Dos and Don'ts – ECCS Application

Tickets - Ticket raising has to be done from the users' official email ids
- RAISE A TICKET for any ECCS related issue
  Write a mail from an official mail id to eici.helpdesk@wipro.com providing a proper description of the issue along with:
  a) ECM No,
  b) CBE No.
  c) HAWB
  d) SSO ID
  Please attach screenshots of the error. This helps in correctly identifying the issue and providing proper resolution.
- Start a fresh mail for a new issue.
  Do not report a fresh issue on an existing mail chain.
- Add courier name at the end of the subject line in the email
  Ex- Sub :**Print ECM not working_ECM No._ DHL Express**
- Please monitor your tickets yourself.
  Please follow up on your raised tickets at regular intervals yourself.

Login Issues

Not able to login.
- Close the browser and login again. If still not able to login, please check your Network connection.
- Clear the cache / history
  Internet Explorer :-Tools > Internet Options > 'General' tab > Browsing History section > Delete
  Chrome :- Ctrl+H > Clear Browsing data > Select all check-boxes > select "Beginning of time" from the drop down > Click 'clear browsing data

Forgotten Password
- If you have forgotten your password, you can change it from the link "Forgot password" and follow the instructions

Locked Password
- If you enter the wrong password 5 times the account will be blocked. User needs to write to eici.helpdesk@wipro.com. Helpdesk will help reset the password.

Multiple Logins with same User Id

- If a user logs in with a user-id on one computer and logs with the same user-id on a second computer, the user will get logged out from the first computer.

ECM Filing

Before updating IGM, if required, changes can be made to:

a) Airlines
b) Flight No
c) Airport of Shipment
d) Date of Arrival
e) Time of Arrival
f) HAWB Details
g) Details of Consignor
h) Details of Consignee
i) Amendment remarks

After updating IGM, changes cannot be made to the flight details, all other fields can be amended.

Both these require the approval of Deputy Commissioner of Customs and it can be done by following the steps outlined below
Imports > Amendment Request > ECM Amendment Request

Manual Filing
Incorrect Filing :- Please ENSURE that the **date of arrival** remains the **same** for each HAWB while filing ECM and CBE.
Bulk Filing

- Please ensure that the Excel file is converted to the XML format correctly.
- Please CLEAR ALL contents of the 'Error' folder.
- Please ensure that images uploaded are in the TIFF format only.

Common Errors

Feeding incorrect numbers. For example number of bags/pkgs/HAWB
Filing of Docs in Non-docs and vice versa.
Please ensure complete & exact AWB is entered in ECM and CBE.
Please differentiate between number 0 and the alphabet – O.
Please enter numbers correctly.
Please avoid entering additional spaces

Arrival Scan

If at the time of the Arrival Scan, the error is "HAWB does not exist" please follow the steps given below to verify whether ECM and CBE are filed correctly

- Login > Dashboard > Other Dashboard > Track Shipment> Enter the HAWB > Select the module type > will show the status for that particular HAWB
  For incorrect filing you will see the screen shown below

  Screenshots to be added later

  For correct filing both ECM and CBE will show on one row.

Roles

- A user who logs in first will get available work items on his/her dashboard. A second user (with same role) will not see these work items till the first user has logged out. For example: query from Customs.
- It is suggested, for express companies, Roles be distributed amongst different users.

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