

## Directorate General of Systems and Data Management

### 1. Who can avail the facility of SCMTR Registration?

**Answer:** Registration facility is available for IEC Holders, Shipping Line/ Authorized Sea Carriers (ASC), Shipping Agent/ Authorized Sea Agent (ASA), Custodians, NVOCC, Freight Forwarders, Terminal Operators, Train Operators, Customs Brokers and Consol Agents who are already registered at ICEGATE and have a valid ICEGATE ID for the mentioned role. Users already registered on ICEGATE will have to click 'initiate authorization' link on the dedicated SCMTR widget on ICEGATE Dashboard for accessing the SCMTR registration form.

### 2. What are the documents required for SCMTR registration?

**Answer:** In case of authorized person, user can submit any one of the below documents: -

- 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

Additionally for the Entity, it is mandatory to upload **Self-Declaration on Customs Cases** (document type '022CO1'). In case of shipping line, an additional document **MOU - Agreement with foreign shipping lines** (document type 149SL1) is required to be submitted.

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

**Answer:** No, User should get registered at ICEGATE prior to SCMTR registration.

### 4. Can I amend/ update the details of SCMTR Registration?

**Answer:** Yes. You can update your SCMTR registration details including addition and deletion of child users only after your SCMTR registration is already approved. You will need to update the relevant detail in your ICEGATE profile first and once the same is updated at ICEGATE, then only you can update the SCMTR details. This can be done by accessing the link on the 'SCMTR' Widget available on your ICEGATE Dashboard. The updated details from your ICEGATE profile will be fetched for populating in the registration form.

Any information previously submitted can be updated except Entity Type, Entity PAN and Port.

**5. What entity type user needs to choose at the time of SCMTR registration?**

**Answer:** The following table shows mapping of existing role types with the SCMTR role types. Only the below mentioned roles can apply for SCMTR registration on ICEGATE:

Sl. No.	Existing Role on ICEGATE	SCMTR Role or Entity Type Code
1.	Shipping Line	ASC + ATP
2.	Shipping Agent	ASA+ATP
3.	Importer/ Exporter (IEC holder)	AES
4.	Terminal Operator	ATO
5.	Custodian (ICD, Sea Port and CFS)	ACU
6.	Consol Agent	ANC
7.	Freight Forwarder	ANC
8.	NVOCC	ANC
9.	Customs House Agent/Customs Broker	ANC
10.	Train Operator	ATP

**6. What 'Operations Type' do I need to select in the 'Entity' tab in SCMTR registration form?**

**Answer:** User needs to select an option from the drop-down list. The below table suggests the Operations Type code as per the roles.

Sl. No.	Existing Role on ICEGATE	Operations Type
1.	Shipping Line	SL
2.	Shipping Agent	SA
3.	Importer/ Exporter (IEC holder)	IEB
4.	Terminal Operator	TO
5.	Custodian (ICD and CFS)	CI and CC
6.	Consol Agent	CA
7.	Freight Forwarder	CA
8.	NVOCC	CA
9.	Customs House Agent/Customs Broker	CA
10.	Train Operator	CTO

**7. What is solution for DOB is not updated or not fetching?**

**Answer:** The Date of Birth (DOB) in the SCMTR registration form gets populated from the details available in the ICEGATE profile. If for any reason, the Dob doesn't get fetched, user can enter the value in the field and proceed.

**8. Under “Entity Information” Tab in the “port of registration” field only one port is allowed. what if user wants to register for multiple ports?**

**Answer:** Only one port is allowed for selection. User will be registered at one Port, however, will be able to file messages on any Indian Port.

**9. From where can a user get the Commercial Code which is to be mentioned in the SCMTR Registration form?**

**Answer:** Commercial Code gets auto populated from your ICEGATE profile and is an editable field used during account registration with ICEGATE. It varies from user to user. For Shipping Line, the commercial code is the Shipping Line Code, for Shipping Agent it is the Shipping Agent Code and so on.

