

FAQ's On ICEGATE

Q1) Why Do I need to register at ICEGATE?

A-One can not file the documents online without being registered. Thus, in order to enable for filling online Shipping Bills and Bill of Entries and other documents one is required to have a registered ICEGATE ID.

Q2) What is the benefit of Registration at ICEGATE?

Ans- Following are the few benefits of registration at ICEGATE:-

- a) Once registered at the icegate, the ICEGATE ID is used to file all documents online.
- b) Can see the status of his jobs online via document tracking system.
- c) Get's the positive or negative acknowledgement along with SB & BE numbers of his jobs on his registered email id.
- d) Query and Query reply

Though Incoming file accepted from any mail id and acknowledgement given on the same, but outbound response for the files such as Query and Query reply is sent only to the e-mail registered and available in the ICEGATE Database.

Q3) How do I get registered at ICEGATE?

Ans- Registration is a simple process; you need to log on to ICEGATE website www.icegate.gov.in and click on the registration link on the home page or follow the link services→ register and fill up the registration form providing all the details required in the same.

Q4) For what all transaction type I can get registered for?

A- You can get registered for following types of transaction at ICEGATE.

- a) Exports
- b) Imports
- c) IGM
- d) EGM
- e) Consol Manifest.

There are a few other transactions such as Query Reply and amendments to the BE and SB which also can be done through ICEGATE. For other transaction types, check the transaction type box in the registration page at www.icegate.gov.in.

Q5) For what all Customs Ports I can get registered?

A- Users can get registered for all the above-referred transactions at all the EDI Customs Ports with a single registration at the ICEGATE, for list of ports check the customs locations box on registration page at www.icegate.gov.in.

Q6) How can I file documents via ICEGATE?

A- There are 2 ways of Filing at ICEGATE

1) SMTP

Step for Filing via SMTP

- a) Create the appropriate electronic message (Bill of Entry/Shipping Bill)

Note: - The trading partner is expected to use the Remote EDI System RES or his local application to generate the electronic message for submission at the ICEGATE. (What is RES – PI see Question Nos. 09 Onwards)

- b) Send the job as mail attachment from his mail box to desired location mail box on ICEGATE to submit the job. For e.g. If you want to file a Shipping bill for Sahar Air Cargo through mail, you need to send the mail from your mail box on inbom4@icegate.gov.in to submit the job at ICEGATE. Similarly you and do the same for all other EDI locations and for different message formats.

For details of the location mail boxes refer the link Services- E-Filing – SMTP on ICEGATE website.

Note: - User can submit the jobs at ICEGATE from any of his email id, but he will get the replies of his jobs on his registered e-mail id which is being provided at the time of registration at ICEGATE for registering at the ICEGATE ID.

2) File Upload:

Steps for Filing via File Upload

- a) Create the appropriate electronic message (Bill of Entry/Shipping Bill)

Note: - The trading partner is expected to use the Remote EDI System RES or his local application to generate the electronic message for submission at the ICEGATE. (What is RES – PI see Question Nos.09 Onwards).

- b) Log on to ICEGATE website www.icegate.gov.in, click on login, login in with your registered ICEGATE ID and password and select file upload, then upload the already created job on the website.

Note: - File extension should be *.sb OR *.be OR *.igm OR *.egm OR *.cgm OR *.sgm OR *.tp OR *.csm OR *.rtn OR *.rpy OR *.rpl

Q7) What are different types of message formats at ICEGATE?

A- There are 2 types of message formats at ICEGATE corresponding to 2 ICES EDI Software Versions that are in operation at the various EDI ports in India e.g

- 1) ICES Version 1.0
- 2) ICES Version 1.5

NOTE : ICES is an acronym for the Indian Customs EDI System.

Q8) How Can I get the different message format and guidelines for filing in different ICES EDI versions at ICEGATE?

A- Messages formats for both ICES 1.0 and ICES 1.5 software's are available at ICEGATE website www.icegate.gov.in under the link Guidelines—Message Implementation Guidelines.

Q9) What is RES Software?

A- RES is an acronym for the **Remote EDI System** Software which enables users to prepare flat files as per the format compatible with the message formats acceptable at ICES through ICEGATE in a user friendly format. Actually RES is the EDI Software which is developed by NIC and is FREE i.e. can be downloaded free of cost from <http://ices.nic.in>. However, there are many private software developers who have developed their software similar to RES of NIC and also commonly / popularly/ mistakenly referred as RES and are used by many of the trading partners apart from the NIC developed RES package which also enables users to file the jobs as per acceptable message formats at ICEGATE.

For more details on message formats for both the ICES Versions (ICES 1.0 & ICES 1.5) refer link Guidelines—Message Implementation Guidelines.

Q10) Are there different Versions of RES available compatible with the 2 versions of the ICES?

A- Yes, there are 2 versions of RES software available which are compatible with the message formats acceptable at ICEGATE and both are freely downloadable.

- 1) RES Software for ICES 1.0 and
- 2) RES Software for ICES 1.5

Q11) What all services are available in RES Package for ICES1.5 and ICES1.0?

A- In RES Package for ICES1.0 users are having facility of file submission and rectification where as in RES for ICES Version 1.5 users have facility of Submission, Rectification, Amendment and Query reply.

Note:-

- 1) Users are suggested to use RES Package 1.0 for ICES Version 1.0 and RES Package Version 1.5 for ICES Version 1.5.
- 2) User's who are currently filing documents for ICES Version 1.5 and were registered earlier on ICES Version 1.0 with ICEGATE but their Customs location has been migrated to ICES version 1.5 Software on central server, are request to get themselves registered for query reply (New Service via RES Package 1.5) by sending their request and ICEGATE registration details on registration@icegate.gov.in.

