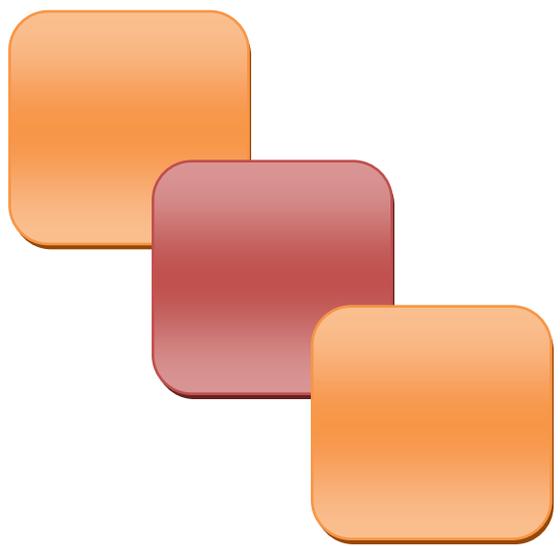




**SEZ Online Manual**  
**Free Form – Cancellation**

**Version 2.0**





**Intended Audience**

This document is intended for use by SEZ units/Developers who have submitted Customs transaction through SEZ online system which needs to be cancelled for any reason. The document describes the process of submission of request for Cancellation through SEZ Online system.

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SEZ Online



## 1. INTRODUCTION

SEZ Units/Developers may, at times need to cancel the customs transactions which they have already submitted to the office of DC Customs due to reasons like cancellation of order by the foreign client after submission of DTA SALE/Shipping Bill/DTAP-EX for assessment, submission of document twice erroneously etc. However, cancellation can be effected only with the permission from Customs Officials as the transaction/document has already been submitted to customs. In case of SEZs, generally the approval of the specified officer is required for cancellation of the transaction.

The steps for preparation and submission of Request for Free Form- Cancellation request to Customs office are as follows:

- **Preparation** of Free Form Request for cancellation (specifying details of the document which needs to be cancelled) by Entity Maker and its submission to Entity Approver.
- Verification of Free Form Request for Cancellation by Entity Approver & its **submission to Custom Assessor** electronically, using Digital Signature Certificate.

On **Approval** of the Free form Request for cancellation by Customs, the transaction/document gets cancelled in SEZ online System.

## 2. USER ROLES

Following user are involved in the processing of Free Form transaction:

- From Entity
  - Entity Maker
  - Entity Approver
- From Customs
  - Customs Assessor
  - Customs Approver



### 3. PREPARATION OF FREE FORM FOR CANCELLATION

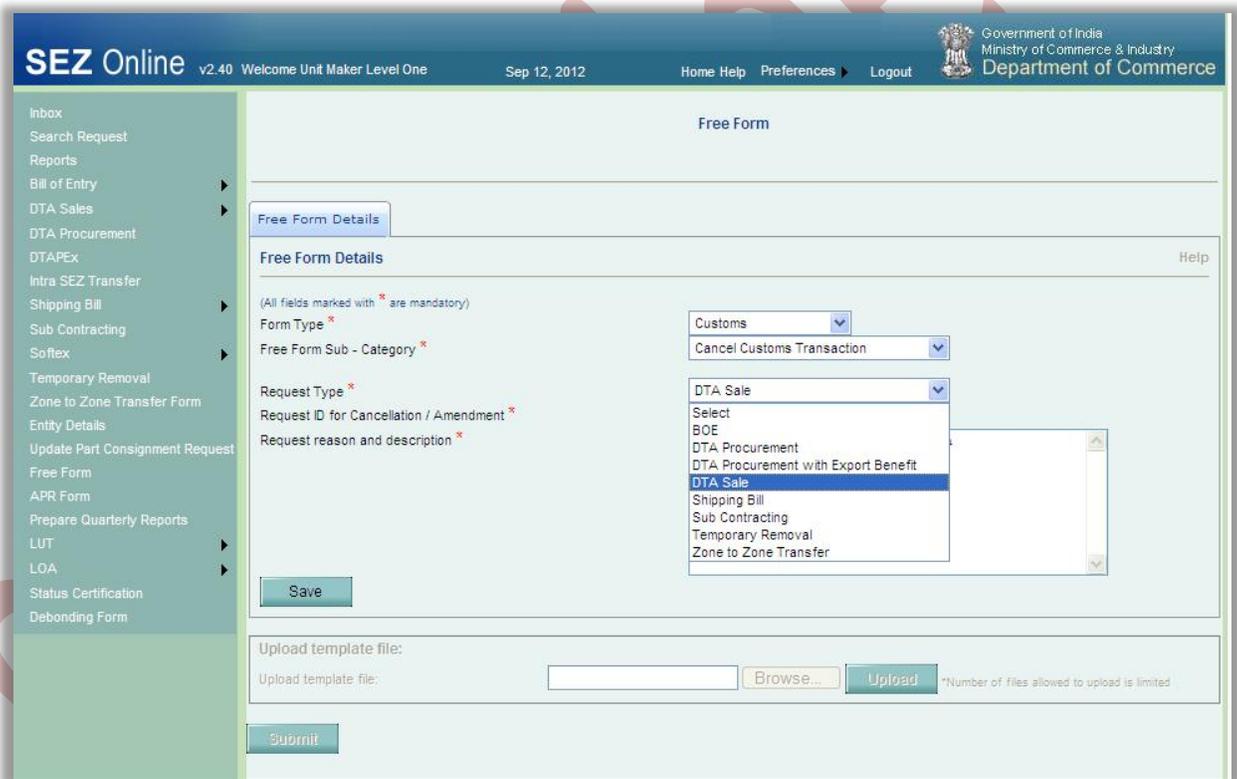
For Preparation of Free Form Request for Cancellation, a Maker-Checker concept has been incorporated at the unit's end, in SEZ Online system.

