**Frequently Asked Questions**

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1. **Introduction**

1) **What is SEZ online System?**

SEZ Online System is an e-governance initiative of Ministry of Commerce and Industry for setting up a nationwide uniform platform for carrying out Administrative and Customs requests of the SEZ Units / Developers under the purview of SEZ Act and Rules with SEZ (Special Economic Zones) Authorities. The objective is to bring in transparency, efficiency, reduce paper, ensure authenticity of information, adherence to applicable compliances and business rules and provide a robust system for storage and reporting of data.

2) **From where can I access the SEZ online System?**

SEZ Online System is a centralized web-based system for all SEZs in the country and can be accessed from any machine where internet access with sufficient bandwidth is available. The web address for the SEZ Online system is https://www.sezonline-ndml.com/ .

3) **What are the hardware requirements of SEZ Online System?**
**Hardware**:User needs to have a Computer and internet connection for accessing SEZ Online system and a printer to take copies of administrative and customs documents viz. application form "F", softex form, bill of entry etc.
**Software:**Transaction processing is enabled through Internet Explorer Version 7and above and Operating system should be Windows XP and above.

4) **How safe are my requests/transactions on SEZ online System?**
SEZ Online is a secure information processing system. Security of the system is based on the various levels of authorization and authentication for allowing access to information as well as technical features used to ensure safety. State of art internet security features are enabled in SEZ Online System which ensures authenticated access to system and adherence of security and confidentiality of information.
Units are registered and given access to the system only after review and approval by DC Office. Only authorised users of the Unit/Developer can submit transactions to the DC office. All transactions are Digitally Signed by the authorised user. All data transmission between the website and the client browser is encrypted. Best known security policies and practices are adopted to ensure system security.

Strong Password Management policy including password complexity structure, password expiry, password history etc. is implemented. Change of password every 45 days and non-allowance of repetition of previous three passwords are very important password protection measures enabled in system.

## 2. Registration

**1) Why do we need to register details in SEZ Online system when we are an existing SEZ Unit/developer/co-developer approved by DC Office/MOCI ?**

In Special Economic Zone every entity (i.e. unit,developer,co-developer) is differentiated by distinctLetter of approval/permission number and PAN and IEC number and SEZ under which it is authorized to carry out operations. All performance monitoring and reporting is distinguished onbasis of this unique combination. With this view System mandates one time registration for existing entities to ensure uniqueness based on their LOA Number, IEC, PAN and applicable SEZ under which they have been assigned approved by respective DC offices. Various administrative applications and customs transactions require information of entities verified by DC offices viz. LOA Number, LOA expiry date, IEC number, PAN number, items authorized for export as per LOA. Entire information is validated in SEZ Online System through registration module where information furnished by company is scrutinized and digitally approved by respective DC offices.

**2) As a SEZ Unit how do we register and use SEZ Online system?**

SEZ units which are already approved i.e. those which have received Letter of Approval/Permission from respective Development Commissioner's office can use Unit Regularization Module to get registered in SEZ Online System.Units need to send scanned copy of Letter of approval/permissionand Annexure A (available on SEZ Online Website homepage) to sezinfo@nsdl.co.in. NDML will incorporate the LOA details in the system and give confirmation to user for proceeding with registration. At the time of Unit Regularization, user needs to enter LOA no as provided to NDML and the same will be validated by system for creation of user ID. Detailed usage manual of this module is available at :

New applicant companies which are applying to set up a new unit to applicable DC offices have to use New Unit Application module where system generates form "F" as stipulated in SEZ act/rules. Print of this form "F" can be submitted to DC office along with supporting documents on completion of online submission

**3) How do I create user ID and password in SEZ Online System?**

User has to create user ID and set password of his choice at the start of registration process.For existing unit/developer/co-developer regularization in system, link:**Existing Unit / Developer / Co-Developer Registrationand**for new application link:**New Unit / Developer / Co-Developer Registration**needs to be used

On clicking on applicable links, user ID creation form will be displayed where users will have to enter user ID and password along with other details viz. phone no, email id. On creation of user ID, userneeds to login with the set credentials for proceeding with capturingoftheregistration details.

It is important to maintain these User login credentials safely as these would be needed for accessing the system, replying to queries received to your application for registration and creating functional users in the system after completion of registration for filing customs transactions.

4) **What is LOA reference No.?**
LOA reference No. is a reference number of Letter of Approval issued by the DC Office to the Unit. This field will accept only numeric data. E.g. if LOA number is DJ/SEEPZ/2008-09/91, user is required to capture 91 as the LOA reference number.

5) **What does it mean by SEZ unit short code?**
Unit may capture code of their own choice in this field.

