

ICEGATE Quick Help

Ques 1. How do I know the current status of a document filed in the last 24 hours on ICEGATE?

- ✓ Login to ICEGATE using your login credentials.
- ✓ Click on 'Job Status' link on the left menu of available services.
- ✓ On the 'Job Status' page, select the appropriate document type for which you wish to view the status from the menu on the left.
 - **For Bill of Entry:**
 - Click on 'Bill of Entry (24 Hrs)' and select the appropriate Location from the drop down.
 - Submit the details.
 - You can view details of all BEs filed from the selected Location in the last 24 hours. These details include Job No., Job Date, Customs Location name along with details of the various stages of the BE.
 - **For Shipping Bill:**
 - Click on 'Shipping Bill (24 Hrs)' and select the appropriate Location from the drop down.
 - Submit the details.
 - You can view details of all SBs filed from the selected Location in the last 24 hours. These details include Job No., Job Date, Customs Location name along with details of the various stages of the SB.
 - **For AIR IGM:**
 - Click on 'AIR IGM (24 Hrs)' and select the appropriate Location from the drop down.
 - Submit the details.
 - You can view details of all AIR IGMs filed from the selected Location in the last 24 hours.
 - **For AIR EGM:**
 - Click on 'AIR EGM (24 Hrs)' and select the appropriate Location from the drop down.
 - Submit the details.
 - You can view details of all AIR EGMs filed from the selected Location in the last 24 hours.
 - **For SEA IGM:**
 - Click on 'SEA IGM (24 Hrs)' and select the appropriate Location from the drop down.
 - Submit the details.
 - You can view details of all SEA IGMs filed from the selected Location in the last 24 hours.
 - **For SEA EGM:**
 - Click on 'SEA EGM (24 Hrs)' and select the appropriate Location from the drop down.
 - Submit the details.
 - You can view details of all SEA EGMs filed from the selected Location in the last 24 hours.
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 2. What is the procedure to know drawback status against my IEC?

- ✓ Navigate to 'Services' tab and select your user type

- ✓ Select Drawback Enquiry from the left menu of available services
- ✓ Enter IEC code, PAN Number, Location and required date range in the form displayed
- ✓ Submit the details to view your drawback status by selecting the appropriate button – ‘Drawback Pending Status’ or ‘Drawback Sanctioned Status’
- ✓ If your drawback details are not available on ‘Drawback Pending Status’, then your drawback amount has been sanctioned by the bank and you can view the status by clicking on ‘Drawback Sanctioned Status’ button
- ✓ In case your drawback against a Shipping Bill is **pending**, ‘Drawback Pending Status’ will view the current queue of the Shipping Bill and help understand the current status
- ✓ In case your drawback against a Shipping Bill is **sanctioned**, ‘Drawback Sanctioned Status’ will view details including Scroll number, date and the amount of drawbacks sanctioned
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 3. What is the procedure to know status of ROSL against a particular IEC no. ?

- ✓ Navigate to ‘Services’ tab and select your user type
- ✓ Select ‘ROSL Sanctioned Status’ from the left menu of available services
- ✓ Enter IEC Code, PAN Number, Location Name and select appropriate date range, in the form displayed
- ✓ Click on ‘ROSL Sanctioned Status’
- ✓ A list of Shipping Bills will be displayed along with the corresponding ROSL scroll details and amounts
- ✓ This report can be printed and even be downloaded in Excel format
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 4. What if a particular Shipping Bill is not included in the list displayed on the ‘ROSL Sanctioned Status’ enquiry?

- ✓ In case a Shipping Bill number is not visible on the ‘ROSL Sanctioned Status’ enquiry, the ROSL for the same has not yet been sanctioned
- ✓ Please check back again

Ques 5. What is the procedure to track the status of IE Code registration at DGFT’s end?