Entity Maker user can prepare a Free Form Request for Cancellation & submit it to 'Entity Approver' user who verifies/checks the correctness of the Cancellation Request before its submission to Customs Office.

A Free Form is divided into the following two sections (Tabs) as explained below:

- I. **Section 1 - Free Form Details:** The basic details of the cancellation request are captured in this section.
  - a. **Form type:** - This field has two options in the dropdown CUSTOMS & ADMIN. For submission of request for cancellation of a customs transaction, the unit has to select CUSTOMS.
  - b. **Free Form Sub Category:** - If Form Type is selected as CUSTOMS, this field is displayed to the user. This field has three options in the drop down **CANCEL CUSTOMS TRANSACTION, AMEND CUSTOMS TRANSACTION & OTHERS**. For submission of request for cancellation of a customs transaction, the unit has to select **CANCEL CUSTOMS TRANSACTION**.
  - c. **Request Type:** - This field is available only if 'Free Form subcategory' is selected as **CANCEL CUSTOMS TRANSACTION** or **AMEND CUSTOMS TRANSACTION**. The user will have to select the type of transaction from options available such as
    1. BOE
    2. DTA Procurement
    3. DTA Procurement with Export Benefit
    4. DTA Sale
    5. Shipping Bill
    6. Sub Contracting
    7. Temporary Removal
    8. Zone to Zone Transfer

- d. **Request ID for cancellation/ Amendment:** - After selecting the Request type, user has to specify the request id of the document which he wants to cancel. Request id may be either selected by using the search picker facility provided (by means of a magnifying glass) or manually entered. The user may search for the request ids on the basis of date of submission.
- e. **Request Reason and Description:** In this field the user has to mention the reason for requesting for cancellation of the specified customs transaction.



The screenshot displays the 'SEZ Online' interface. The top navigation bar includes 'v2.40 Welcome Unit Maker Level One', the date 'Sep 12, 2012', and links for 'Home Help', 'Preferences', and 'Logout'. The sidebar on the left lists various menu items, with 'Free Form' currently selected. The main content area is titled 'Free Form' and contains a 'Free Form Details' section. This section includes a note '(All fields marked with \* are mandatory)' and several form fields: 'Form Type \*' (set to 'Customs'), 'Free Form Sub - Category \*' (set to 'Cancel Customs Transaction'), 'Request Type \*' (with a dropdown menu open showing options like 'DTA Sale', 'BOE', 'DTA Procurement', etc.), 'Request ID for Cancellation / Amendment \*', and 'Request reason and description \*'. A 'Save' button is located below these fields. At the bottom of the form, there is an 'Upload template file:' section with a 'Browse...' button and an 'Upload' button. A 'Submit' button is also present at the very bottom of the interface.

**Fig no.1: Section: Free Form Details**



- II. Section 2 - Add documents:** This section/tab is not a mandatory. In this section unit can enter Document details like Document name, Document Subject, Reference number & Remarks. Here the unit can provide documents which they are going to submit physically with the cancellation request.

**Addition of documents:-**To add document & click on ADD button.

- a. **View / Edit the details of document:** The user can view/edit the document by clicking on document id. From the grid in the 'Add document' section.
- b. **Deletion of a document :** If user wants to remove a particular document he can do so by selecting the particular document from the table in the "Add document" tab & clicking on DELETE button.
- c. **General Acknowledgement Receipt:** - This can be generated from this tab. This receipt contains all the details about the request. Request type, Submission date, Unit name, SEZ name, DC name, below this the Submitted document list is also available. This acknowledgement receipt can be downloaded in Excel / PDF Format, and can be printed.