6) **Does Creation of user ID mean registration is complete?**

No, user ID creation is the first step for proceeding with registration. On creation of user ID, user needs to click on the User Login link available on the website and update the registration details viz. unit name/ address, registered company name/address, IE Code, PAN, list of items authorized for export and finally submit the application to DC office for approval. Registration will get completed after review and approval of the details by the DC Office. Do review the status of your application regularly as DC Office might raise certain queries which need to be replied at your end. You will also receive an auto-generated email when discrepancy is raised or registration request is approved by DC office. (Note: Ensure that valid email ID is capture to ensure receipt of email notifications)

7) **Do I require Digital Signature Certificate (DSC) for submission of Registration request?**
No, Digital Signature Certificate is not required for submission of registration request.

8) **While creating user id, I am entering unit's LOA number, but when I submit it, the system shows "invalid LOA". What do I do?**
System shows this message when incorrect LOA number is captured by user at the time of creation of user ID while proceeding with regularization.Pleasemake sure whether format of LOA i.e. space, characters and symbols entered are exactly as mentioned in LOA issued. We recommend to capture LOA number exactly as mentioned in the confirmation received from SEZ online helpdesk which says you can proceed with registration.

9) **How can a unit check LOA expiry date captured in system?**
Unit has two options to check LOA expiry date captured and validated in system.

1. Login with approver user ID:Open the request through search request link available by capturing request ID, open the request. Expiry date is available in top right corner.
2. Login with maker/approver user ID: Click on entity details link to view the expiry date

10) **How to check the status of registration application?**
A unique identification number will be generated on creation of request (saving the information on registration page), which is called Request ID. Please take note of the same. You can also check the status of the request using search functionality. From the home page, user shall click on **Search Request** link. With the help of this request id, you will be able to track the application status. We request users to quote this request ID for any queries, correspondence pertaining to request submitted.

11) **How can I resolve the discrepancy raised by DC Office in the registration request?**
If deficiency is raised by the DC office, you will get an email notification on your email id provided during the registration. The request will be available in your SEZ Online Inbox to review the deficiency, make correction / provide necessary documents (as requested)andsubmitthe request again. The details of the deficiency raised by DC office can be viewed by clicking the Remarks History link.

12) **We have got multiple units approved for our company acrossdifferentSEZs, can we make common registration for all?**

Each SEZ Unit is required to be registered separately with unique LOA/LOP number. Each of these requests is reviewed independently by the respective DC Offices.

13) **Is it mandatory to capture date of commencement of production in unit regularization?**

This date needs to be captured only when unit has commenced their operation which also meansunit has sent a letter is to DC office indicating start date of export transactions.

14) **What does it mean by Does unit use LUT facility?**
If unit has already furnished bond cum legal undertaking and has been already approved, yes needs to be selected and bond details need to be captured. No, needs to be selected if bond is yet to be submitted to DC office.

3. **Payment Procedures**

1) **When should unit/developer/co-developer make the payment?**

   Once registration is approved by DC office/MOCI (in case of developers/co-developers) , an email notification will be received by email ID recorded at the time of registration. Upon receipt of this email, payment can be made and details should be captured in SEZ Online System.

2) **What is SEZ Online Fee structure?**
   **Fee structure is available on** https://www.sezonline-ndml.com/fee-structure.htm

   In order to facilitate the Units to pay their transaction charges, SEZ Online system enables the Units to maintain a Top-up Deposit for using it at the time of submission of customs transactions. Based on the expected system usage fee, Units can make deposit payments and as and when Units submit chargeable transactions the system debits the transaction fee from this amount. Users can set threshold limit for top-up balance where an alert is sent to user to replenish top-up balance when balance reaches set amount.
   Further information regarding payment module is available on SEZ Online System Home Page >> Downloads>>General >> Payment Manual V2.0.

3) **Though I have made payment, credit is not received in SEZ Online System?**
   Users need to ensure that correct payment entry is made in system when they make the payment by Cheque, Demand Draft or NEFT transaction. If correct entry is not made, credit for the realized amount cannot be provided.

4) **I am getting an alert for making AMC payment, what do I do?**

   Annual maintenance fee is applicable every year and system sends an email alert as well as shows a notification on login page when AMC is about to expire. You need to make applicable AMC payment and capture AMC details in system to stay active in system.

5) **How can I check the current top up balance/transaction history for my unit?**

   Please log in with Approver ID and click on SEZ Online Payments >> Account Deposit link to view the balance amount. User can also view transaction history, which indicates date wise debit and credit entries for all the transactions with payment category viz. Registration, AMC, Top-up & Customs transactions.

**6) Where can I get NDML account information for the payment?**
Link is available on log in page which contains all the payment modes viz. Cheque, DD, NEFT and relevant account information. We recommended NEFT transfers for faster realization and credit. Kindly note thatCashpaymentsare not accepted.


**7) How can I get receipt for registration / AMC / Customs transactions?**
You need to go to Transaction History report under SEZ Online Payment link
First fetch the report for desired period (Maximum period allowed is 30 days). Report will provide for field called Transaction ID in hyperlink. When you click on it, a receipt will be generated


**4. User Management**


1) Which are different types of users in system?
**Creation of admin and operational Users:**
There are four types of users in system:

A) Applicant user: User ID created for initiating registration request.

