

Ticket#	Age	Title	Created	Month	Last Changed	Queue	State	Priority	Customer Us	Customer ID	Service	SLA	Type	Agent/Own	Responsible	PORT	User Type	Issue Type	Issue Type_S	Ticket_Exact	Resolution Remarks	ISSUE RESOLVED BY
20201030000057	2 h 16 m	PCS - Kopt Payment Failure Dtd 30th October 2020	2020-10-30 17:23:18 (Asia/Kolkata)	October	2020-10-30 19:09:14 (Asia/Kolkata)	PCS Support	In Progress	2 medium	aliya@econsipping.com	aliya@econsipping.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	PCS - Kopt Payment Failure Dtd 30th October 2020		Delhi Team
20201030000051	2 h 55 m	Payment not reflecting in Paradip Port Trust Account	2020-10-30 16:44:10 (Asia/Kolkata)	October	2020-10-30 19:15:48 (Asia/Kolkata)	PCS Support	Resolved	2 medium	abhay.shrivastava@aionjsw.in	abhay.shrivastava@aionjsw.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Paradip	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Payment not reflecting in Paradip Port Trust Account		Delhi Team
20201030000045	3 h 52 m	Issue PCS - JNPT Payment Nhava Sheva - DPD Code - JK1, J Kirt And Brothers	2020-10-30 15:47:20 (Asia/Kolkata)	October	2020-10-30 19:15:16 (Asia/Kolkata)	PCS Support	Resolved	2 medium	vipul745@yahoo.co.in	vipul745@yahoo.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Issue PCS - JNPT Payment Nhava Sheva - DPD Code - JK1, J Kirt And Brothers	As we can check both payments are showing failed at our end, if the same is deducted from your account it will be refunded back to your account within 48 hours.	Delhi Team
20201030000014	7 h 3 m	RE: KINDLY CHANGE Port Of Discharge/Destination : to LKSGT1	2020-10-30 12:36:11 (Asia/Kolkata)	October	2020-10-30 14:12:13 (Asia/Kolkata)	PCS Support	Resolved	2 medium	arshad.hossain@msc.com	arshad.hossain@msc.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	user want to amend in port of discharge/de stination	user want to amend in port of discharge/destination, guided user to contact NIC for the same	Delhi Team
20201030000008	8 h 26 m	Status of Your Request for registering with PCS - APPROVED!	2020-10-30 11:13:16 (Asia/Kolkata)	October	2020-10-30 19:16:58 (Asia/Kolkata)	PCS Support	Resolved	2 medium	trinis@expofreight.com	trinis@expofreight.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Status of Your Request for registering with PCS - APPROVED!	As discussed with you kindly reset the password and login to the application.	Delhi Team
20201030000005	8 h 37 m	BILIONL/002107668220/KOLKATA PORT TRUST/PORT PAYMENTKOLKATA PORT TR	2020-10-30 11:02:15 (Asia/Kolkata)	October	2020-10-30 19:20:20 (Asia/Kolkata)	PCS Support	Resolved	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	BILIONL/002107668220/KOLKATA PORT TRUST/PORT PAYMENTKOLKATA PORT TR	As checked, the reported payment issue has been resolved and required file available in the port folder, you are requested to please contact with the concern Port.	Delhi Team
20201030000003	9 h 27 m	AMOUNT NOT CREDITED TO OUR KOLKAT PORT PDA A/C - DP025	2020-10-30 10:12:07 (Asia/Kolkata)	October	2020-10-30 19:21:59 (Asia/Kolkata)	PCS Support	Resolved	2 medium	sanjibcal@pmapl.com	sanjibcal@pmapl.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	AMOUNT NOT CREDITED TO OUR KOLKAT PORT PDA A/C - DP025	As we have checked the reported Payments is Success from PCS end, and the PAYSTS Files is already available in the Port folder. You are requested to kindly check with concern port and confirm.	Delhi Team
20201029000095	21 h 5 m	Re[2]: Fw: RE: Req. cart in 1X20' Booking no. 104000038546 A/C- Hindalco/ KOLKATA....HIL196_2020 --- 3SRP036 -- container not reflecting at KOPT's system	2020-10-29 22:34:12 (Asia/Kolkata)	October	2020-10-30 11:45:09 (Asia/Kolkata)	PCS Support	Resolved	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not showing in port folder.	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201029000087	1 d 0 h	Container not reflecting. Coprar no. 2020102991302784 VCN-CCU12000554	2020-10-29 18:58:16 (Asia/Kolkata)	October	2020-10-29 20:18:30 (Asia/Kolkata)	PCS Support	Resolved	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not reflecting. Coprar no. 2020102991302784 VCN-CCU12000554	Container not reflecting. Coprar no. 2020102991302784 VCN-CCU12000554	Delhi Team