Free Form Details | Add Documents

**Add supporting document**  
(Fields marked in \* are mandatory)  
**Details added Successfully.**

Document Name \*  
Document Subject  
Reference Number  
Remarks

Save Reset

	Document Id	Document Name	Document Subject	Document Reference Number	Document Submitted Date	Document Receipt Date
<input type="checkbox"/>	1	Cancellation Permission from Port			21/02/2011	

Delete

Generate Acknowledgement Receipt

**Accept Request**  
 Accept request for processing.  
Save

**Action Details**  
Mode:  Auto  Re-assign  
Request Status \*  
Internal Remarks

Fig. no. 2: Section: Add documents

### III. Confirmation Screen

After preparation of the Free Form for Cancellation, as the user clicks on SUBMIT button, a confirmation screen is displayed to the user. In the confirmation page, the contents of the Free Form- Cancellation Request are displayed. The user may either confirm or cancel the submission of Request using the buttons provided in this page.

### IV. General Instructions

- After entering details of each tab, SAVE button has to be clicked to save the information entered.
- The fields marked with a red asterisk mark "\*" are mandatory. The request cannot be submitted without entering information in the mandatory fields.



- A unique request id will be generated by the system as the Entity Maker user clicks on the SAVE button for the first time. Free Form- Cancellation Request can be tracked in future by using this no.
- At any given point of time, only one user can work on the request. The user in whose inbox the Free Form- Cancellation Request is laying can only take action.
- If there are multiple Entity Approvers who have been assigned the same Module, Entity Approver user has to accept the request before taking action on it. The Entity Approver will be able to process a request without accepting if there is only one Entity Approver for that particular Module in SEZ Online System.

#### 4. WORKFLOW OF FREE FORM- CANCELLATION

##### 1. Entity Maker:

Preparation of the Free Form for Cancellation by Unit Maker, Maker has following Status:

- Created:**The request gets submitted & it will go to the Entity Approver. The message "Request submitted successfully" is displayed to the user.
- Cancelled:** Request get cancelled.

##### 2. Entity Approver:

As Unit Maker submits the request electronically, it moves to the 'Inbox' of Unit Approver. The Unit approver can open, view & edit the request through his Inbox. The Unit Approver can take any of the following actions on a Free Form- Cancellation submitted by the unit maker

Unit Approver can edit (if required) the contents and Submit the Free Form to customs.



- i. **Cancelled:** Unit Approver can cancel the request by selecting cancel in request status.
- ii. **Submitted:** Submit Free Form for Cancellation Request to DC Customs. After viewing the contents of the request, if Unit Approver finds that the details are in order, he may submit it to DC's Office. After Cancellation request submission request moves to the "Customs Assessor" at DC's Office.
- iii. **Send Back:** The Unit Approver can send back the request to Unit maker user who has prepared it. In this case, the request shall reach the Inbox of Unit Maker user who in turn can edit and resubmit the request to Unit Approver again.

Once the Unit Approver submits a request for Cancellation of a particular customs transaction through SEZ Online System, the customs transaction will continue to remain in the inbox of the user where it was present earlier, (based on the status of the request i.e. before submission of Cancellation request), but however, the user will not be able to take any action on it & the request will get locked. Consider an example of a DTA Sales where 'Approved with Duty Forgone' has been issued by Customs & thus the request is pending in the inbox of Authorized Officer for update of status as 'Out Of Charge'. While the DTA Sale is at this stage, if it needs to get cancelled due to some reasons & the Unit Approver submits a Free Form request for Cancellation of the DTA Sale, the request will continue to remain in the inbox of the Authorized Officer but submission of the DTA Sales with status as 'Out Of Charge' will not be possible. User in whose inbox the request is pending will not be able to take any action.

### **3. Customs Assessor:**

As unit Approver submits the Request, Customs Assessor shall be able to view & process it. However, Customs may process the same after receipt of required supporting documents (if any).



- i. **Allow Cancellation/Guidance:** In case the Office of DC Customs Assessor finds it to be appropriate, the 'Free Form for Cancellation' Request may be approved with status as "Allow Cancellation" and submit to customs Approver. And if needs any Guidance then submits to Customs approver with status as "Guidance".
- ii. **Reject Cancellation:** In case the Office of DC Customs Assessor finds it to be inappropriate, the 'Free Form for Cancellation' Request may be rejected with status as "Reject Cancellation". Here Free Form request get terminated.
- iii. **Raise Query:** In case the Office of DC Customs Assessor finds it to be inappropriate, the 'Free Form for Cancellation' Request may be submitted with status as "Raise Query" unit approver for making changes in Cancellation Request.