B) Unit/developer/co-developer admin user: Upon approval of registration and authorization of fee payment, user needs to click on create admin user link where system prompts user to create new admin user or make applicant user as admin user. This means user created for registration can be made admin user.
Using admin user, maker ,approver and CHA users can be created for creation and submission of various administrative and customs transactions.

C) Unit/developer/co-developer maker user: User for creation of administrative and customs transactions

D) Unit/developer/co-developer approver user: User for review of transactions created by maker/CHA and onward submission to DC office using digital signature certificate.

E) CHA user: User for creation of customs transactions.

**2) When can I create users in SEZ Online System for processing transactions?**
User creation is enabled in system once registration and AMC payment process is completed.

How do I proceed with creation of user IDs in system?

On authorization of registration+ AMC payment by NDML, login with user ID through which registration request was submitted. You will see a link "Create Admin". Click on it. You will get two options a. Make me admin b. Create new admin
- Select Make me admin if you want to keep existing user ID as your admin ID
- Select create new admin if you want to create a new ID to work as admin ID (Note that existing ID will get disabled on creation of new ID)

Once admin ID is created, you can create following three categories of user IDs for transaction processing using **Administration >> Maintain users** link available to admin ID :
- Unit Maker ( User ID for unit officials for creation of administrative and customs transactions )
- Unit Approver (User ID for authorized signatory of unit for submission of transactions to DC office using Digital Signature Certificate)
- CHA (User ID for officials of your CHA company for creation of customs transactions). CHA user will neither have access to administrative transactions nor will have access to transactions created by other users under the same unit. CHA Users can prepare the Customs transaction but cannot submit the same to DC Office. Approval of the transactions is to be done by Unit Approver.

Please ensure to register correct details including Email IDs of the Users. SEZ Online System / DC Offices will need these details for communicating with you.

**3) How can admin User create and assign roles and functionalities?**
Admin user can assign role and functionalities to maker, approver, CHA user on user ID creation page firstly by selecting appropriate role and then assigning relevant functionalities available by selecting check boxes against functionality names. Please refer to User Management manual at https://www.sezonline-ndml.com/pdf/User-Management-manual-version-2-0.pdf

**4) Can I create multiple maker/approver and CHAs users IDs?**
Yes, multiple maker, approver and CHA user IDs can be created using admin ID of unit, developer, co-developer

5) **Can multiple functionalities be assigned to a user ID?**
Yes, multiple functionalities can be assigned based on company structure, department and individual roles carried out by an official for whom user ID is getting created?

6) **Can I assign multiple roles to same user ID?**
No. Separate user IDs need to be created for maker and approver role.

7) **How can I log in if I have forgotten my password?**
You need to reset the password in case you have forgotten it by below guidelines:

    1. Click on "Forgot Password" Link available below login section
    2. Enter user ID and click on Submit
    3. System will ask you for the answer of hint question which you had set at the time of creation of user ID.
    4. If your answer is correct, system will prompt you to set new password.

8) **What shall I do when I cannot recollect my user ID?**

    If you do not remember your admin user ID password, you need to send an email to ( sezinfo@nsdl.co.in) with your unit name ,LOA number and SEZ name.

    If you are a maker, approver or CHA user, kindly contact your administrative official possessing admin user ID to provide you user ID and password.

9) **I am getting the message "This User ID is Locked.Please contact your Administrator "  while login, What shall I do?**

    Reasons for your user ID getting locked are as below:
    - If you enter wrong password for 5 consecutive times
    - Unit admin user purposely locksyour user ID

    If your admin ID is locked, send an email to Sezinfo@nsdl.co.in    requesting for unlocking of user ID

**10) What are the measures I can take to ensure greater security?**

    I.    You should log-out from the SEZ online system when not using the application or being away from your computer.

    II.    Always change your password on periodic basis, choose "strong" 8 to 18 digit passwords (alphanumeric) and change them regularly; avoid obvious passwords (names of family members, pets, favorite musician etc), and avoid sharing of your passwords.

    III.    You should not write passwords on paper which may be easily accessible to others.

    IV.    Secure your machine with a power-on password and network access password.

    V.    Have a screensaver password so that when you are away from your workstation nobody else can access it.

    VI.    If you think someone knows your password go online and change it immediately.

    VII.    If you are using the Internet in a public place (e.g. a Cyber Cafe) do not leave the PC unattended, and ensure that no-one is watching what you type.