- ✓ Please visit DGFT’s website to confirm the status of your IE Code registration.
- ✓ To check the same via ICEGATE portal, navigate to ‘Services’ tab and select your user type.
- ✓ Select ‘Check IE Code/BIN Status’ service from the left menu of available services.
- ✓ Click on ‘IE Code@DGFT’ button in section 1 of the form to check whether your IE code has reached DGFT headquarters and the correctness of your IE code details.
- ✓ By clicking on this, you will be redirected to DGFT’s website.
- ✓ In Case your IE code with correct details is not available, kindly contact ICEGATE Helpdesk Team on Toll Free No. 1800-3010-1000 or send an Email to icegatehelpdesk@icegate.gov.in with a copy of your IEC.

Ques 6. What is the procedure to check status and correctness of your IE Code at Customs?

- ✓ Navigate to 'Services' tab on ICEGATE portal and select your user type.
- ✓ Select 'Check IE Code/BIN Status' service from the left menu of available services.
- ✓ In section 2 of the form, enter the IE code and click on 'IE Code@ICEGATE' button.
- ✓ An IEC Enquiry Form will be presented displaying details of the IEC along with details of its branches.
- ✓ The table containing IEC details would also contain the current status of the IEC. The current status can be any one of the following. Significance of each of them is described alongside:
 - 0 – Normal IEC
 - 1 – IEC Blacklisted
 - 2 – IEC Suspended
 - 3 – IEC Cancelled
 - 4 – IEC Cleared from Blacklist
 - 7 – Revoke Suspension of IEC
 - 8 – Revoke Cancellation of IEC
 - 9 – Amended IEC
- ✓ Users can verify the your IEC details using this enquiry
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 7. What is the procedure to check the summary of Shipping Bills (SBs) for a particular IEC on ICEGATE?

- ✓ Navigate to 'Services' tab and select your user type
- ✓ Select 'IECWise Summary Report' service from the left menu of available services
- ✓ Enter IEC No., PAN No. and select appropriate date range, in the form displayed
- ✓ Enter valid date range. Date range of more than one month will not be permitted
- ✓ In order to view the summary of Shipping Bills, Click on '**Shipping Bill Summary**' button
- ✓ The report displayed contains details all SBs, their details and Current Status
- ✓ This report can be printed and is also downloadable in Excel format
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 8. What is the procedure to check the summary of Bill of Entry (BE) for a particular IEC on ICEGATE?

- ✓ Navigate to 'Services' tab and select your user type
- ✓ Select 'IECWise Summary Report' service from the left menu of available services
- ✓ Enter IEC No., PAN No. and select appropriate date range, in the form displayed
- ✓ Enter valid date range. Date range of more than one month will not be permitted
- ✓ In order to view the summary of Bills Of Entry (BE), Click on '**Bills Of Entry Summary**' button
- ✓ The report displayed contains details all BEs, their details and Payment Status
- ✓ This report can be printed and is also downloadable in Excel format
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 9. What is the procedure to check the status of all the Shipping Bill documents filed at ICEGATE against a particular PAN No. ?

- ✓ Login to ICEGATE website using your login credentials.

- ✓ Click on 'CB Wise Daily Summary' link from the left menu of available services.
- ✓ Now click on 'Shipping Bill' link and enter the PAN No.
- ✓ Click on 'Click Here' link to view summary of all Shipping Bills filed at ICEGATE against a particular PAN No.
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 10. What is the procedure to check status of all the Bill of Entry documents filed at ICEGATE against a particular PAN No.?

- ✓ Login to ICEGATE website using your login credentials.
- ✓ Click on 'CB Wise Daily Summary' link from the left menu of available services.
- ✓ Now click on 'Bill of Entry' link and enter the PAN No.
- ✓ Click on 'Click Here' link to view summary of Bill of Entry filed at ICEGATE against a particular PAN No.
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 11. How can I check if a license has been received from DGFT at Customs?

