SEZ – EDI Data Exchange Quick Help based on Status Check facility

Bill of Entry

Sr. No.	Scenario	Action required
1	When IGM matching status is "No"	✓ SEZ importers are requested to verify details captured in SEZ BOE with IGM information available on ICEGATE website. (https://www.icegate.gov.in/TrackAtICES/index.jsp). a. If Information does not match, correct the IGM information in BOE using "IGM Linking Module". b. If information matches but status remains "No" for a considerable time, contact SEZ Online Helpdesk with request ID.
2	When IGM matching Status is "Yes" and status of "Acceptance by EDI" is "Success"	✓ SEZ Importer can present ID proof and BOE information to port customs for Cargo Clearance.
3	When Status of "Acceptance by EDI" is "Pending"	✓ It means that BOE information sent by SEZ Online is not yet acknowledged by EDI System. In such cases importer can check status of BOE on "SEZ BE Ack Status" link made available on ICEGATE website. (https://www.icegate.gov.in/TrackAtICES/sezBeStatus) ✓ If BOE is not found on the above link also, you are requested to write an email to ICEGATE (icegatehelpdesk@icegate.gov.in) with CC to SEZ Online helpdesk (sezinfo@nsdl.co.in). ***Important Note: When status is pending, do not file a new BOE by cancelling existing BOE against which status is pending. It will not resolve the pending status observed.***
4	When status of "Acceptance by EDI" is Failure	✓ SEZ Importer needs to contact SEZ Online Helpdesk. ***Important Note: When status is Failure, do not file a new BOE by cancelling existing BOE against which status is pending. It will not resolve the pending status observed.***
5	When Re-warehousing status is "Blank"	✓ It means that SEZ Importer has not done the Re-warehousing after "out of charge" and Importer needs to key in the re-warehousing details to complete the cycle and no need to follow manual Re-warehousing process.

Helpdesk Details: SEZ Online: 4914 2550/ 2551 /2552/ 2554 or Email Sezinfo@nsdl.co.in

ICEGATE: 1800 3010 1000 or Email icegatehelpdesk@icegate.gov.in

SEZ – EDI Data Exchange Quick Help based on Status Check facility

Shipping Bill

Sr. No.	Scenario	Action required
1	When SB EDI file is generated and Acceptance by EDI is "Success"	✓ It means SB has been successfully shared and accepted by EDI System and port customs will have access to SB on EDI terminal when goods are presented at port.
2	When Acceptance by EDI is "Pending"	✓ It means that SB information sent by SEZ Online is not yet acknowledged by EDI System. In such cases exporter can check status of SB on "SEZ SB Ack Status" link made available on ICEGATE website(https://www.icegate.gov.in/TrackAtICES/sezSbStatus). ✓ If SB is not found on this link also, you are requested to write an email to ICEGATE (icegatehelpdesk@icegate.gov.in) with CC to SEZ Online helpdesk (sezinfo@nsdl.co.in). *Important Note: When status is pending, do not file a new SB by cancelling existing SB against which status is pending. It will not resolve the pending status observed.*
3	When status of "Acceptance by EDI" is "Failure"	✓ SEZ Exporter needs to contact SEZ Online Helpdesk. *Important Note: When status is Failure, do not file a new SB by cancelling existing BOE against which status is pending. It will not resolve the pending status observed.*
4	When "Let Export" has been issued but SB EDI file is not generated	✓ Exporter needs to check whether Mode of Transport is "SEA" and cargo type is "Containerized/Packaged & Containerized". If yes, it needs to be checked whether container details are added. If not added, these need to be added using "EGM Information" link. For any other scenario, Pl contact SEZ Online helpdesk.
5	When EGM status is other than "Success"	✓ Exporter needs to take the corrective actions based on the failure description. In case any help is required, Exporter may connect to SEZ Online Helpdesk for any clarification.
6	When EGM status is "Blank"	✓ It means EGM status is not received, no action required at Exporter's end. ICEGATE to send the EGM status.
7	When EGM status is "Success"	✓ It means the export cargo has been shipped successfully and there is no need to follow manual process of "Shipment Success".

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