    VIII.    Enable password for use of Digital Signature Certificate (DSC) so that nobody can use your DSC.

    IX.    Do not save your passwords in your internet browser cache.

**Note: A detailed User management manual is available on SEZ Online System HomePage in downloads section**
**Downloads>> General >>User Management Manual V2.0**

5. **Installation of Digital Signature Certificate and browser Settings**

1) **What is a Digital Signature Certificate and why is it required for signing the online transactions?**

A Digital Signature is an electronic signature used to authenticate the identity of the sender of a message or the signer of a document and to ensure the original content of the message or document that has been sent is unchanged. In SEZ Online System transaction submission using Digital Signature Certificate has been implemented to ensure that the document is signed by deputed authorized signatories of the company and has been approved by Authorised Officers of DC Office.

2) **How do I get a Digital Signature Certificate?**

The Office of Controller of Certifying Authorities (**CCA**) has stipulated list of authorized Certifying Authorities, who can issue Digital Signature Certificate to you. You can approach any one of the theseCAs for getting Digital Signature Certificate. The website addresses of few of these agencies (as are issuing DSC to general public users) are given below:
   a. Tata Consultancy Services (www.tcs-ca.tcs.co.in)
   b. Safescrypt (www.safescrypt.com)

The detailed procedure to procure the DSC with charges is available on their respective websites.

3) **What are the different classes of Digital Signature Certificates and which one I should procure to process transaction on SEZ Online System?**

There are following four widely used DSC classes available:
**Class 0 Certificate:** This certificate shall be issued only for demonstration/test purposes.

**Class 1 Certificate:** Class 1 certificates shall be issued to individuals/private subscribers. These certificates will confirm that user's name (or alias) and E-mail address are unique within the Certifying Authorities database.

**Class 2 Certificate:** These certificates will be issued for both business personnel and private individuals use. These certificates will confirm that the information in the application provided by the subscriber does not conflict with the information in the Certifying Authorities database.

**Class 3 Certificate:** This certificate will be issued to individuals as well as organizations. These are high assurance certificates, primarily intended for e-commerce applications.

Note: You should procure either**Class 2** or**Class 3** Digital Signature Certificates.

**Note:**
**A detailed DSC manual is available on SEZ Online System HomePage in downloads section:** *Downloads>> General >> DSC Manual V2.0*

## 6. Admin Modules
**Which admin transactions can be processed through SEZ Online system?**

| Administrative Modules | Purpose |
|---|---|
| Unit/Developer/Co-Developer Regularization | Regularization of existing SEZ entities |
| New Unit / Developer Application | Application by unit/developer to DC office/ MOCI to setup unit/SEZ respectively |
| LOA Extension Request | Application to DC office for extension of LOA validity date |
| LOA Renewal Request | When LOA period of five years is about to expire, unit needs to apply for LOA Renewal. |
| Submission of Annual Performance Report to DC Office | Performance report which needs to be submitted to DC office annually |
| New LUT Request | First Bond cum Legal Undertaking (after approval of unit by DC office)  needs to be submitted using this module |
| Update LUT | Fresh Bond cum Legal Undertaking (Fresh LUT to cover further imports/procurements) needs to be submitted using this module. |
| Free Form | Application to be made / permissions to be sought from DC office which do not have notified format |
| Monthly details of Investment, Employment | Furnishing of monthly details of Investment, employment &software exports made (for IT / ITeS Units) in Rs.Crores. |

## 7. Customs Modules

**Which are all the Customs modules available in the system?**

| Customs Modules | Purpose |
|---|---|
| Bill of Entry | Filing online Bill of entry and submission to customs. System facilitates Online Assessment and Out of Charge. |
| Shipping Bill | Filing online shipping bill for physical exports System facilitates Online Assessment and Let Export Orders. |
| DTA Sale | Filing online Bill of entry for sale to Domestic Tariff Area unit. System facilitates Online Assessment, recording & verifying of duty payment and Out of Charge.<br>The module also facilitates sale of goods to EOU, STPI, BTP, EHTP clients and for clearances to Bonded Warehouse, Other NFE Supplies. |
| DTA Procurement | To procure goods form the DTA Unit under invoice / ARE-1 but with no claim for export benefits. |
| DTA Procurement with Export Benefit | Filing online bill of export for procuring goods from domestic suppliers under claim of export benefits. viz. advance authorization,drawback |
| Temporary Removal | To send the material/ goods on temporary basis. (SEZ Rule 50 & 51) |
| Sub-Contracting | To send material/goods for job work (Rule 41 & 42) |
| Zone to Zone Transfer Form | To procure goods from the unit/developer/co-developer belonging to other SEZ |
| Intra SEZ Transfer | To transfer goods from one unit to another unit within same SEZ |
| Gist of Contract | To submit summary of softex contract with a client for providing software / services |
| Softex | For submission of RBI specified declaration for details of software exports |
| Free Form | This module can be used for submitting request to DC Office for online amendment and cancellation of customs transactions for already assessed requests |

Detailed manual for all the modules is available at the link: https://www.sezonline-ndml.com/downloads.htm>> Manual and file format:

## 8. Transaction Filing and Processing

**1) Who can create transaction in SEZ Online System?**
Unit/developer/co-developer Maker/CHA user can create transaction (based on the role assigned by Admin user ID) for the respective modules. Unit Approver can submit the transaction to DC office with Digital Signature Certificate.

