a parameter screen.
5. In the parameter screen change the **FDC** (Place of Delivery) to the location which you require.
6. Click on the **Generate** button to run the HBL
7. The Place of Delivery in HBL would display the new Place of Delivery you have specified in the parameter.

8. How to generate import job using origin's export job information from sea export import screen?

Prerequisites

- Origin location must be your office.
- The export job completed status must be "Yes"

Navigation

⚓   Select **eOcean** ➔ select the **Sea Export To Import** screen

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the origin country code in **Export Location Code** field.
3. Enter the origin export job segment code in the **Export Segment Code** field.
4. Enter the origin export job number in the **Export Job No** field.
5. Press **F8** to display the job details based on the criteria specified above.
6. The system will display the **Job**, **Container** and **Subjob** details of the origin port.
7. Enter or select the **Import Segment Code**.
8. Click the **Generate Import Job** option to generate import job based on the details displayed.
9. The system will generate and display the unique **Import Job No**.
10. Click on the option available next to the Import Job No field to view the details of the import job generated.

9. How to split the HBL after job generation?

Prerequisites

> *Job Screen*

- The **Job Completed** status must be **No**.
- **Import Job** must not be generated at destination.

Navigation

⚓ Select **eOcean** ➜ select **Export Split HBL** screen.

Procedure

1. Enquire (F7) by selecting the **Segment** code, **Job** or **subjob** number under "**Retrieve (F8) House Details**".
2. You can also enter the **House No** (HBL) alternatively.
3. Click the **Get Details** option to display the house and container details for the criteria specified.
4. Enter the **New** details (i.e.) break-up details based on which you want to split the HBL.
5. Click the **Generate** option to create a new subjob under the existing job and to generate a new booking for the subjob.

Check for the split HBL details in the existing job

> *Export Job Screen*

Navigation

⚓ Select **eOcean** ➜ select **Export Job** screen.

Procedure to check the split HBL details

1. Press **F7** to display the screen Enquire mode.
2. Enter the Segment Code and Job number and press **F8** to retrieve the job details.
3. The split HBL details will be displayed as a separate and last subjob under the job.
4. The internal note for the new subjob will display the details of the BL number based on which split HBL is generated.

10. How to trigger auto mail to agent in case of Express Release of BL or Surrender BL?

Prerequisite

- ➢ *Job screen*

  - • The job completed status must be "**Yes**".

If the condition is satisfied follow the below procedure

Screen

- ➢ *HBL Corrector*

Navigation

- ⛴ Select **eOcean** ➔ select **HBL Corrector** option

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the segment code, job and subjob details or alternately you can enter the HBL number and press **F8** to execute the query.
3. Click the **Get** option to display the HBL details for the above specified criteria.
4. All the existing details will be displayed under "**Now Reads**".
5. Under the **"Should Read"** option, you can specify the changes and select "Yes" under the Express BL.
6. Press **F10** to save the record, system will generate a unique corrector number along with the date on which the correction is processed.
7. Click the **Execute** button to mail the amendment details to the agent.
8. Auto mail will be triggered from the system to the final destination agent mentioned in the subjob.

If the prerequisite conditions are not satisfied below are the procedures

Screen

➢ *Sea Export Job*

Navigation

⛴ Select **eOcean** ➔ select **Sea Export Job** option

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the segment code and job number, and then press **F8** to retrieve the details.
3. Alternatively click option and enter the required HBL to display the job details.
4. In the **HBL** tab page select the subjob for which you need to confirm the Express BL.
5. Select "**Yes**" option under the Express BL field.
6. Press **F10** to save the record.
7. On saving system will trigger Auto Mail to the final destination agent mentioned in the subjob.

11. How to raise shifting credit note?

Prerequisites

- ➢ *Export Booking screen*

  - There must be difference in **Client/Gross** and **Net** rates.
  - The **Shifting Party** and **TDS%** must have been entered.
  - The above conditions must be satisfied prior generating the original HBL and invoicing the customer.

Procedure if the prerequisites are satisfied

Screen

- ➢ *Export Booking*

Navigation

- ⛴ Select **eSmile** ➔ select the **Export Booking** screen

Procedure

1. Press **F7** to display the screen in enquire mode and enter the booking number for which you want to generate the shifting credit note.
2. Press **F8** to retrieve the matching records
3. Right click on the screen and under the **Booking Reports** select the **House BL** option.
4. The system will calculate the shifting and display the details for your confirmation.
5. Click the **Ok** option to generate a **Credit Note** for the customer.
6. In **Others** tab page click the **Invoice** button to check the auto generated shifting credit note.