- ✓ Navigate to 'Services' tab and select your user type.
- ✓ Select 'License received from DGFT' service from the left menu of available services.
- ✓ Click on 'IEC Based' in the left menu if you wish to check the status against a particular IEC No.
 - Select Location from the drop down and enter the IEC No.
 - Enter valid date range. Date range of more than one year will not be permitted
 - Click on Search button to view the status of your License.
 - It will display the License Number, its corresponding Scheme Code, License Date and Status (fresh or amended license) along with Date of Integration at ICEGATE and Error Code
 - To understand the significance of the displayed Error Code on the enquiry, click on 'Click Here to view error code list' link.
- ✓ Click on 'License Based' in the left menu if you wish to check the status against a particular License No.
 - Enter the Licence No. and valid date range. Date range of more than one year will not be permitted
 - Click on Search button to view the status of your License
 - It will display the License Number, its corresponding Scheme Code, License Date and Status (fresh or amended license) along with Date of Integration at ICEGATE and Error Code
 - To understand the significance of the displayed Error Code on the enquiry, click on 'Click Here to view error code list' link.
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 12. What is the procedure to track month-wise drawback scrolls on ICEGATE website?

- ✓ Navigate to 'Services' tab and select your user type.
- ✓ Select Month Wise DBK Scroll service from the left menu of available services.
- ✓ Select the Location, Month and Year of which you want to view the scroll details, from the drop down menu on the form and click on search button.

- ✓ You can view a complete list of scrolls generated with the scroll no., Generation Date and count of SBs contained, against the selected Location, for the selected month and year
- ✓ This report can be printed and is also downloadable in PDF format
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 13. What is the procedure to check status of Public Rotation No. on ICEGATE?

- ✓ Navigate to 'Services' tab and select your user type.
- ✓ Select Public Rotation No Enquiry from the left menu of available services.
- ✓ Enter IMO No. and Shipping Line Code in the form displayed.
- ✓ Press the submit button to generate the report.
- ✓ The report displays a list of Rotation Numbers, along with their dates, IMO Code, Shipping Line Code and corresponding Error Code
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 14. What is the procedure to check the status of my challan on ICEGATE?

- ✓ Click on 'Public Enquiries' button on ICEGATE home page.
- ✓ Select 'Challan Enquiry' from the left menu of available services.
- ✓ Enter all mandatory details including your Challan No., BE No. and BE date in the Search form.
- ✓ Press the submit button to view your challan status.
- ✓ This enquiry will display details of the Challan No. entered along with corresponding error codes. The error code can be any one of the following. Significance of each of them is given alongside:
Error Code 00 – Payment has been done successfully.
Error Code 02 – One of the payments made has already been updated.
Err Code 03 / 04 / 11 – kindly contact ICEGATE Helpdesk Team
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 15. What is the procedure to check list of challans against my IEC?

- ✓ On the ICEGATE portal, click on E-Payment link on homepage.
- ✓ Enter your details: Document type, Location and IEC Number.
- ✓ ICEGATE Custom E-Payment Gateway page will be displayed.
- ✓ Here you can view list of unpaid challans for your IEC number and corresponding Location entered.
- ✓ You can also view pending transactions by clicking on 'Incomplete Transactions' link available in the left menu.
- ✓ To view your current transactions, click on 'Transaction Summary' link available in the left menu.
- ✓ To view your transactions date and location wise, click on 'Transaction Report' link available in the left menu
- ✓ In case you get any error while fetching the details, kindly contact ICEGATE Helpdesk Team

Ques 16. What are the steps to be followed in case you have received the BE First Print, but challan details are not available at:

a) ICEGATE Website?

You can check / view your challan details on ICEGATE website by following the below procedure:

- ✓ Navigate to 'Services' tab and select your user type.
- ✓ Click on 'Document Status' enquiry and then select 'Bill OF Entry' from the left menu of available services.
- ✓ Enter your BE No., BE date and Location. All fields are mandatory.
- ✓ Press the Submit button.
- ✓ The enquiry will display details of the requested BE, its Current Status and Payment Details in different sections.
- ✓ You can view your challan details under Payment Details section.

b) Bank?

In case of challan payment at the authorized bank branch, please contact your respective Customs Location. If the Challan is not reflecting at the Bank or at ICEGATE E-payment, please contact ICEGATE HELPDESK, please contact the ICEGATE helpdesk team.

