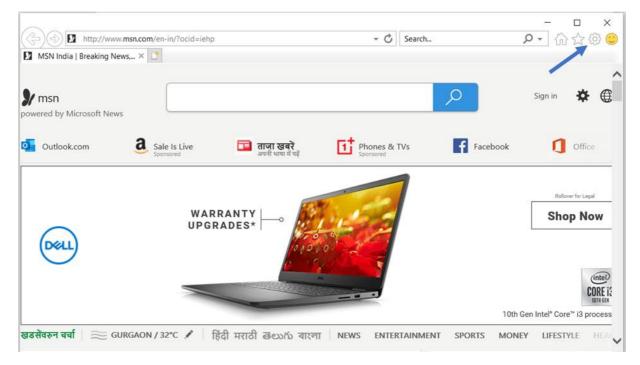
Frequently asked question for E-filling users:

(1) Why Token email id is blank?

Follow the following steps to resolve this issue:

- Token software must be installed in your system.
- Download the latest nCode in your system.
- To verify please go to Internet explorer tools –General content certificate detail -subject alternative name – email id should be mentioned.(This has been explained below using pictures)

Open Internet Explorer and click on the gear icon.



Select Internet options.

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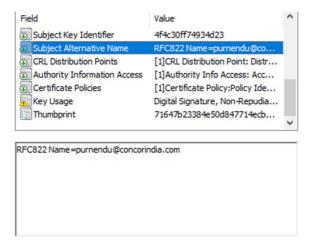
Click on the Content tab, and then click on Certificates.

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You will see the list of all installed certificates here.

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Then double click on your certificate and click on details tab.



Scroll down to the **Subject Alternative Name** option. Click on it. Check if your email id is showing or not.

If email id is showing then ensure that the email id of your token is same with EFilling account's email id.

If email id is not showing then contact your token vendor.

(2) Error Connecting to PKI Component.

Follow the following steps to resolve this issue:

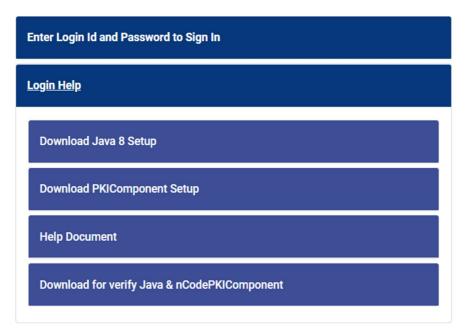
- Kindly check if PKI Component (nCode) is running or not. For detailed instruction follow point no 10 mentioned below.
- If nCode is running and still error is showing then download the latest nCode software. Follow point no 3 for the same.
- If you have already downloaded the latest nCode and the error persists then contact us at <u>ccls@concorindia.com</u>

(3) How can I download the latest nCode software?

- Visit our site: <u>http://ccilweb.com/CCLS/</u>
- Click on Login Help:

LOGIN ID:	
Enter User ID	
PASSWORD:	
Enter password	
	ſP
Login	Reset
L New Registration	Forgot Password
Note: Please	use Google Chrome Browser.

Login Help



• Click on PKI Component Setup. Extract the zip file, and install latest nCode software in your PC .

(4) Problem with extracting downloaded nCode software.

If you face any issue with extracting the PKI32.zip (nCode software) file. Kindly download the WinRAR software from https://www.win-rar.com/start.html?&L=0

After downloading the WinRAR try to extract the zip file.

If issue persists then contact us at ccls@concorindia.com

(5) What is the process for new e-filing registration?

For the new e-filing registration party must be registered in the CCLS commercial system along with party type. PAN no. is mandatory against each party code.

For example:

Example Party type	Example party code
Exporter	E4531
Importer	11234
Forwarder	F1234
CHA	C1234

For new registration go to the given link: <u>http://ccilweb.com/CCLS/registration.html</u>

(6) What facilities are available against OTP and PKI(E-filling User mode)?

There are two different modes through which E-filing can be accessed

OTP – User will log in through OTP received on their registered mobile number.

With the OTP facility, user can download the invoices, queries, and PDA statement related facilities.

PKI (Parties having digital token) – All parties having a digital token should register with the PKI facility. PKI facility user must install their digital token software and the token must be attached to the PC. The email id of the digital token should match with the e-filing user email id.

Facility with PKI component – EJO/LJO, seal cutting, gate pass, LCL carting, Export carting (For CHA – Exporter) and KYCL for importer, exporter and other major facilities.

(7)What should we do if validity of the dongle/digital certificate expires?

If the validity of dongle or digital token expires:

- Purchase new DSC (dongle/ digital certificate) from your token vendor.
- It must be ensured that the email id of the new digital token should be same as existing e-filing account email id.
- After getting new digital token, install it, in your system and it can be used with existing e-filing account.

(8) What should we do if email id is different in the new dongle or

ERROR : YOUR REGISTERED EMAIL ID DOESNT MATCHES WITH YOUR TOKEN EMAIL-ID

This error always appears when

email id is changed in new dongle or digital token, For such cases parties have to apply for new e-filing registration with new token and new email id details.

For new registration go to the given link: http://ccilweb.com/CCLS/registration.html

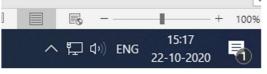
Change of Email id already updated with PKI component facility is not permitted. Party can opt cancellation of their old e-filing facility. Send mail us for cancellation of your old e-filing facility at <u>ccls@concorindia.com</u>

(9) Unable to access the site

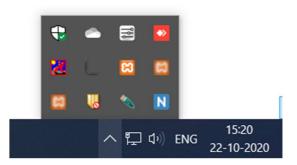
Please use google chrome -use the website http://ccilweb.com/CCLS/

(10) How to Check if nCode running or not?