**2) Do entity maker / CHA users require Digital Signature Certificate (DSC) for transaction submission?**
No, maker and CHA users do not require digital signature for submission of requests to approver.

**3) What are the ways in which data of various customs transactions can be entered in the system.**

SEZ Online system enables users to capture customs transaction in three ways:
- Field wise manual data entry where entire information needs to be captured manually after logging in.

- Using item upload facility where items applicable under an invoice can be uploaded using excel based macro tool available. Uploaded item details can be edited for correction from user interface.

- Using back office file upload facility where you can use your in-house or vendor developed transaction generation tool to generate a flat file in file format specified by NDML. Such files can be directly uploaded in SEZ Online System which negates need for manual field wise data entry. On upload system generated unique request ID in which entire information stays editable for correction if required by user.File formats are available at link: : https://www.sezonline-ndml.com/downloads.htm>> Manual and file format:

**4) Can I upload itemsin a customs transaction in SEZ Online System?**
Item upload facility is available for below modules:
Bill of Entry, Shipping Bill, DTA Sale, DTA Procurement, Sub Contracting and Zone to Zone Transfer.
If there are many items within an invoice, it may be a time consuming exercise for the user to enter the details of each and every item using the screens of SEZ Online system. A facility has been provided to upload multiple items in an invoice using excel based macro which saves a lot of time and efforts. On upload of items users can add, delete, and edit details of uploaded data by going to user interface. Macro can be downloaded from link http://www.sezonline-ndml.com/downloads.htm

5) **What is back office file upload and how to use it?**

In SEZ Online System back office file upload facility has been provided which enables users to upload complete transaction in system. This facility negates need for creation of transaction by keying in all fields in individual requests. This facility can be used by companies which have their in-house transaction generation software or vendor tool for creation of transactions. IT teams of respective companies can use file formats made available on SEZ Online Website homepage for making necessary development to generate output file from their tool compatible with SEZ Online Formats. The upload format can be downloaded from this link http://www.sezonline-ndml.com/downloads.htm.

6) **Is it possible to attach supporting documentsalong with customs transactions which are being created?**

While creating customs transactions, supporting documents viz. invoice, packing list, certificates, if any can be attached. These documents should be in excel or pdf only. It is an optional feature where along with field level information, supporting information can be attached which would facilitate customs while assessment of request.

7) **When does noting number get generated in Customs transactions?**

Noting number gets generated when you submit the transaction using Digital Signature Certificate and it gets validated on server.

8) **When Can I take print?**

Print can be taken from SEZ Online system once transaction is submitted by entity approver. i.e. On successful verification of DSC on Server.

9) **How can I take the print out?**

Print out needs to be taken using search link available to you.
You need to capture request ID of submitted request or select desired request type and click on search to get the request. Open the request to get print button option.
Note: Request submission date should fall between date range set as input criteria to retrieve the request for print.

10) **Whichusers can take the print out?**

Print out can be taken from maker/CHA user ID who creates the transaction and approver who digitally signs it using search request function. Kindly note that print is enabled only when transaction is submitted by approver using digital signature certificate.

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## 9 Bill of Entry

How does the SEZ Online Module for filing Import Declaration (Bill of Entry) works and what are the facilities available in the system (other than General facilities covered in General facilities module).

1) **If I am importing from bonded warehouse, which transaction should I file?**
   You should file Bill of Entry transaction and in the BOE details tab you should select "Bonded Warehouse" from the drop down for the "Source of Import" field. Bill of Entry module needs to be used for imports/procurements from following sources:
   a. Abroad
   b. EOU
   c. STPI
   d. BTP
   e. EHTP
   f. International Exhibition in India
   g. Sub-Contracting/Temporary Removal Abroad
   h. Unsold goods returned from exhibition abroad
   i. Unsold goods returned from showrooms in international airports in India
   j. Unsold goods returned from showrooms abroad
   k. DTA Unit – Load/Lease basis

2) **Can I edit Bill of Entry after submission of the request to Customs?**

   **There are following two scenarios:**
   **Scenario 1:** If the request is not approved
   You can approach Authorised Officerand request him / her to raise a query for the request.The request will come back to approver ID and you can make the desired correctionsand submit the request to customs again.

   **Scenario 2:** If the request is approved

   You may file an amendment request through "Free Form" and explain the reasons / submit necessary documents for amendment. DC Office will review the request and effect necessary amendments, if found appropriate.

3) **I am getting the message "Invoice value does not match with the corresponding sum of Item Value". What should I do?**
This alert will be shown to you when sum of value of all item/scaptured by you does not match with invoice value entered in invoice section.