Ques 17. What is the procedure to know the status of documents filed at ICEGATE against a particular Location and Document No. ?

- ✓ Click on 'Public Enquiries' button on ICEGATE home page.
 - ✓ Select 'Document Status' from the left menu of available services.
 - ✓ On the 'Document Status' page, select the appropriate document type for which you wish to view the status from the menu on the left.
- **For Bill of Entry:**
 - Click on 'Bill of Entry' and fill in BE No. and BE date on the form. Select the appropriate Location from the drop down.
 - Submit the details.
 - You can view your current BE document status or BE No., Drawback details, ROSL details and status of NOC received from other government agencies.
 - If you have not received any acknowledgment for more than 2 hours, then kindly contact ICEGATE Helpdesk team.
 - **For Shipping Bill:**
 - Click on 'Shipping Bill' and fill in SB No. and SB date. Select the appropriate Location from the drop down.
 - Submit the details.
 - You can now view your SB details, Item wise reward details, current status, EGM status, Drawback Query details, ROSL details and status of NOC received from other government agencies.
 - **For AIR IGM:**
 - Click on AIR IGM and fill in Master Bill No. Select the appropriate Location from the drop down.
 - Submit the details.
 - You can now view details of your Air IGM along with its current status.
 - In case of any discrepancy, kindly contact ICEGATE Helpdesk Team.

- **For SEA IGM:**
 - Click on SEA IGM and fill in Master Bill No. Select the appropriate Location from the drop down.
 - Submit the details.
 - You can now view details of your SEA IGM along with its current status.
 - In case of any discrepancy, kindly contact ICEGATE Helpdesk Team.

- **For AIR CONSOL:**
 - Click on AIR CONSOL and fill in Master Bill No. Select the appropriate Location from the drop down.
 - Submit the details.
 - You can now view details of your AIR CONSOL along with its current status.
 - In case of any discrepancy, kindly contact ICEGATE Helpdesk Team.

- **For ICD BL status:**
 - Click on ICD BL Status and fill in Master Bill No. and House Bill No.
 - Submit the details.
 - You can now view details of your ICD BL along with its current status.
 - The Error Code displayed on the enquiry can be any one of the following. Significance of each is mentioned alongside:
 - Error Code 31 – SMTP Number is null
 - Error Code 32 – SMTP Date is null
 - Error Code 33 – Train Number is null
 - Error Code 34 – Arrival Date is null
 - Error Code 35 – Container Number is null
 - Error Code 36 – Shipping Line Code is null
 - Error Code 37 – Invalid Gateway Port
 - Error Code 38 – Arrival Date later than today's date
 - Error Code 39 – Invalid Container Condition
 - Error Code 40 – Invalid SmtpNo + SmtpDt + Gateway Port Code
 - Error Code 41 – Invalid SmtpNo + SmtpDt + Gateway Port Code + Container Number
 - Error Code 42 – Invalid Shipping Line Code
 - Error Code 43 – Error in File
 - Error Code 44 – Error in File
 - Error Code 45 – Error in File
 - Error Code 46 – Error in File
 - Error Code 100 – Container Record Transfer Failed
 - Error Code 101 – Container Validation Failed
 - Error Code 102 – Container Already Exists

- **For SEZ BE Acknowledgment status:**
 - Click on SEZ BE Ack status and fill in Bill of Entry No. and Date.
 - Select the appropriate Location from the drop down.
 - Submit the details.
 - The Error Code displayed on the enquiry can be any one of the following. Significance of each is mentioned alongside:

Error Code 00 – Acknowledgment has been processed successfully.

Error Code 01 – Acknowledgment has failed. Kindly contact the SEZ location to know the status / failure reason.

▪ **For SEZ SB Acknowledgment status:**

- Click on SEZ SB Ack status and fill in Shipping Bill No. and Date.
- Select the appropriate Location from the drop down.
- Submit the details.
- The Error Code displayed on the enquiry can be any one of the following. Significance of each is mentioned alongside:
Error Code 00 – Acknowledgment has been processed successfully.
Error Code 01 – Acknowledgment has failed. Kindly contact the SEZ location to know the status / failure reason.

