**BE/SB Query Reply – IMEXIO**

* When a query is given by custom official on a BE or SB, user needs to check in ICEGATE visiting multiple pages in order to give a reply to custom from ICEGATE.
* This new option will allow users to reply the query by generating a flat file from IMEXIO. .rpl file.

General Observation/Feedback from users:

1. Users often do not find the query or reply box.
2. DTAS queries go to importer ICEGATE A/c.

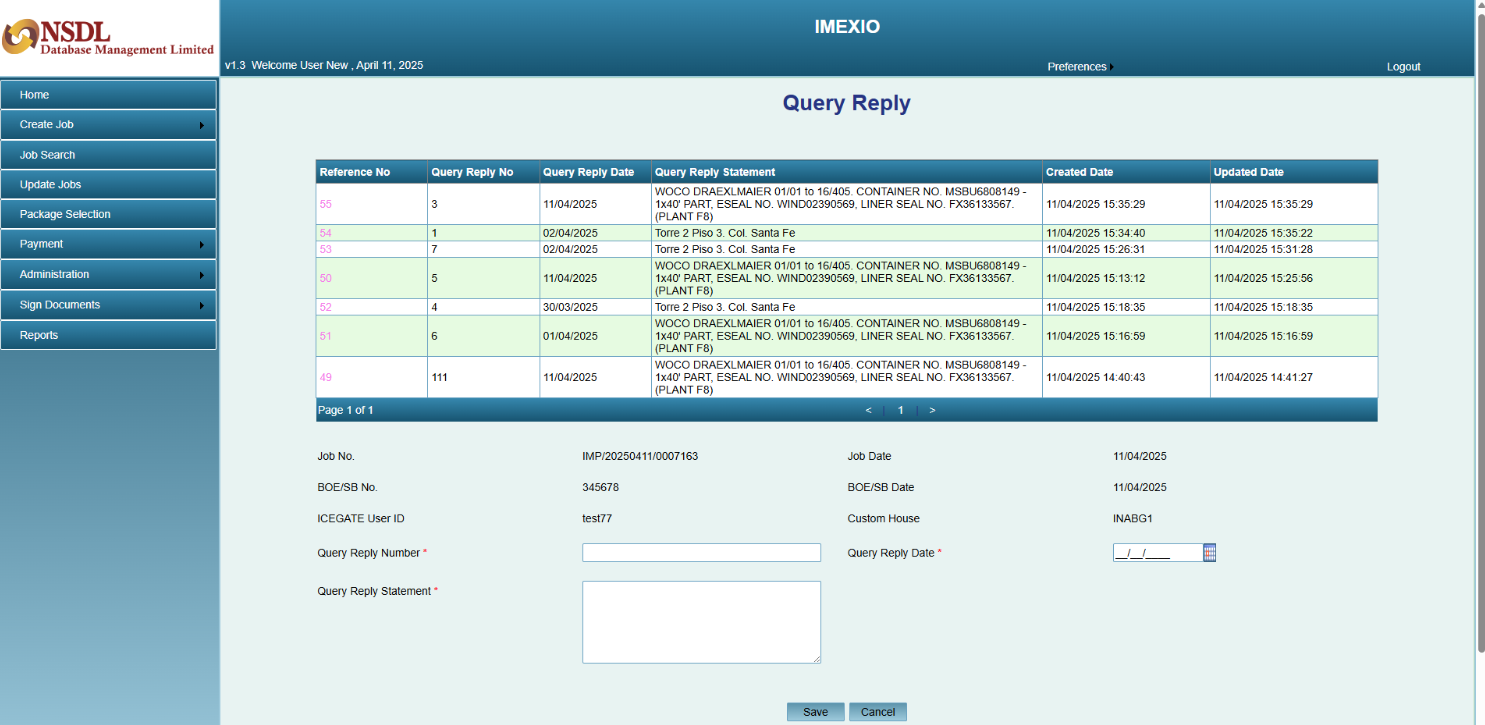
How to use QUERY REPLY option in IMEXIO?

1. Login
2. Update Jobs
   1. Update BE/SB number and date.
   2. Click on the query reply button.



**NEXT PAGE**

1. Once user will perform the above task, QUERY Reply Box will be opened



1. Put Query reply number. Ex: for first query it would be 1, if there is another query in the same BE/SB, it would be querying number 2.
2. Put the reply date
3. Update your reply in query reply remark.
4. Save it
5. Once user will save it, the reply will be saved in the above GRID.
   1. Click on the query reply number from the grid
   2. Generate file.
6. Sign the file and upload in ICEGATE

NOTE: Once you upload the file in ICEGATE, there would not be any notification. However, query reply would be completed and custom can see it.

You can also see it from Tracking at ICEGATE. Next page.