4) Currency for my transaction is Indonesian Rupiah, I do not find this currency in currencies available in invoice section, how do I file the transaction?

User will be able to find all the standard currencies in the Invoice tab. In case user is dealing in non-standard currencies, a facility is available in SEZ Online System where non-standard currency can be added. A checkbox is available in BOE tab which says "Add non-standard currency for filingBOE". You need to select checkbox and add nonstandard currency details viz. desired currency name from dropdown, currency code,exchange rate and other relevant details, exchange certificate number. Upon saving this information, required currency will be available in currency dropdown of invoice section.

5) **What should I do if (Port of Origin)is not there in the list?**
The port of origin can be selected using the Search facility provided. If the port name is not present in the search window, then tick the checkbox of 'Mark the box "if port of origin is not available in search". Then, the 'Port of origin' field becomes editable and the port name can be entered manually.

6) **How do I mention if Re-import or Previous import is applicable?**
The relevant checkbox available in the Item details tab has to be ticked; if applicable. As the checkbox is ticked,the relevant fields will be displayed wherein the details of re-import or previous import can be entered.

7) **Can I complete Re-warehousing for multiple requests at one time?**
Yes. You can click on Re-warehousing completion link available to entity approver,specify the date range and click on search. All the requests from selected date range where re-warehousing completion is applicable will be available to the user. You can select all/multiple requests together and click on "Re-warehousing completed" button. You will get the message "details saved successfully" post closure of Re-warehousing of the selected requests.

8) **How can I see the status history of the request for any transaction submitted to DC office?**
You can search the request through the Search screen, open the request for which you want to view the history, the "View Status History" link is available at the bottom across all the tabs. This feature will show statuses through which request has passed , the date and the user who marked the status.

## 10 DTA Sale

**1) When do I use DTA Sale module?**

When your SEZ entity is selling goods to below category of end users, DTA Sale module needs to be used

- DTA
- EOU
- STPI
- BTP
- EHTP
- Bonded Warehouse
- Other NFE supplies

**2) When do I pay the duty and capture the same in system?**

When your bill of entry is approved by customs and they instruct you to pay the duty, duty needs to be paid in bank authorized to collect duty and capture the details of TR-6 challan in system and submit it to customs for verification of duty payment and clearance of goods.

## 11 Zone to Zone Transfer

**1) Which module I need to use when I am procuring goods from a unit/developer/co-developerfromsome other SEZ?**

When SEZ entity wants to procure goods from another entity belonging to different SEZ then Bill of entry needs to be filed using module Zone to Zone Transfer module. Here user needs to select SEZ of selling entity in place of origin field in shipment details tab. On selection of correct SEZ, user will get list of entities under SEZ in invoice details tab under supplier details.

## 12 Shipping Bill

**1) What is AD code?**

The full form of AD code is "Authorised dealer " code which is allotted by RBI to bank branches in order to identify the branch in which export remittance is received/going to bereceived.While filing shipping bill user needs to capture AD code of bank branch where company account is held and where export remittances areabout to be received.

**2) I am exporting on behalf of a third party? How do I file shipping bill document?**

If you are exporting the goods on behalf of and in the name of a third party, the details of such party needs to be provided in the shipping Bill. In this case you should select the

'Type of Shipment' as Third Party Export in the system and mention the Name, Address & IE Code of such third party. The name and address of the third party will get printed in the column called as 'Exporter' on the Shipping Bill & GR Form generated from SEZ Online System & the name of the SEZ Unit will get printed at the bottom of the Shipping Bill (above the declaration).

3) **I have additional information to be printed on shipping bill.How can I do that?**
You can enter additional information in Remarks to be printed on the document option provided in General Details Tab. This field has been provided to enable the unit to enter any other information which needs to be printed on the face of the document. The contents of this field are printed on the document. The length of this field is 400 characters.

4) **Is EDF Form generated by SEZ Online system? What is the procedure to get it?**
User needs to generate the EDF Form numbers from RBI website, a quick to the same is provided on the User Login page..EDF number generated has to be captured while filing shipping bill through SEZ Online System,

5) **I am exporting the goods which were imported earlier from abroad, how do I specify these details in the system.**
In such kind of transactions, Re-export check box available in Itemdetails tab has to be selected (if any goods brought into the SEZ and to be sent back because of some reason such as Repair/Defective piece sent back). The checkbox has to be ticked, if applicable. As the checkbox is ticked, the relevant fields will be displayed wherein the details can be entered.

## 13 DTA Procurement

1) **Which transaction I should file when I am procuring goods from domestic tariff area/local market?**
When any SEZ entity is procuringgoods from Domestic Tariff Area unit on basis of ARE-1or invoice only, DTA Procurement module needs to be used.

2) **Can multiple ARE-1 documents be filed in same transactions?**
A separate transaction needs to be filed for every ARE-1

3) **Does system generate ARE-1?**
No. User needs to get it from Central Excise and update the details in system while filing transaction.