▪ **For other government Agencies/ Single Window:**

- Click on other Govt. Agencies.
- To know BE Acknowledgment status or Release Order status, click on the appropriate link and fill in Bill of Entry No. and Date.
- Select Location and Agency from the drop down provided.
- Submit the details.
- You can now view your BE Acknowledgment status or Release order status as per your selection made.
- Contact your respective agency in case NOC for release order is not available on ICEGATE website

Ques 18. What is the procedure to search for the current status of my Shipping Bill on ICEGATE, in case Shipping Bill is not visible / integrated at DGFT's end?

- ✓ Click on 'Public Enquiries' button on ICEGATE home page.
- ✓ Select 'DGFT Shipping Bill Integration Status' from the left menu of available services.
- ✓ Select the criteria to search for the required Shipping Bill status from the left menu.
Select 'Search by Shipping Bill No.' if you wish to search for one SB.
Select 'Search by Shipping Bill Date Range' if you wish to search for all SBs in a particular time interval.
- Searching by Shipping Bill No.
 - Enter the SB No. and SB Date. Select the corresponding Location from the drop down menu.
 - Once you submit the details, you can view you the details of the SB, corresponding Export General Manifest (EGM) date along with the integration status of the SB displayed as the Error Code.
 - The Error Code displayed on the enquiry can be any one of the following. Significance of each is mentioned alongside:
Error Code 0 – SB integrated successfully at DGFT's end
Error Code 3 – Table could not be added due to some error
Error Code 9 – Table could not be added due to duplicate record
Error Code 10 – Data Error in some other related table
Error Code 16 – Parent record missing
Error Code 21 – Invalid LEO / LEO less than SB date

- Error Code 23 – FOB value in INR is missing or invalid
- Searching by Shipping Bill Date Range
 - Enter the IEC code, Start and End Date for the Date Range.
 - Once you submit the details, you can view you the details of all the SBs filed by the particular IEC for all locations, their corresponding Export General Manifest (EGM) dates along with the integration status of the SB displayed as the Error Code.
 - The Error Code displayed on the enquiry can be any one of the following. Significance of each is mentioned alongside:
 - Error Code 0 – SB integrated successfully at DGFT’s end
 - Error Code 3 – Table could not be added due to some error
 - Error Code 9 – Table could not be added due to duplicate record
 - Error Code 10 – Data Error in some other related table
 - Error Code 16 – Parent record missing
 - Error Code 21 – Invalid LEO / LEO less than SB date
 - Error Code 23 – FOB value in INR is missing or invalid

Ques 19. What is the procedure to search for the status of my Shipping Bill on ICEGATE, in case Shipping Bill is not available at RBI?

- ✓ Click on ‘Public Enquiries’ button on ICEGATE home page.
- ✓ Select ‘Status of SB in RBI – EDPMS’ service from the left menu of available services.
- ✓ Enter Shipping Bill No. and Shipping Bill Date. Select the corresponding Location from the drop down menu.
- ✓ Submit the details.
- ✓ You can now view details of the SB along with date of transmission to EDPMS.
- ✓ In case of any discrepancy, kindly contact your respective bank

Ques 20. What is the procedure to search for the status of my Bill of Entry on ICEGATE, in case Bill of Entry is not available at RBI?

- ✓ Click on ‘Public Enquiries’ button on ICEGATE home page.
- ✓ Select ‘Status of BE in RBI – IDPMS’ service from the left menu of available services.
- ✓ Enter Bill of Entry No. and Bill of Entry Date. Select the corresponding Location from the drop down menu.
- ✓ Submit the details.
- ✓ You can now view details of the BE along with date of transmission to IDPMS.
- ✓ In case of any discrepancy, kindly contact your respective bank.

Note: For any other issues or questions, please contact ICEGATE helpdesk team via Toll Free No. 1800-3010-1000 or write an email to icegatehelpdesk@icegate.gov.in