Procedure if Job is generated for the same

Screen

➢ *Sea Export Job*

Navigation

⚓ Select **eOcean** ➔ select **Sea Export Job** option

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Segment Code**, **Job Number** and press **F8** to execute the query to retrieve data based on the details specified.
3. Alternatively click on 🔲 button to display the search window and select the **HBL Number** from the drop down list.
4. Enter the **HBL Number** and click the search option to retrieve the job details.
5. Select the required subjob if more than one record is displayed.
6. Right click on the screen and select the **Subjob Reports** option.
7. Select the **House BL** option displayed in the list.
8. The system will calculate the shifting details and display the same for you to confirm the details.
9. Click the **Ok** option to generate a credit note under the customer account.
10. In the **Links** tab page click the **Create Invoice** option.
11. The Auto Generated Shifting credit note will be displayed.

Note

➢ *If the customer code is not specified but still TDS% is entered then system will generate a credit note under "Shifting Payable" account code.*

12. How to raise brokerage credit note?

➢ *Export Booking Screen*

- • **Brokerage Party** and **TDS%** must be specified.
- • The above details must have been specified prior generating the original HBL and invoicing the customer

Procedure if the above conditions are satisfied

Screen

➢ *Export Booking*

Navigation

⚓ Select **eSmile** ➔ select **Export Booking** option

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Booking Number** and press **F8** to execute the query.
3. Right click on the screen and select **Booking Reports** option.
4. Select the **House BL** from the list of options displayed under booking reports.
5. The system will calculate the **Brokerage** and display the details in a separate window for confirmation.
6. Click the **Ok** option to generate the **Credit Note** under the **Customer Account**.
7. In the **Others** tab page click the **Invoice** option to generate the **Brokerage Credit Note**.

Procedure if Job is generated for the same

Screen

> *Sea Export Job*

Navigation

⛴ Select **eOcean** ➔ select **Sea Export Job** option

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Segment Code**, **Job Number** and press **F8** to execute the query.
3. Alternatively click on the 🔎 button and select the **House BL** option from the drop down list.
4. Enter the **HBL Number** and click on the search button.
5. The system will display the matching records, select the subjob you require.
6. Right click on the screen and select the **Subjob Reports** option from the list.
7. Select the **House BL** from the drop down list.
8. The system will calculate the **Brokerage** and display a separate window for you to confirm the details.
9. Click the **Ok** option to generate a credit note under the customer account.
10. In the subjob **Links** tab page click on the **Invoice/Credit Note List** option.
11. The system will display the auto generated brokerage credit note.

Note

> *If the customer code is note selected but still TDS% is entered then system will generate a credit note under "Brokerage Payable" account code.*

13. How to cancel an invoice which has been raised wrongly?

Prerequisites

- Partial or full payment receipts should not have been raised against the invoice

Screen

➤ *Export Booking*

Navigation

⛴ Select **eSmile** ➔ Select the **Export Booking** option.

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Booking Number** and press **F8** to execute the query.
3. In the **Others** tab page click the **Invoice** option.
4. Note down the **Invoice Daybook Code** and the **Document Number**, these are the details that must be reversed.
5. Click on the **Create Credit Note (Revenue)** button.
6. Select the Credit Note Daybook Code
7. Under **Adjustment INV** enter the **Invoice Daybook Code** and **Document Number**.
8. Click the **Get Invoice Charges** option, the system will pull the charges from invoice and display the same.
9. Cross check the same and press **F10** to save the record.

Procedure in other screens

Screen

➤ *Export/Import Job screen*

Navigation

⛴ Select **eOcean** ➔ select **Export/Import Job** screen

⛴ Select **eAir** ➔ select **Export/Import Job** screen

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Job Number** for which the invoice is already raised.
3. Press **F8** to retrieve the job details.
4. Click the subjob **Links** tab page, and select the **Create Invoice** button.
5. Note down the **Invoice Daybook Code** and the **Document Number** that needs to be reversed.
6. Click on the **Create Credit Note (Rev)** option.
7. Select the **Credit Note Daybook Code**.
8. Under **Adjustment INV** enter the **Invoice Daybook Code** and **Document Number**.
9. Click on **Get Invoice Charges** button, system will pull the charges from the invoice and display the same.
10. Cross check the information and press **F10** to save the record.

