



eMANIFEST FREQUENTLY ASKED QUESTIONS – FOR EAI USER

PERIOD: JANUARY 2010

ISSUES	NO	PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS	ESTIMATED TIME
RESPONSES	1	No CUSACK / CUSREP at User's Front-End	The responses are not being updated at the user's front-end system although it has been retrieved from the user's mailbox.	<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 and retransmit the responses to user's mailbox.</p> <p>3) In the event the user cannot receive the retransmitted responses, Careline will escalate the problem to business partners for further investigation and resolution. Careline will revert the final status to users.</p>	45 Minutes
RESPONSES	2	No CUSACK for Manifest	<p>Manifest messages not process from either:</p> <ol style="list-style-type: none"> 1) Dagang Net's eManifest System 2) Sistem Maklumat Kastam (SMK)/ EDI Communication Server (ECS) 	<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 	1 – 2 Hours



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				<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 process at the eManifest system, Careline will communicate with Cawangan Teknologi Maklumat (CTM), Jabatan Kastam DiRaja Malaysia (JKDRM).</p> <p>4) CTM, JKDRM to resolve the issue and revert the status to Careline. Careline will update user on the final status.</p>	
RESPONSES	3	No EMSACK/EMSERR	Failure at eManifest System	<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 reprocess the message.</p>	30 Minutes



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				Note: Dagang Net is proactively monitoring and reprocessing all the messages.	
APPLICATION	1	SMK Error - T18 (Vessel Information Not Found)	CUSREP not registered at SMK due to the followings;		
			1) Invalid Next Port of Call / Port of Entry / Port of Loading or the code is not registered at JKDRM.	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	20 minutes
			2) Expired Shipping Agent Code	2) User to liaise with Unit Kawalan Agen (UKA) JKDRM on the validity of their agent.	20 minutes
			3) Invalid Shipping Agent Code	3) User to key in the correct Shipping Agent Code assigned to them. For agent with multiple branches, please use the 'Kod Induk' e.g BS0003.	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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APPLICATION	1	SMK Error - T18 (Vessel Information Not Found)	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
			6) Timing of CUSREP registered at SMK i.e when a Manifest is transmitted before the CUSREP is registered 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>Careline will check transmission time of the Manifest and compare the time against CUSACK time received for CUSREP.</p> <p>In the event the Manifest transmission time is before the CUSACK of the CUSREP, Careline will advice Shipping Agent to retransmit the Manifest.</p>	20 Minutes



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APPLICATION	1	SMK Error - T18 (Vessel Information Not Found)	7) SCN received by user 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