**10. I am a shipping Line registered as ASA for SCMTR. I want to obtain an ASC registration; how can I do that?**

**Answer:** If you are already registered as an ASA and you want to register as ASC also, in such a case you will have to separately register as a Shipping Line on ICEGATE. Once registered, you can access SCMTR widget from the Shipping Line dashboard for accessing registration form for ASC.

**11. Is it mandatory to add child in SCMTR registration?**

**Answer:** No. Users are required to add details of Entity and Authorized Parent user. It is optional to add child users in SCMTR registration form.

**12. What longitude and latitude number user need to enter in SCMTR Registration?**

**Answer:** The GPS coordinates may be furnished here for the branch address. A GPS mobile app (e.g. Google maps) may be used for obtaining and furnishing the latitudinal and longitudinal. The longitudinal coordinate should begin with 0. Sample Longitude and Latitude Values are provided in the above screenshot of the form. Latitude and Longitude value should be in between of +08.00000 to +37.00000 and +68.00000 to +97.00000 respectively.

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

**Answer:** In the popup if validation failure appears then user will be taken to the dashboard page. Here user can click on “Edit” button on SCMTR widget and view specific error code/ error messages in each page. User will have to retry submitting the application again after corrections.

**14. How Many Authorized persons can be added?**

**Answer:** You can add one Authorized Parent User and as many Child Users as you want.

**15. Can a child user access the SCMTR registration form?**

**Answer:** No. Only a Parent user can access SCMTR registration form.

**16. Will user get different ICEGATE ID and password for SCMTR Registration?**

**Answer:** No. Same ICEGATE ID and Password which was used for logging into ICEGATE Dashboard will be used. The status of registration will be reflected on the SCMTR Widget available on ICEGATE Dashboard.

**17. Do I need to upload digitally signed documents?**

**Answer:** Yes. The maximum size allowed for documents to be uploaded is **1.5 MB** and the file type allowed has to be **.PDF**. The documents uploaded in SCMTR registration form **must be digitally signed**. In case the user does not have a digitally signed copy of the document to be uploaded, the user may use the document signing utility by clicking the **'sign'** button available in the SCMTR form.

**18. How do I get to know the issues in my submitted registration form?**

**Answer:** While filling information in the form, the system shows field-level errors for immediate actions and hence most of the issues are addressed at the time of filing. Any issues observed after submission of the form are shown as errors. You can view these by accessing the form by clicking the link on SCMTR widget. The errors are shown on the top-right corner, you can click on icons to go to the next and previous errors.

**19. In case the user gets an email for “Header validation failed for Job no. <>. The Control Number has already been processed”?**

**Answer:** The job number provided has already been used for a filing with the same job date. Please refile using a different job number.

**20. In case the user gets an email for “DSC Failed”?**

**Answer:** The DSC details entered are either invalid, expired, or incorrect. It can also be a case where DSC details are valid however tag is misplaced. Please refile with valid and correct DSC data. Also the DSC used to sign the file and DSC used for ICEGATE registration should be the same.

**21. In case the user gets an email for ‘Something went wrong’?**

**Answer:** An issue occurred while processing the filing data. Please refile using a different job number. If the problem persists, contact the Helpdesk Team with the file data and error details for further analysis.

**22. In case the user gets an email for “File is not UTF-8 encoded”?**

**Answer:** The filing data is not in UTF-8 encoding, which is required. You will receive an email with details about the issue, including the line number and position causing the exception. Please correct the data and refile.

**23. In case the user has complaint for not receiving the acknowledgement. Further if the status for the filing record was found to be “User not Authorized” in the system when checked through ICEGATE Operations or Helpdesk Team.**

**Answer:** This error occurs when the sender in the file does not exist in the ICEGATE system. The Sender Id should be the valid & active ICEGATE ID input in the file. Please refile with the correct ICEGATE ID. Also, valid user can access the acknowledgement of the filed message in one of the 2 available options listed below:

- (i) ICEGATE would send the acknowledgement file on the registered mail ID of the user.
- (ii) Option to download the acknowledgement is also available on ICEGATE portal please follow below links to access the ACK download functionality.

