

## Sea Cargo Manifest and Transhipment Regulations (SCMTR) – FAQs

### **Q1. Who can avail the facility of SCMTR Registration?**

Ans: Currently, Registration facility is available for IEC Holders, Shipping Line/ Authorised Sea Carriers(ASC) and Shipping Agent/ Authorised Sea Agent (ASA), who are having a valid ICEGATE ID for the mentioned role.

### **Q2. Can user register themselves for SCMTR registration without ICEGATE ID?**

Ans: No, User should get registered with ICEGATE prior SCMTR registration.

### **Q3. Which DSC to be uploaded in declaration form while registering for SCMTR?**

Ans: For SCMTR Registration, same digital signature is to be used which was uploaded at the time of ICEGATE ID Registration.

### **Q4. How the request for update/amendment for SCMTR registration can be performed by user at ICEGATE website?**

Ans: Amendment facility is not available now. This will be introducing soon.

### **Q5. Who will receive the OTP code for verification: Master or Authorised User?**

Ans: The OTP for verification purpose will be sent to Master's email id and mobile number mentioned in the entity information (1<sup>st</sup> tab). Authorised users will not receive any such OTP.

### **Q6. What should user do if OTP is not received within set time frame (2 hours)?**

Ans: Though OTP will get generated within time frame, but still if such issue come then user need to check his particular details (like: mobile no., e-mail id in entity information page (1<sup>st</sup> tab) and can retry for OTP generation.

If still OTP is not coming, then user can send the screenshot to ICEGATE on e-mail id [registration@icegate.gov.in](mailto:registration@icegate.gov.in).

### **Q7. What are the supporting documents to be uploaded while giving self-declaration?**

Ans: In case of authorized person user can submit any one of below document: -

- i) Water Bill
- ii) Telephone Bill
- iii) Electricity Bill
- iv) Income Tax Assessment order
- v) Gas Connection Bill
- vi) Election Commission photo ID
- vii) Aadhaar ID
- viii) Rental Agreement
- ix) Photo passbook of running bank account (of a scheduled public sector bank)
- x) Valid Passport

**Mandatory:** Upload Self-Declaration on Customs Cases by selecting 'M' in section, '0' as section sequence number and document type as '022C01' (If there is no case filed against the company).

**In case of shipping line,** 149SL1 MOU - Agreement with foreign shipping lines is required to be submitted in supporting documents

**Q8. What should user do if a pop-up of validation failure is showing to him while submitting the application?**

Ans: In the popup if validation failure appears then user will be taken to the dashboard page. Here user can click on “Edit” button and view specific error code to each page. User has to retry to submit the application again after corrections. If still issue persists then he can send the screenshot to ICEGATE on e-mail id [registration@icegate.gov.in](mailto:registration@icegate.gov.in).

**Q9. What should user do if he is getting an error message that “You are not allowed to access the service”?**

Ans: A user needs to check the type of ICEGATE Registration whether registered under Shipping Line or Shipping Agent or IEC holder. Currently, Registration facility is available for IEC Holders, Shipping Line/ Authorised Sea Carriers(ASC) and Shipping Agent/ Authorised Sea Agent (ASA),

If User is registered for different role, then user is not allowed to access the service of SCMTR Registration.

**Q10. Can user check the status of filed application after status “Accepted” at dashboard whether the same is approved or not?**

Ans: Currently, this facility is unavailable for user to check the request status. This will be introducing soon.

**Q11. Can users modify the Parent ID details?**

Ans: The functionality for amendment in Parent ID is not available.

**Q12. User is getting “PAN NAME MISMATCH” error while doing registration but user has already done ICEGATE ID registration with the same PAN card?**

Ans: User needs to check & perform the following activities-

- i) PAN should be valid
- ii) PAN and entered name in entity information page should be same
- iii) PAN should be registered against their IEC or Shipping Agent/Line Code at Customs.

If still issue persists, user can send screenshot of the alert message with transaction ID on [registration@icegate.gov.in](mailto:registration@icegate.gov.in).

**Q13. Commercial Code to be entered is of only 3 characters in the form, but after entering the first 3 characters of shipping Line Code, it is showing invalid. What should user do in this?**

Ans: Currently 10 characters allowed for Shipping Line and Shipping Agents. Check for 3 character is only for IEC users.

**Q14. Does user have to perform the new registration for all Branch Offices individually?**

Ans: To add authorized person in SCMTR then ICEGATE ID for each authorized person needs to be created prior to SCMTR registration. If a company has 10 employee working in different location, then ICEGATE ID for each person can be created using the master ICEGATE ID.

**Q15. Under “Entity Information” tab in the “Port of Registration” field only one port is allowed. What if user want to register for multiple ports?**

Ans: Only one port is allowed.