### 14 DTA Procurement with Export Benefit

1) **When should I file DTA Procurement with Export Benefit transaction?**
   This module needs to be used when SEZ entity is procuring goods from domestic Tariff Area unit where DTA unit is selling goods to SEZ unit by claiming export benefits i.e. against a license viz. Advance License, EPCG, issued to them by DGFT or for claiming drawback benefits.

2) **Where can I select export benefit scheme in system?**
   In general details tab, "type of scheme" field is available. You need to select scheme from dropdown options available.

3) **Where can I capture license/drawback details?**
   Facility for capturing license/drawback details is available in item details tab and these details have to be captured at item level.
   Based on scheme selected, appropriate fields will be displayed at item level.

4) **How do I take print of bill of export in a format as applicable by license?**
   At the time of creation of bill,youneed to select print type format in which you desire to present print to customs. Following types are available:
   I. Drawback
   II. Dutiable
   III. Dutyfree Goods
   IV. DEPB
   Note:Once request is saved, you will not be able to change the format.

5) **I have selected, wrong scheme and need to correct it, how do I do that?**
   Scheme once selected and saved, cannot be changed and an alert is also provided on selecting scheme name to ensure selection of correct scheme. User needs to cancel incorrect bill and create a new bill by clicking on DTAP-Ex link.

### 15 Temporary Removal
1) **Is module for temporary removal available in the system?**
   Yes, As per SEZ Rules 50 & 51, temporary removal module is designed which enables SEZ units to take good out of SEZ on temporary basis for purposes authorized by SEZ rules.
   A necessary workflow and intelligence is set for partial , complete entry of goods sent out as well as facility for seeking extensions beyond 120 days  and facility of capturing duty details in case of default in bringing goods back within 120 days is made available.

2) **I have sent goods out however they will return in parts and not in single lot, how to make such entries?**

When user submits request,customs will provide pass out to request upon which request will come back to unit for partial closure, complete closure or seeking extension of return period.

You need to go to item re-entry tab,select option as partial and capture quantity of items returning and submit again by selecting option request re-entry.

3) **I have sent 100 items out, however only 70 are returning, rest have damaged in transit and destroyed thereof. Howe do I close my request?**

You need to select option Complete in Request re-entry tab. However, on capturing quantity lesser than what was sent out, system will ask you for reason for shortfall. User needs to capture it and submit request by selecting option close request.

4) **How would I track closure of my request?**

An alert is set in system which reminds user to bring goods back within 120 days. Alert e-mail is sent 30,15 and 7 days prior to date when 120 days are going to get complete from the day when customs provided pass out. A status report is also available for tracking status of temporary removal requests.

## 16  Sub-Contracting

1) **Can I file Sub-contracting requests in SEZ Online System?**

As per SEZ rules 41 & 42, a sub-contracting module has been designed in SEZ Online System which enables units to file transactions where SEZ entities are sending goods out for job work.

2) **When goods being received are same as per the declaration, do I need to re-enter the details and does it require re-approval from customs?**

When goods being received are same as per the declaration, there is no need to re-enter the goods details again, you can select the check-box that goods received is same as per the declaration in the item details tab and the items will be populated based on the declaration.

3) **"Goods in" details declared at the time of goods being sent out of SEZ for subcontracting may differ from actual goods received after subcontracting. Is there any provision for handling this scenario?**

Yes, when goods in details declared while sendingthe goods out and actual goods returned are different, you may specify thechanged details once goods are returned after sub-contracting.In all such cases the transaction will move to assessing officer's inbox for his approvalout and returning goods are different, you may not select the check box goods received is same as per the declaration and you will be allowed toenter the goods-in details, in all such cases the transaction will move to assessing officer's inbox for his approval.

**4) How would I track closure of my request?**

An alert is set in system which reminds user to bring goods back within 120 days. Alert e-mail is sent 30,15 and 7 days prior to date when 120 days are going to get complete from the day when customs provided pass out. A status report is also available for tracking status of temporary removal requests.

## 17 Intra SEZ Transfer

**1) What is Intra SEZ transfer and what is its relevance?**

Intra SEZ Transfer is the process of transferring/selling goods by one SEZ Unit to another SEZ Unit within the same SEZ. In an Intra SEZ transfer transaction, the unit who is sending the goods to the other unit (called as the supplying unit here after) has to initiate an Intra SEZ Transfer transaction in SEZ Online system & the other unit who is receiving the goods (called as the receiving unit here after) has to accept the request to close it or raise query in case of mismatch found after receipt of the goods

**2) What kind of transaction can be carried out through Intra SEZ?**

Transfer of goods for the following kind/ nature of transactions can be recorded through this Module of SEZ Online System:
   I.   Purchase/Sale
   II.  Subcontracting
   III. Temporary Removal
   IV.  Transfer of ownership of goods
   V.   Purchase of precious metals from Nominated Agency