2. eSmile

1. How to change the segment code for a booking once created?

Prerequisite

> *Import/Export Booking screens*

- **Job** must not be generated for the booking (i.e.) the **Status** of the booking should not be displayed as **Generated**.
- **Invoice** must not be raised for export bookings.

Screens

> *Export/Import Booking*

Navigation

⛴ Select **eSmile** ➔ select the **Booking Segment Transfer** screen

Procedure

1. Enter the **Current Segment Code** and the **Booking Number** for which you want change the segment details.
2. Click the **Get Details** option, the system will display the booking details.
3. Enter the **Segment Code** that you wish to change as the new segment code for the booking.
4. Enter the **POR**, **POL**, **POD** and **FDC** port codes for the new segment.
5. Click on the **Transfer** option, the system will display this message for your confirmation to proceed further **"If you transfer the segment code, all rates under this booking will be removed. Do you want to continue? Yes / No"**
6. Click "**Yes**" to transfer the segment code.
7. Click **Ok**, the system will display the message **"Segment transferred successfully"**.
8. The **Status** field will display **Yes** as a confirmation for the transfer.

Further processing to be done in Booking screen

9. Click on **Rate** tab page
10. Enter the rates for the changed segment.
11. Press **F10** or click 💾 to save the record.

2. How to cancel a booking?

> *Export/Import Booking Screens*

- **Job** must not be generated for the booking (i.e.) the **Status** of the booking should not be displayed as **Generated**
- Invoice or other financial transaction must not be accounted for export bookings.

If the prerequisite conditions are satisfied follow the below steps

Screen

> *Booking Cancellation*

Navigation

⛴ Select **eSmile** ➔ select **Booking Cancellation** screen

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Segment Code** and **Booking Number** which you want to cancel.
3. Press **F8** to retrieve the relevant record.
4. Click on the "**Cancel Booking**" option.
5. The system will display the **"Booking Cancelled"** message as confirmation.
6. The subjob Status will be change to **"Cancel"**.

Note

> *If any financial transaction(s) is processed for the booking, the system will prompt the user with an error message.*

Below is the procedure to cancel the invoice

Screen

> *Import/Export Booking*

⚓   Select **eSmile** ➔ select **Export/Import Booking** screens

Procedure to cancel the invoice

1. In **Others** ➔ Click **Invoice / Credit Note List**.
2. Click the "**Create Credit Note (Revenue)**" option.
3. Select the **Daybook code**.
4. Under **Adjustment INV** field enter the invoice daybook code and document number.
5. Click on "**Get Invoice Charges**" button.
6. The system will pull all the invoice details.
7. Click the Save option or press **F10** to save the record.

3. How and where to pull the Default Rates?

Prerequisites

➢ *Default Master screen*

- **Default Customer Code** must exist for your location.

If the above prerequisites are satisfied

Screen

➢ *Export/Import Booking*

Navigation

⛴ Select **eSmile** ➔ select **Export/Import Booking** screens

Procedure

1. Enquire (**F7**) and retrieve (**F8**) the required booking.
2. In the **Rate** tab page click on the "**Get Default Rate**" option.

Screen

➢ *Export/Import Job*

Navigation

⛴ Select **eOcean** ➔ select **Sea Export/Import Job** screen.

⛴ Select **eAir** ➔ select **Air Export/Import Job** screen.

Procedure

1. In the **Charge** tab page click on the "Get Default Rate" option.

4. How to map import booking to import job after import job generation?

Prerequisites

➢ *Import Booking screen*

- The HBL/HAWB must be entered in the **"HBL/HAWB"** field.

Screen

➢ *Booking Marking*

Navigation

⛴ Select **eSmile** ➔ select **Booking Marking** screen

Procedure

1. Enter the nomination number (i.e.) booking number in the **Nomination** field.
2. Click the **Get** option to retrieve and display details on the nomination number specified.
3. Enter the **Job** details (i.e.) segment code, Job and Subjob number in the **Job No** field displayed under the **HBL/HAWB** option.
4. Click the **Get** option to retrieve and display the job details.
5. Now cross check the information displayed under booking marking and HBL/HAWB.
6. On verifying the details if you find they are alike, click the **Mark** option to map the import booking with the import job.