**Q16. How many authorised persons can be added?**

Ans: User can add as many as he wants.

**Q17. What should user do for error “Application submitted successfully but failed during verification at ICES with error.05”?**

Ans: For such errors, user will be taken to the dashboard page. Here he can click on “Edit” button and view specific error code to each page. User has to retry to submit the application again after corrections. If still issue persists then he can send the screenshot to ICEGATE on e-mail id [registration@icegate.gov.in](mailto:registration@icegate.gov.in).

**Q18. From where a user can get the Commercial Code which is to be mentioned under “Authorised Operation”?**

Ans: It varies from user to user: -

- If Login ICEGATE ID is IEC holder, then user needs to enter numeric branch number corresponding to IEC Branches. It can be from 000 – 999
- If Login ICEGATE ID is Shipping Line, then user needs to enter shipping line code of his operation
- If Login ICEGATE ID is Shipping agent, then user needs to enter shipping agent code of his operation.

**Q19. A Shipping Agent has multiple offices at different locations, so do they have to add Longitude and Latitude for all child offices under “Authorised Operation”?**

Ans: Latitude and Longitude value should be in between of +08.00000 to +37.00000 and +68.00000 to +97.00000.

Entries for operation should be based on availability of commercial code. If only one commercial code is there, then only one Latitude & one Longitude details needs to be updated. Repetition of commercial code is not allowed. Refer for commercial code details in Q18.

**Q20. If a user is graduate, then what should be entered in field “Qualification” under page “Authorised Persons”?**

Ans: Please select “Undergraduate” in the drop down list.

**Q21. What should user do if OTP for e-mail get delayed?**

Ans: Though OTP will get generated within time frame (2 hours), but still if such issue come then user need to check his e-mail id in “Entity Information” page (1<sup>st</sup> tab) and can retry for OTP generation.

In case, details are correct then do not generate the OTP multiple times. Users are requested to wait for some time after saving the entered data by clicking on “Validate & Save” button. Please note that data will not be saved automatically, so don’t forget to save it before Logging Out. Then OTP can be entered later after its reception.

If still OTP is not coming, then user can send the screenshot to ICEGATE on e-mail id [registration@icegate.gov.in](mailto:registration@icegate.gov.in).

**Q22. What should be entered in “Doc. Type” field under page “Supporting Documents”?**

Ans: Doc. Type will be obtained from E-Sanchit. It should correspond to identification type selected in “Authorized Person” information.

**Q23. What are possible error codes which users receive after submitting the application form?**

Ans: Following are the possible error codes with their description: -

Error Code	Description
00	Success
01	Duplicate Records
02	In Case of AES, Entity PAN Does Not Match with IEC PAN
03	Invalid Message Type
04	Invalid Entity Type
05	Invalid Port of Registration
06	Mandatory Field Contains Null Value
07	Incorrect Entity Country-State Code
08	Incorrect Entity Country Code
09	Incorrect PostCode Format
10	Invalid Mobile Number Format
11	Invalid AEO Code
12	Invalid AO Operation Type
13	Invalid AO Commercial Code
14	Invalid AO Latitude
15	Invalid AO Longitude
16	Entity Operation Details Not Available
17	Entity Persons Details Not Available
18	Invalid GSTIN ID (In Case GSTIN is entered)
19	GSTIN ID PAN Does Not Match with PAN-In Case GSTIN is entered
20	In Case of AES first 10 digit of Commercial Code should be IEC
21	Incorrect Persons Qualification
22	Incorrect Document Section
23	Incorrect reference Section
24	Entity is Already Exists(Entity_Type+PAN)
25	Only Fresh Message is made online
26	Incorrect reference Operation Sequence Number
27	Incorrect Document Type
28	Invalid Registering Applicant
29	Invalid Entity Type for Exporter Invalid Entity Type for Shipping Line
30	Invalid Entity Type for Shipping Line
31	Invalid Entity Type for Shipping Agent
32	Shipping Line Code Does Not Match
33	Shipping agent Code Does Not Match
34	Invalid authorized Person Address Proof
35	Invalid Irn+Icegateld+Document Type
36	Supportive Document Missing for Mentioned address Proof
37	Supportive Document Missing for Entity Type ASC
38	Missing Self Declaration
39	Invalid Commercial Code for Shipping Agent
40	Invalid Commercial Code for Shipping Carrier
41	Invalid Entity Type for Custodian
42	Invalid Commercial Code/Custodian Type for Custodian
43	Invalid Custodian Code

**Note:** For any assistance or issues other than stated above, users are requested to drop an e-mail to our helpdesk team on "[registration@icegate.gov.in](mailto:registration@icegate.gov.in)", or you can call on Toll-Free "180030101000".