## 18 Softex & Gist of Contract

**1) How to create a softex form as notified by circular No. 43 dated 13<sup>th</sup> September 13 by Reserve Bank of India?**

SEZ Online system enables users to file softex in revised format as per stated circular. User needs to login with maker ID and access softex form link to create it (Ensure that softex functionality is assigned to both maker and approver by admin user). On clicking on softex link, softex form will be displayed where details pertaining to period within which invoices dates lie and for which softex form is getting filed, Authorized dealer details need to be captured manually.
An excel macro has been made available at below link which enables user to upload invoice details.
https://www.sezonline-ndml.com/downloads.htm

**2) What is difference between single and bulk softex?**

Single softex needs to be selected when softex is getting filed for invoices raised for same client and same currency.
Bulk softex enables you to file softex forms for multiple invoices which are raised for multiple invoices having multiple clients and currencies.

3) **What is gist of contract?**
SEZ Online system enables SEZ units to capture summary i.e. gist of softex contract with foreign buyer.

4) **AD code available with me is 14 digit number but SEZ Online system shows 7 digit codes only. How do I know AD code of my bank?**
Kindly note that first 7 digits of 14 digit code available with you need to be searched and selected for AD code.


## 19 System Security

1) **Can I login with same user ID on multiple sessions simultaneously?**
No, simultaneous log-in sessions using same user ID from various machines is not a good security practice and should be avoided. SEZ Online has been designed to allow only one live session per User ID.

2) **Why does my password get expired every month?**
As a recommended internet security practice, system is designed for mandatory password reset every 45 days. Hence you get password expiry alert every 45 days to ensure change of password.

3) **How do I change password purposely before such period ends?**
You need to login and click on Change password link under preference section on login page. System will allow you to change and set password of your choice provide it meets set criteria.

4) **What combination of characters I need to choose for setting passwords?**
Yes, you can't put any password. It should be atleast eight character long and should contain atleast one alphabet in uppercase, once special character (e.g. $,%) and once numeric digit unless you ensure these checks system will not allow you to set or change the password.

5) **Why does my session gets expired if it remains unattended?**
SEZ Online System is built to allow idle time of 30 minutes per session per login without session expiry. Session expiry is extremely crucial aspect to avoid third party access to your session in case it remains unattended.

6) **Why do I as an approver need to digitally sign the documents?**
Digital Signature Certificate authenticates submission and identity of user who submits the transaction in electronic format.

### 20  Trade Data

1) What is Trade Data?

   A facility is provided to the users to fetch the details of the transactions which are assessed through the system. This feature provides records of up to previous day. This facility is available with a link as "Trade Data".
   This functionality will enable user to search the trade details which comprise of request id, request status, source of import, request submission/ assessment date, item description, Mode of transport, Invoice type, Quantity, CIF/Assessable value at invoice level for the request. The user can search any request for the specific module, for the assessment date range at entity/SEZ/SEZs under DC level as per the entitlement. User can search on Thoka or request id directly. The option to search based on country of destination/consignment, CTH and source of import is also available.
   Users will be able to access the trade data reports through the link Reports - Trade Data.

### 21  Miscellaneous Links Available in system and its meaning

   1) **View Status History**

      User will be able to check the date wise status of the request through this link. User id of the user who has processed the request will also be available.

   2) **View Remarks History**

      Remarks captured by all the users in a processof submission of a request will be available through this link.

   3) **Internal and External Remarks**

      While submitting a request, user will have an option to enter internal & external remarks. These remarks can be viewed through the Remarks History link.The External Remarks can be viewed by all the users i.e., Unit and Customs. But the internal remarks entered by Unit users will not be visible to Customs users and vice-versa.

   4) **Show Calculations**

      Using this link user can view the assessable value and duty calculation done by the SEZ online system. On this page, the user can view all the calculation details item wise. If there is more than one item in a request, a list of all the items is displayed at the top most section of the page. The user can select any item to view the assessable value of the item and various duty amounts associated.

5) **Upload template file**

   Users have an option to upload invoice in .xls and .pdf format through this link.User can upload maximum up to 10 files for a particular request and the maximum size of file that can be uploaded should be up to 2 MB.

6) **Upload template file Upload template file Upload template file Items**

   SEZ Online application provides a provision to the user where the user can upload large number of items through an excel file and then can create a text file from excel. This text file can be uploaded across a particular invoice to which these items shall belong.

7) **Confirmation Screen**

   User will have following 3 options on the confirmation page:

   I.    CONFIRM: The request gets submitted & it will go to the Entity Approver. The message "Request submitted successfully" is displayed to the user.

   II.   CANCEL: Confirmation is cancelled and request remains with the Entity maker. The Entity maker can make the necessary changes and submit it later.

8) **PRINT TRIAL**: The user also has the option to print a trial copy of the Shipping bill before submission