• Go to system taskbar at right side- bottom where date and time showing.



• Click on the **up-arrow** button.



- If Capital N with blue background icon showing in the taskbar. Then nCode software is installed successfully.
- If nCode icon not showing in taskbar then click on start/window button and search *ncode*.

• Double click on nCodePKIComponentV4.

(11) What should we do if system is new/corrupted and want to use E-Filling?

Download the Java from our website Login Help section using "Download Java 8 Setup".

Then download PKI Component software (Refer Point 2).

After PKI Component software install successfully, ensure that nCode is running.

(12) Invalid user credential or Forgot password

This error comes when the user enters the wrong password. Please use the Forgot password option and reset the new password. Go to <u>http://ccilweb.com/CCLS/forgot-password.html</u> for forgot password or reset the password.

PROCESS FOR GENERATION OF CRN FOR WAREHOUSE STUFFING.

PRE CONDITION : -

- (1) Shipping bill must be online from custom to CONCOR
- (2) Exporter code must be registered in CONCOR commercial system.
- (3) IEC code of custom for shipping bill must be registered in CONCOR as exporter
- (4) Container should be available of same shipping line.
- (5) Cargo weight should be entered in quintal. For example 1000 kg will be entered 1.
- (6) Vehicle no should be entered

Authorized party - Exporter or CHA- related to Shipping bill

sample case is – CHA CODE IS 2421

FIRST SCREEN IS LOGIN SCREEN AND USER ID AND PASSWORD

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	Enter Login Id and Password to Sign In		
	LOGIN ID:		
	PASSWORD:		
	Enter password		
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	expiring on 05/05/2020. Please download and install latest ncodePKICompc		
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	W_2421 PASSWORD:		
	AUTH OPTION* PKI OTP		
	Login Reset		
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	GComponent is expiring on 05/05/2020. Please download and install latest r		
	Note: Please use Google Chrome Browser.		
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LOGIN IN EXPORT- CRN FOR WAREHOUSE /DIRECT STUFFING

CONCOR
Login Id: W_2421 (2421)
Home
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CFN Filling
CRN for Export Loaded Container from Factory
CRN for Warehouse/Direct Stuffing

USER CAN SELECT EITHER BOE DATE OR CONTAINER NO.

USER HAVE TO SELECT PAY PARTY TYPE (WHILC PARTY WILL PARTY FOR CRN)

HANLDING CODE – –WAREHOUSE STUFFING

CONTAINER SHIPPING LINE

PORT OF DISPATCH -

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Shipping Bill Number:	Shipping Bill Date:		
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Add Container Details			No. of Ctr: 0
Add Vehicle Details			No. of Vehicles: 0
Disclaimer: By checking the box, I certify	v that have read the disclaimers and agree	to the rules.	
	, <u></u>	SUBMIT	
Current Browser: Chrome 8	8 © 2021 Copyright: Co	ntainer Corporation of India Limited	Version: 1.2.6.7.8

ADD SHIPPING BILL DETAILS : -

USER HAVE TO ENTER SHIPPING BILL NO. AND DATE (MUST BE ONLINE FROM CUSTOM)

AND PRESS ADD AND VALIDATE -

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Add Container Details				No. of Ctr: 0
Add Vehicle Details				No. of Vehicles: 0
Disclaimer: By checking the box, I certify the	nat have <u>read the disclaimers and agree</u>	to the rules.		
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USER HAVE TO SELECT MATHCING EXPORTER NAME, COMMODITY, NO OF PACKAGE ,PACKAGE TYPE AND WEIGHT OF CARGO

CRN for Warehouse/Direct × +		– 0 ×
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Home / CRN for Warehouse/Direct	SHIPPING BILL DATE: 23-02-2021 ORIGIN CITY: DELHI, DELHI	Login Id: W_2421 (2421)
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SHIPPING LINE -	MOON FASHION,6224 3RD FLOOR,PAKKI,GALI BARA HINDU RAO,NEAR FILMISTAN,NEW DELHI,DL-110006 (07AFYPA3437J1Z5)	MUNDRA PORT TERMINAL - MDPT 👻
	PLEASE SELECT COMM CD	
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PRESS ON ADD SHIPPING BILL

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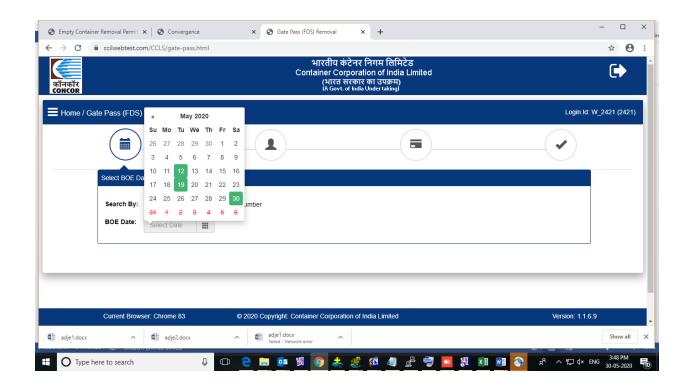
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	EXPORTER CODE : E 132937 EXPORTER NAME : MOON FASHION EXPORTER ADDRESS : 6224, 3RD FLOOR, PAKKI, GSTIN NO : 07AFYPA3437,1125	
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ON NEXT SCREEN USER CAN CHECK PAYMENT AMOUNT AND OTHER RELATED DETAIL :-

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USER CAN DOWNLOAD BOTH GATE PASS AND ENTRY PERMIT