To verify the mapping

Screens

➢ *Sea/Air Import Job*

Navigation

⚓ Select **eOcean**➔ select **Sea Import Job** screen.

⚓ Select **eAir** ➔ select **Air Import Job** screen.

Procedure - Sea Import Job

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Job** details (i.e.) segment code, Job number and the job date in the job field.
3. Press **F8** to retrieve and display the job details based on the specified criteria.
4. In the **HBL** tab page select the required subjob details.
5. Check for the mapping (i.e.) nomination details in the **Nomination No** field.
6. The system will display the nomination number and nomination date.

Procedure – Air Import Job

7. Press **F7** to display the screen in enquire mode.
8. Enter the **Job** details (i.e.) segment code, job number and job date in the job field.
9. Press **F8** to retrieve and display the job details based on the criteria specified.
10. Under HAWB tab scroll down to the relevant subjob number and click on the **Others** tab page.
11. Check for the mapping (i.e.) nomination details in the **Nomination No** field.

Note

➢ *Nomination will get mapped to the import job only if the information entered in the nomination (import booking screen) and import job screen is tallied. E.g. if HBL/HAWB number entered in import booking screen is CHI/MAD/D03951 and that entered in Import job screen is CHIMADD03951, system will not allow you to map the nomination and the job.*

5. How to add additional subjob to the existing export job?

Prerequisites

- ➢ *Sea/Air Export Job screens*

    - The **Job Completed** status must be **Yes**

- ➢ *Export Booking screen*

    - The booking **Status** must be **Received**

Processing Screen

- ➢ *Export Add HBL/HAWB*

Navigation

⚓ Select **eSmile** ➔ select **Export Add HBL/HAWB** screen

Procedure

1. In the Booking Details option enter the **Booking No** (i.e.) segment code and booking number.
2. Click the **Get Details** option, the system will display the booking details for the booking number specified.
3. In the Job Details option, enter the existing **Job** number and segment code for which you want to add the HBL/HAWB.
4. Click the **Get Details** option, the system will display the job details pertaining to the job number.
5. Cross check the HBL/HAWB details and job information.
6. Click on **Add HBL/HAWB** option.
7. The system will add the current HBL/HAWB as last subjob to the existing job selected.

Verify the mapping details

Screen

➢ *Sea/Air Export Job*

Navigation

🚢   Select **eAir** ➔ select **Air Export Job** screen.

🚢   Select **eOcean** ➔ select **Sea Export Job** screen.

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Segment Code** and **Job Number** to which the HBL/HAWB is added.
3. Press **F8** to execute the query. The system will display the matching records for the criteria specified.
4. Alternatively click on 📷 option to display the **Search** window.
5. In the search window, click the drop down to select the **HBL/HAWB** option.
6. Enter the **HBL/HAWB** number in the space provided and click search.
7. The details of the newly added HBL/HAWB will be displayed as the last subjob in the HBL/HAWB tab page.

6. How to create a new booking using an existing booking details of a customer in eFreight Suite?

To create an Export Booking

Screen

> *Export Booking*

Navigation

🛥   Select **eSmile** ➔ select **Export Booking** screen

Procedure to create the booking

1. Click on the **Get** tab page displayed in export booking screen.
2. Select the **Segment** and **Shipper** code to query the previous booking details of the customer.
3. Click on **View** button to display the previous booking details of the customer.
4. On clicking the view option system will display the details of the booking processed for the same customer for the same segment.
5. The system will display the **FDC**, **Consignee Name**, **TOS** and previous **Booking Number** in a separate window.
6. If multiple booking details are displayed click on the required booking detail.
7. The select booking details will be displayed in the export booking screen.
8. The system will not display the vessel/voyage/flight/ETA/ETD/Pcs/Weight /Volume/Pack Type/Commodity Description/remark details.
9. The **Rates** specified for the previous booking will be displayed.
10. Enter the vessel/voyage/flight/ETA/ETD/Pcs/Weight /Volume/Pack Type/Commodity Description and remark details.
11. Press **F10** or click the **Save** option to generate a new export booking. The system will display the new export booking number.

To create an Import Booking

Screen

➢ _Import Booking_

Navigation

Select **eSmile** ➔ select **Import Booking** screen.