**SCMTR - ACK Download Feature: --->>> Login -> Expand Download e-Copy widget -> select View/Download SCMTR filing status**

**24. What should I do if there is no option visible to respond to the query raised for my SCMTR application submitted?**

**Answer:** If you are not getting any option to respond to the query raised for your application submitted through ICEGATE 1.0, you need to raise an incident with the ICEGATE helpdesk stating the issue encountered. ICEGATE will enable the Query reply option after validating the case.

**25. What should I do if I had multiple SCMTR registrations from ICEGATE 1.0 but can only operate for one entity type?**

**Answer:** If you have multiple SCMTR registrations from ICEGATE 1.0 but can only operate for one entity type from ICEGATE 2.0 portal, you need to register for the other entity role at the ICEGATE 2.0 with the same entity PAN. Once the application is approved, wait for one day to check the status of the SCMTR application on your dashboard. The ICEGATE application will sync the existing account with the new ICEGATE ID created. Alternatively, you can submit a new SCMTR application.

**26. How can I modify the Authorize Person (ICEGATE ID parent user) details?**

**Answer:** You can modify the Authorize Person details from the user's profile section. Click on the 'Authorize Person Amendment' button at the bottom of the Profile details page, submit the form after inputting the details, and validating PAN and Aadhaar. Once approved by ICEGATE Admin officers, the Authorize Person details will be amended in the ICEGATE account.

**27. How can I update my entity name registered with ICEGATE?**

**Answer:** To update your entity name registered with ICEGATE, click on the Update Entity link available in your profile section. The ICEGATE system will fetch all the names available from GSTIN. Select the name from the list, and it will be updated in your ICEGATE account.

**28. How can I update my mobile number and email ID registered with ICEGATE?**

**Answer:** If you no longer have access to the mobile number and email ID registered with your ICEGATE account or want to update them, you can do so from the profile section post-login or on

the pre-login page. On the pre-login page, input the ICEGATE ID for which you want to update the contact details. The ICEGATE system will fetch the contact details associated with the GSTIN for the account. Authenticate using OTP sent to the selected email and mobile number from the list. On successful authentication, your mobile and email will be changed in the ICEGATE system. Similar functionality is available at the bottom of Profile Details page post-login.

**29. What should I do if I get a 'DOB is required' error during SCMTR form submission?**

**Answer:** If you get a 'DOB is required' error during SCMTR form submission, update the DOB from the profile section of your dashboard. Once updated, you can resubmit the SCMTR registration form.

**30. How can I amend my existing SCMTR registration?**

**Answer:** If you want to amend your existing SCMTR (approved) registration, you can update entity details, change the authorized person, and add/remove child users by clicking on the 'Amendment' link on the SCMTR widget. The amendment option will only be visible to approved SCMTR registration users.

**31. Where can I access CSN Download facility?**

**Answer:** You can access functionalities post-login at mentioned below details:

**CSN Download facility --->>> Login -> Expand Services widget -> Enquiries -> ICEGATE Enquiry Service -> Cargo summary notification**

**32. Where can I access TG Bond number Enquiry?**

**Answer:** You can access functionalities post-login at mentioned below details:

**TG Bond number Enquiry: --->>> Login -> Expand Services widget -> Enquiries -> ICEGATE Enquiry Service -> Select Bond Number Enquiry**

**33. Where can I access SCMTR - PCIN Download?**

**Answer:** You can access below functionalities post-login at mentioned details:

**SCMTR - PCIN Download: --->>> Login -> Expand Services widget -> Enquiries -> ICEGATE Enquiry Service -> Select PCIN download enquiry for export**

**34. Can one SB be mapped to multiple BL/HBL in the SDM message?**

**Answer:** As per SCMTR design, One Shipping Bill can only be mapped to one BL/HBL. If there is any SB with multiple BL/HBL, trade may be asked to file separate SB for each BL/HBL.