#### 4. Customs Approver:

As Customs Assessor submits the Request, Customs Approver shall be able to view & process it. However, Customs may process the same after receipt of required supporting documents (if any).

- i. **Approve Cancellation:** In case the Office of DC Customs Approver finds it to be appropriate, the 'Free Form for Cancellation' Request may be approved with status as "Approve Cancellation". Here custom request get cancelled from the inbox of user with whom the request is pending.
- ii. **Reject Cancellation:** In case the Office of DC Customs Approver finds it to be inappropriate, the 'Free Form for Cancellation' Request may be rejected with status as "Reject Cancellation". Here Free Form request get terminated.
- iii. **Send Back:** Send back the Free Form- Cancellation request. The Customs Approver can send back the request to Customs Assessor.
- iv. **Raise Query:** In case the Office of DC Customs Approver finds it to be inappropriate, the 'Free Form for Cancellation' Request may be submitted with status as "Raise Query" unit approver for making changes in Cancellation Request.



For complete set of statuses and workflow scenarios, kindly refer the below embedded excel sheet



## **5. SEARCH FREE FORM REQUEST**

The unit users can search for any Free Form for Cancellation Request that they have prepared/submitted to Customs Office by using the search facility provided in the SEZ Online system. The users can track the status of their request by using this facility.

Free Form- Cancellation Request can be searched on the basis of the following parameters

- Date of submission of the Free Form for Cancellation to Customs
- Request ID
- Status of the Request

All Free Form- Cancellation requests submitted by the unit are visible to 'Entity Maker' & 'Entity Approver' users. However, only those Free Form- Cancellation requests which have been prepared by the Entity Maker but has not yet submitted to the Entity Approver cannot be searched through the search facility provided.

**6. VARIOUS STATUS OF FREE FORM - CANCELLATION**

Sr. No	Status	Description	Action to be taken by	Action options available to the EntityUser
1	Created	Free Form-Cancellation Request has been created by Entity Maker User but hasn't been submitted to Entity Approver	Entity Maker	Submit to Entity Approver
2	Request Initiated	Free Form-Cancellation Request has been submitted by Entity Maker User to Entity Approver	Entity Approver	1. Submit to Customs Assessor
				2. Send back to Entity Maker User
				3. Cancel the request
3	Submitted	Free Form-Cancellation Request has been submitted by Entity Approver to Custom Assessor but, he has not yet started processing it	Custom Officials	No action has to be taken by the unit users, as the request is under process with DC Customs Officials
4	Raised Query	A query has been raised by the Office of DC Customs	Entity Approver	1. Query Response
				2. Forward Query
5	Entity Approver Forward Query	Entity Approver has forwarded the Query to Entity Maker for resolution/reply	Entity Maker	Entity Maker has to make corrections & submit to Entity Approver
6	Entity Maker Query Response	Entity Maker has responded/replied to the query	Entity Approver	1. Query Response
				2. Forward Query
7	Entity Approver Query Response	A response/reply to the query raised by Customs has been submitted by the unit	Customs Officials	No action can be taken by the unit as the request is under process with Custom Assessor



8	Cancellation Approved	Customs has approved the cancellation request	Custom Approver	No action can be taken by the unit as the request is closed
9	Cancellation Rejected	Customs has rejected the cancellation request	Action to be now taken on original Customs Transaction. The user in whose inbox the request is pending has to act upon it.	This will depend on the status of the status of the original Customs Transaction

**IMPACTS ON PRINT**

- When Cancellation request is in process which is not yet approved by customs approver then for that request user can be able to take print.
- Once cancellation request is approved by customs approver with status as “Approve cancellation” then users will not be able to take print, here print button will in disable form.

**CANCELLATION REQUEST CANNOT BE FILED IF A REQUEST HAS CROSSED THE FOLLOWING STATUSES:**

Module Name	Statusesafter which Cancellation Request cannot be filed.
Shipping Bill	• Proof Of Export
DTA Procurement with Export Benefit	• Out Of Charge
DTA Procurement	• Out Of Charge
BOE	• Rewarehousing Completed
DTA Sale	• Rewarehousing Completed, • Out Of Charge
Zone to Zone	• Allow Out Of Charge
Sub-Contracting	• Close Request • Pay Duty Verification • Export Approved
Temporary Removal	• Close Request • Pay Duty Verification