Procedure

1. Click on the **Get** tab page displayed in import booking screen.
2. Enter or press F7 to select the **Segment** and **Consignee** code to query the previous import booking details of the customer.
3. Click on **View** button to display the previous booking details of the customer.
4. On clicking the view option, system will display the details of the booking processed for the same customer and segment.
5. The system will display the **POR**, **Shipper Name**, **TOS** and previous **Booking Number** in a separate window.
6. If multiple booking details are displayed click on the required booking detail.
7. The select booking details will be displayed in the import booking screen.
8. The system will not display the vessel/voyage/flight/ETA/ETD/Pcs/Weight /Volume/Pack Type/Commodity Description/remark details.
9. The **Rates** specified for the previous booking will be displayed.
10. Enter the vessel/voyage/flight/ETA/ETD/Pcs/Weight /Volume/Pack Type/Commodity Description and remark details.
11. Press **F10** or click the **Save** option to generate a new import booking. The system will display the new import booking number.

3. Master

1. How to Change / Modify / Edit agent's email id?

Prerequisites

> *Customer Master*

  - Email id must exist for the customer in **Customer Email** field in the **Salesman** tab page

Screen

> *Customer Master*

Navigation

 Select **Master** ➔ select **Customer Master** screen

Procedure

1. Enquire and Retrieve the required Customer.
2. Click the **Salesman** tab page to display the existing details.
3. Select the **Location** and **Segment** code for which you need to change the email id.
4. Click on the email id existing in the Customer Email field.
5. Edit the email id as required, you can also specify additional email id for the same location and segment using a semicolon (;) do not give any space before and after the semicolon.
6. Press **F10** or click the **Save** option to update the email id specified for the customer.

Note

> *Auto mails from the system will be triggered to the email id(s) specified here.*

2. How to add segment wise customer email id to trigger auto emails?

Screen

➢ *Customer Master*

Navigation

⛴ Select **Masters** ➔ select **Customer Master** screen

Procedure

1. Click the **Salesman** tab page.
2. Click the **Add** ➕ option to add a new record or press the down arrow key after the last record.
3. Select the **Segment** code for which you need to add the email id.
4. The system will automatically display the **Location** code based on the login user name.
5. Select the **Salesman** details who handles the particular segment for the customer.
6. Click on the **Customer Email** field and enter the email to which any auto emails must be triggered.
7. You can specify multiple email ids for the customer separating each id with a semicolon (;) do not give space before and after semicolon.
8. Press **F10** or click the **Save** option to update the details in database.

3. How to map the TDS applicable for a Vendor?

Screen

> *Vendor Master*

Navigation

⛴   Select **Masters** ➔ select **Vendor Master** screen

Procedure

1. Select the **Vendor** code for which you need to add the TDS.
2. Click the **TDS** tab page.
3. Select the Exemption for TDS as Yes. Enter the TDS Exemption %.
4. Enter the Valid from and Valid To Date.
5. Select the Section UID for which this Vendor is applicable.
6. Press **F10** or click the **Save** option to update the details in database.

4. eCash

1. How to cancel a Job?

Prerequisites

- There must not be any **Financial Transaction** Pending.

Screen

➢ *Job Cancellation*

Navigation

⛴ Select **eCash➔** select **Job Cancellation** screen

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the segment code and job number in the **Job No** field.
3. Press **F8** to execute the query, the system will display the matching job details.
4. Click the **Cancel Job** option to cancel the job displayed.
5. The system will display a confirmation message for cancellation.
6. The **Job Status** will be displayed as **Cancel**.

Note

➢ *If financial documents are attached system will open another window displaying the list of financial documents attached to the Job. Cancel these documents displayed and then try to cancel the job.*

Verify Cancellation

Screen

➢ *Job screen*

Navigation

⚓ Select **eOcean** ➔ select **Sea Export/Import Job** screen

⚓ Select **eAir** ➔ select **Air Export/Import Job** screen

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Segment Code** and **Job Number** that was cancelled.
3. Press **F8** to execute the query and display the details of the job.
4. Check for the **Job Status**, it will be displayed as **Cancel**.

2. How to cancel a subjob?

Prerequisites

- There must not be any **Financial Transactions** pending for the subjob.

Screen

➢ *Subjob Cancellation*

Navigation

⚓ Select **eCash** ➔ select **Subjob Cancellation** screen.

Procedure

1. Press **F7** to display the screen in enquire mode.
2. Enter the **Segment Code**, **Job Number** and **Subjob Number** that needs to be cancelled.
3. Press **F8** to execute the query for the information specified and display the relative subjob details.
4. Click the **Cancel Subjob** option, the system will display a cancel confirmation message.
5. The **Subjob Status** will be displayed as **Cancel**.

