



e-MANIFEST FREQUENTLY ASKED QUESTIONS FOR PENANG IMPLEMENTATION
1 APRIL 2010

ISSUES	NO	PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS	ESTIMATED TIME FOR RESOLUTION
RESPONSES	1	<p>eManifest System Responses:</p> <p>i. EMSERR</p>	Failure to get acknowledgement from eManifest system	<p>1) For EMSERR, user to rectify the error according to the error code and description received.</p> <p>2) User to resubmit the amended eManifest</p>	1-2 hours
		<p>ii. No response from eMS after 30 minutes</p>		<p>1) User to call Careline with the following information:</p> <ul style="list-style-type: none"> • EDI No • SNRF • Bill of Lading No. • SCN • Vessel ID <p>2) Careline will diagnose the problem and reprocess the message.</p>	
RESPONSES	2	<p>Customs Responses:</p> <p>i. CUSERR</p>	<p>Manifest messages not process from either:</p> <ul style="list-style-type: none"> • Dagang Net's eManifest System • Sistem Maklumat Kastam (SMK)/EDI Communication Server (ECS). 	<p>1) For CUSERR, user to rectify the error according to the error code and description received. (For Error code and description, please refer to My Port/own application)</p> <p>2) User to resubmit the amended eManifest application</p>	45 minutes



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		ii. No response from Sistem Maklumat Kastam (SMK)/EDI Communication Server (ECS) after 30 minutes		<p>1) User to call Careline with the following information:</p> <ul style="list-style-type: none">• EDI No• SNRF• Bill of Lading No.• SCN• Vessel ID <p>2) Careline to diagnose the problem. If the message is not process at eManifest system, Careline will reprocess the message.</p> <p>3) If the message has been processed at the eManifest system, Careline will communicate with Cawangan Teknologi Maklumat (CTM), Jabatan Kastam DiRaja Malaysia (JKDM).</p> <p>4) Careline will update user on the final status.</p>	



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APPLICATION	1	SMK Error – T18 (Vessel Information Not Found)	CUSREP not registered at SMK due to the followings:	If user received a T18 error, user can access www.myports.net to confirm existence of SCN.	20 minutes	
			1) Invalid Next Port of Call/Port of Entry/Port of Loading or the code is not registered at SMK	1) User to view at MyPorts or call Dagang Net to obtain the correct location code. To access, visit www.myports.net → Information Services → ISO Codes → Location Codes		
			2) Expired Shipping Agent Code (Vessel)	2) User to liaise with Unit Kawalan Agen (UKA), JKDM on the validity of their agent code.		20 minutes
			3) Invalid Shipping Agent Code (Vessel)	3) User to key in the correct Shipping Agent Code assigned to them or liaise with UKA, JKDM on the correct code.		20 minutes
			4) Invalid Vessel Id	4) User to validate the Vessel ID against the SCN with their respective liners or MyPorts To access, visit www.myports.net → Information Services → Registered CUSCAR → CUSCAR Info	20 minutes	



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			5) Invalid Ship Call No. (SCN)	5) User to validate the SCN against the Vessel ID with their respective liners or MyPorts. To access, visit www.myports.net → Information Services → Registered CUSCAR → CUSCAR Info	20 minutes
FOR POSSIBLE CAUSES 1-5, USER IS REQUIRED TO APPLY FOR CANCELLATION OF THE REJECTED CUSREP WITH PPSB AND SUBMIT NEW NOTIFICATION OF SHIPPING ARRIVAL (NOSA) TO PPSB.					
			6) Timing of CUSREP registered at SMK – Manifest registered prior registration at SMK	6) User to call Careline with the following information: <ul style="list-style-type: none"> • EDI No • SNRF • Bill of Lading No. • SCN • Vessel ID <p>In the event the Manifest transmission time is before the CUSREP submission, Careline will advice Shipping Agent to retransmit the Manifest.</p>	20 minutes



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			7) SCN received by users but not available at SMK	7) User to call Careline with the following information: <ul style="list-style-type: none"> • EDI No • SNRF • SCN • Vessel ID Careline will resend the CUSREP to JKDRM.	20 minutes
APPLICATION	2	Syntax Error – Z99	Application is non-compliant to EDIFACT Message Standard Common syntax error is at Name and Address (NAD) field, where the length exceeds the limit or special characters are used.	1) User to call Careline with the following information: <ul style="list-style-type: none"> • EDI No • SNRF • Bill of Lading No. • SCN • Vessel ID 2) Careline to diagnose the problem and inform the user to rectify the Syntax error i.e User MUST NOT use special characters in data entry.	1 Hour



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APPLICATION	3	Message Queue at Front End of Business Partner's Application	Message status at front-end application shows "queue".	1) User to call Careline with the following information: <ul style="list-style-type: none"> • EDI No • SNR • Bill of Lading No. • SCN • Vessel ID 2) Careline to confirm if the file has been received. If the file is not received by Dagang Net, user is advised to resend the file.	20 minutes
APPLICATION	4	Data Entry	Common problem encountered on data entry are; 1) Gross Weight - Unit of Measurement.	1) User to key in the proper Unit of Measurement as per Customs stipulated requirement. There are only 2 types of measurement – KGM and TNE.	20 minutes
			2) Assign Containers for Dangerous Goods (DG) Cargo	2) This is for ASP users only – Refer to the Cargo screen, the “Assign Containers” checkbox is at the bottom. User must key in the container number and click on the “Assign Containers” checkbox	20 minutes



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				Note: In the event there are changes to the fields above, please submit replacement upon receiving a CUSACK for the BL.	
			3) How to do Replacement	<p>3) This is for ASP users only - Click at the Bill of Lading (BL) screen → select the job → click on the BL → click at the replacement tag on the right.</p> <p>Note: For Header Level Changes (changing of PSA, Vessel ID, SCN and BL No) replacement cannot be done. User must send a cancellation and submit a new CUSCAR.</p> <p>For other supporting assistance, you can:</p> <ul style="list-style-type: none"> • Refer to eManifest Training Manual • Attend refresher eManifest training 	20 minutes
APPLICATION	5	MAC – BL Already Released	K1 already released prior to Manifest submission to SMK	1) User to consult with Customs personnel	30 minutes



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APPLICATION	6	MA8 – BL Not Found	Information declared during cancellation or replacement does not match with the original BL	1) For replacement, user to ensure the header details in the amended BL matches the original submitted BL.	30 minutes
APPLICATION	7	MA9 – BL Duplicate	User sent twice the same BL	User to check with Customs personnel on duplication of the BL. Users are reminded to send ONLY ONCE unless have been asked to RESEND by CARELINE.	30 minutes
APPLICATION	8	MA5 – BL Status Invalid	No breakdown of House BL	1) User to call Careline with the following information: <ul style="list-style-type: none"> • EDI No • SNRF • Bill of Lading No. • SCN • Vessel ID 2) Careline will confirm if the BL is registered. 3) Forwarding Agent (FA) to consult with their respective Freight Forwarders (FF) on the submission of House BL	30 minutes



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APPLICATION	9	A13 – Shipping Agent Code Expired		User to liaise with Unit Kawalan Ajen (UKA), JKDM to renew their license	