Q12) I have downloaded the RES once in the past. Do I need to update / download again?

A. The RES package is updated by NIC from time to time so as to keep it in tune with the changes being done at the ICES 1.0 and ICES 1.5. One should keep the RES package updated so as to avoid the files being rejected at the ICEGATE due to changes in the ICES 1.0 and ICES 1.5.

Q13) Can I use Single RES package for filling in both the versions at ICEGATE?

A- No you need to have different versions of RES Package for filing in different versions of ICES i.e. ICES 1.0 and ICES 1.5 at ICEGATE.

Q14) I have prepared a job using RES package and got message from ICEGATE saying File Format is wrong. What should I do?

A- Please ensure that you are using the latest RES packages as available on <http://ices.nic.in/> and all the update patches are installed. If yes, send an e-mail at support-res@nic.in along with the flat file for which you have got the error along with the error file. However, some of the commonly observed errors in the format in the documents rejected at the ICEGATE for the ICES 1.5 have been compiled and one can see the in response to Q 24 onwards.

Note: In case you are using the so called 'RES package' of the private software developer, and then contact your software developer / vendor for the necessary changes.

Q15) I have problem using RES package what should I do?

A- Please register your problem at <http://ices.nic.in/> helpdesk. Alternatively a mail can be sent on mail at support-res@nic.in. Provide complete details including the package used the details of the problem/error along with the data entered, if any. Also forward the checklist and flat file if available.

Q16) Is it necessary to file documents through registered mail id?

A- As a trade facilitation measure, it's not mandatory to file the Shipping Bill and Bill of Entry documents from the registered mail id of the user. However, one will receive the status and the queries regarding his filed jobs on the registered mail id only.

Q17) What if I am not getting query?

A- Since sending of the 'Query' raised by the assessing officers in the ICES 1.5 to the registered e-mail id of the concerned user is a new service introduced through ICEGATE in ICES 1.5; users are requested first to get their ICEGATE ID updated for query via sending mail on registration@icegate.gov.in with their complete registration details. Thereafter, the users can not only receive the query raised in their BEs and SBs but can file the Query Reply also through internet using the RES package for ICES 1.5.

18) How can I check the status of my submitted documents?

A- Users can check the status of their submitted documents via logging on the ICEGATE website with their registered ICEGATE ID and clicking on the link Document Tracking System. Apart from this users can call up on ICEGATE Helpdesk on 011-23379020 or 011-23370133 or can send a mail with the details of his submitted document on icegatehelpdesk@icegate.gov.in.

Q19) How do I get support on ICEGATE?

A- Users can send a mail on icegatehelpdesk@icegate.gov.in for any support on filing of his documents on ICEGATE. The e-mails sent on the above-referred e-mail id are promptly replied on the same day preferably within an hour or so only. Users can also call on 011-23379020 or 011-23370133 to get their problems at the ICEGATE redressed.

Q20) I am already a registered user ICEGATE and want to add more services on my registered ICEGATE ID can I do the same?

A- Yes. You can add more locations and transaction types on your already registered ICEGATE ID. For the same you need to send a request with your complete details on registration@icegate.gov.in from your registered mail id corresponding to the ICEGATE id which is being updated at ICEGATE.

Q20) Can I Change my ICEGATE ID?

A- No your ICEGATE ID cannot be changed or modified. Since ICEGATE ID is unique for all the registered users hence it cannot be changed or modified.

Q21) Can I get my profile modified / updated at ICEGATE?

A- Yes, you can do the same. For the same you need to send an email request from you registered mail id on registration@icegate.gov.in with complete details of modification/update.

Q22) Do I need to register my self separately for ICES 1.5 version?

A- No if you are already registered ICEGATE the same ICEGATE ID will be valid for both the versions. User are required to update there profile once for getting registered for query which is a new feature, for the same user need to send a mail on registration@icegate.gov.in for updating his ICEGATE ID.

Q23) Can I get directly registered on ICEGATE by sending mail on registration@icegate.gov.in

A- No, for the same user have to fill in the registration from available on ICEGATE website www.icegate.gov.in

Q24) What if I am not sending file in correct format?

A- The document will get rejected as soon as it reaches ICEGATE for processing. For more details on message formats refer link – Guidelines ---Message Implementation Guidelines and select the version of message type for which you are doing filling for.

Q25 What are the commonly observed errors in the file formats rejected at the ICEGATE

A) Most Frequent Errors in the file formats for ICEGATE Users in ICES 1.5

- a) Tags Not in Order.
Please refer Message format guidelines for correct order
- b) Wrong Separators
Please refer Message format guidelines for correct Separators
- c) Mandatory Field Missing.
Please refer Message format guidelines for Mandatory Fields
- d) Filing in ICES 1.0 Format.
Need to follow ICES 1.5 message format.
- e) Space in End of Record in File
Please refer Message format guidelines for Mandatory Fields
- f) Header Format not up to the mark.
Please refer Message format guidelines for correct format
- g) Registration not done for location.
Need to send request from User registered mail ID with Location code and message type on registration@icegate.gov.in
- h) Missing Sender Id
Need to mention in sender id in jobs as per guidelines
- i) Extra Field in Record.
Need to fill required Fields only in job as per guidelines
- j) Date Format Mismatch
Date format should be as per message guidelines
- k) Conditional Valid Values from the List
The only accepted values are as per the list of values contained in the message guidelines acceptable to the ICES 1.5 software and the file should be modified to contain values as per message guidelines