Note

➢ *If financial documents are attached system will open another window displaying the list of financial documents attached to the subjob. Cancel these documents displayed and then try to cancel the subjob.*

Verify Cancellation

➢ *Refer to the verification details specified for job cancellation. Follow the same procedure and check the subjob status.*

3. How to cancel a Receipt?

- The receipt should not be setoff in the **Local/Overseas Setoff** screen.
- Receipt must have been raised in **Single Currency** and not multi currencies.

Screen

➢ *Receipt Cancellation*

Navigation

⛴ Select **eCash** ➔ select **Receipt Cancellation** screen

Procedure

1. Select the **Reversal Daybook Code**.
2. Under **Receipt Detail** enter the **Receipt Daybook Code** and **Receipt No** or **Bank Code**, **Cheque Number** and **Date**.
3. Click on 📁 button, system will pull in the receipt information into the screen.
4. Press **F10** to save the record.
5. The Status will be displayed as **Unposted**.
6. Once you are sure click on **Post** button to post the entry in GL Transaction.

Subledger Enquiry

Screen

➢ *Subledger Enquiry*

Navigation

⛴ Select **eCash** ➔ select **Subledger Enquiry** screen

Procedure

1. Enter the **From Date** and **To Date**
2. Select **Account Code** (Code for which receipt cancellation was done)
3. Click on the **Execute Query** option, you can find the subledger information.

4. Under document details the document type will be **RPTREV** code which is a confirmation that the receipt has been cancelled.

4. How to cancel a payment?

Prerequisite

- The payment should not be setoff in the **Local/Overseas Setoff** screen.
- The payment receipt must have been raised in **Single Currency** and not multi currencies

Screen

➢ *Payment Cancellation*

Navigation

➤ Select **eCash** → select **Payment Cancellation** option

Procedure

1. Select the Reversal Daybook Code
2. Under **Payment Detail** enter the **Payment Day Book Code** and **Payment No** or **Cheque Number** and **Cheque Date**.
3. Click on [icon] button.
4. System will pull in the payment information into the screen.
5. Press **F10** to save the record.
6. The status will be displayed as **Unposted**.
7. Check the details and click on **Post** option to post the entry in GL Transaction.

Subledger Enquiry

Screen

- ➢ *Subledger Enquiry*

Navigation

- Select **eCash➔** select **Subledger Enquiry** option

Procedure

1. Enter the **From Date** and **To Date**
2. Select the **Account Code** (code for which the payment must be cancelled).
3. Click on the **Execute Query** option.
4. The system will display the **subledger** details.
5. Under document details the document type will be **PMTREV** code which is a confirmation for payment cancellation.

6. How are the actual charges transferred from job to subjob?

Prerequisites

➢ *Applicable Export/Import Job Accounting Documents*

The accounting documents such as Payment Voucher, Creditors Journal, etc., must be attached to the Job (Subjob No "0").

If the prerequisite conditions are satisfied

The system will take the **actual charges** entered under **subjob "0"** and **distribute** the cost on a **pro rata** basis to **all subjobs** pertaining to the job.

E.g. In a job where there are 2 subjobs, assuming that a cost of INR 1000/- was incurred towards stuffing the container and the same has been settled to the vendor (Payment Voucher has been raised for the same). The stuffing cost has to be evenly distributed among the subjobs – subjob 1 contains 10 CBM and subjob 2 contains 15 CBM based on the payment voucher raised.

➢ *How to calculate even distribution*

Total CBM = 25
Stuffing Cost = INR 1000/-

Cost Per CBM = Stuffing Cost
Total CBM

Cost for Subjob 1 = Cost Per CBM x 10 CBM
Cost for Subjob 2 = Cost Per CBM x 15 CBM

Similarly system will process charge wise from job to subjob.

Above procedure is not applicable for FCL shipments (Import as well as Exports)

5. General

1. While generating invoice the system raises an error "This customer is not mapped in GL Master"?

Reason

> *Account code not mapped for the customer in Customer Master screen.*

Screen

> *Customer Master*

Navigation

⛴   Select **Master** ➔ select **Customer Master** screen

Procedure to create Account Code for the customer

1. Click on **Accounts** tab page displayed in the customer master screen.
2. Click ✚ the **Add** option to add a new record or press the down arrow key after the last record.
3. Select the **Account Code** and press F10 or Save option to update the details in database.

Note

> *Multiple account codes can be mapped to the same customer.*

> *Once account code is mapped go to the relevant booking or job to raise invoice on the customer.*

2. Unable to generate right click report(s) from the system?

Reasons

> ➢ *Popup might be blocked in your browser (Internet Explorer or Netscape Navigator)*

> ➢ *Special characters (%,-,:,") might have been entered in key fields like commodity description, marks & no, shipper/consignee name etc.,*

Procedure to rectify the above

1. In your browser click on the **Tools** option displayed in the main menu.
2. Select the **Internet Options** from the drop down list.
3. Click on **Security** tab page.
4. Select **Trusted Sites** and click on **Sites** option.
5. Copy or enter the **URL** given to access the package
6. Unselect the "Require server verification (http:) for all sites in this zone option.
7. Click the **Add** option followed by the **Ok** option displayed.
8. The **eFreight Suite** will automatically close.
9. Click on the **Refresh** button in the internet Explorer or Netscape Navigator eFreight Suite log in screen will open.

3. What is TDS and Service Tax?

TDS is Tax Deducted at Source which is paid to the government of India. According to India Tax System, for every transaction made to the vendor and which is an income for him, a percentage of the amount fixed by the government will be deducted as TDS at the source.

Service Tax is a form of indirect tax imposed on specified services which is an income where a percentage of the amount will be included in the invoice as service tax to be paid to the government.

4. How is TDS calculated in eFreight Suite?

There are three types of rates in which TDS is calculated. They are

RATE
SURCHARGE
EDU CESS

The TDS is grouped under section wise in *TDS Rate Master*. In this screen, every rate type for a Company and an Individual with Max and Min rates will be given a particular percentage specified by the government in each section.

Screen

➢ *Payment Voucher & Creditor Journal Voucher*

Navigation

⛴ Select **eCash** ➜ Payment Voucher / Creditor Journal Voucher

Procedure to create invoice or Credit Note (Rev) for the customer

1. Enter the Daybook code and Date
2. Enter the Party Account code and Customer Code.
3. Enter the TDS Section Code.
4. In Detail, enter the Charge Code, Account Code and Subledger Code with the Amount.
5. After entering the required details, click the *Calculate TDS* button.
6. The TDS will be calculated according to each section and be displayed accordingly.

Note

➢ *Once the TDS is calculated, it will be displayed according to the section in the Payment Voucher and Creditor Journal Voucher screen based on the charges specified.*

4. How is Service Tax calculated in eFreight Suite?

There are three types of service tax calculated as

SVT- SERVICE TAX @12%
SVTE – EDUCATION CESS @ 2%
SVTHE – HIGER EDUCTION CESS @1%

The service tax is categorized using the *Service Tax Category Master* screen.
The required Charges are mapped to the service tax based on this category in the
Service Tax Charge Group Master screen.

Screen

> *Invoice & Credit Note (Rev)*

Navigation

Select Air/Sea Export/Import Job➔ Links → Create Invoice/Create Credit Note (Rev)

Procedure to prepare a Payment Voucher or a Creditor Journal Voucher for a customer

1. Enter the Daybook code and Date
2. Enter the Party Account code and Customer Code.
3. Enter the Charge Code, system will check this charge code and segment code if mapped with the service tax and also the category.
4. If mapped, system will calculate in the service tax detail accordingly and display.

Note

> *Once the service tax is calculated, it will be displayed according to the category in the Invoice and Credit Note (Rev) screen based on the charges specified.*

5. How is TDS Remitted?

TDS is remitted to the government three months once. This will be calculated and remitted in the TDS Remittance Screen.

Screen

> *TDS Remittance*

Navigation

⚓ **eCash** → TDS Remittance

Procedure for TDS Remittance

1. Enter the Date in which the remittance is calculated.
2. Enter the Bank Code in which the remittance amount is available.
3. Enter the Bank Branch Code of the bank.
4. Enter the Section Code for which the remittance is been calculated.
5. Enter the Acknowledgement Number of the Remittance provided by the government.
6. Enter the Challan Number and Challan Date. Enter the From Date and To Date in between which the TDS is collected.
7. All the TDS details will be displayed.

Note

> *Once the Challan Number and Acknowledgement Number is entered and saved no further changes can be made to that record.*