20201029000084	1 d 1 h	Status of Your Request for registering with PCS - APPROVED!	2020-10-29 17:40:22 (Asia/Kolkata)	October	2020-10-29 20:21:38 (Asia/Kolkata)	PCS Support	Resolved	2 medium	trinis@expofreight.com	trinis@expofreight.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Status of Your Request for registering with PCS - APPROVED!	User ID for PCS1x as a Customs Broker for INCCU1 Port is "expof002". Kindly reset the password for the first time & start using the PCS1x application.	Delhi Team

20201029000067	1 d 3 h	Search in Allotment of VCN option not working	2020-10-29 16:10:08 (Asia/Kolkata)	October	2020-10-30 09:16:37 (Asia/Kolkata)	PCS Support	Resolved	2 medium	pravinmatad e@jnport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	Application	User Guidance-Other Application	Search in Allotment of VCN option not working		Delhi Team
20201029000048	1 d 4 h	JNPT PCS PAYMENT DTD-29.10.2020 OF Rs 31,36,664/-	2020-10-29 14:40:16 (Asia/Kolkata)	October	2020-10-29 15:01:05 (Asia/Kolkata)	PCS Support	Resolved	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	JNPT PCS PAYMENT DTD-29.10.2020 OF Rs 31,36,664/-	As checked, the reported payment is successful and required file is available in port system .	Delhi Team
20201029000042	1 d 5 h	UNABLE TO DO STAKEHOLDER REGISTRATION AT KOLKATA PORT	2020-10-29 13:56:04 (Asia/Kolkata)	October	2020-10-29 14:52:38 (Asia/Kolkata)	PCS Support	Resolved	2 medium	prasenjit_cha kraborty@ca pricomlogistics.com	prasenjit_cha kraborty@ca pricomlogistics.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	user unable to do stakeholder registration	user unable to do stakeholder registration, the reported issue has been resolved now you can able to do fresh stakeholder registration. Please check and confirm.	Delhi Team
20201029000041	1 d 6 h	RE: new carting bkg no. 2651242810 // 2020102891198301 // CCU12000560	2020-10-29 13:26:20 (Asia/Kolkata)	October	2020-10-29 13:31:49 (Asia/Kolkata)	PCS Support	Resolved	2 medium	vamsi.krishna@oodcl.com	vamsi.krishna@oodcl.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not reflecting in port folder.	COPRAR not reflecting in port folder.As we checked the reported Coprar already in port folder and same inform to the user.	Delhi Team
20201029000036	1 d 6 h	PORT TRUST DEPOSIT (DU009)	2020-10-29 13:13:18 (Asia/Kolkata)	October	2020-10-29 13:23:09 (Asia/Kolkata)	PCS Support	Resolved	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201029000027	1 d 6 h	Container not reflecting. Coprar no. 2020102991249178 VCN-CCU12000554	2020-10-29 12:43:13 (Asia/Kolkata)	October	2020-10-29 16:30:28 (Asia/Kolkata)	PCS Support	Resolved	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not reflecting. Coprar no. 2020102991249178 VCN-CCU12000554	As we have check the reported COPRAR file is already available in port folder. You are requested Please contact with NIC team for same.	Delhi Team
20201029000023	1 d 7 h	Container not reflecting. Coprar no. 2020102991246074 VCN-CCU12000554	2020-10-29 12:12:08 (Asia/Kolkata)	October	2020-10-29 16:24:16 (Asia/Kolkata)	PCS Support	Resolved	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not showing in port folder.	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201029000020	1 d 7 h	AUTO SMTP not received	2020-10-29 11:55:05 (Asia/Kolkata)	October	2020-10-29 12:09:23 (Asia/Kolkata)	PCS Support	Resolved	2 medium	INPPVRAIL@apmterminals.com	INPPVRAIL@apmterminals.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	PIPAVAV Port	Trade User	EDI	User Guidance-IGM ISSUE	AUTO SMTP not received	We have shared the file through the FTP, kindly check the same at your end.	Delhi Team
20201029000005	1 d 9 h	URGENT - BL JKT2009000572 - VIA NO. L0960 & IGM NO. 2265763 DTD 26.10.20	2020-10-29 09:50:06 (Asia/Kolkata)	October	2020-10-29 10:19:18 (Asia/Kolkata)	PCS Support	Resolved	2 medium	bhaskar_K_bom@posseidnship.com	bhaskar_K_bom@posseidnship.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20201029000004	1 d 10 h	AUTO SMTP not received	2020-10-29 09:36:23 (Asia/Kolkata)	October	2020-10-29 13:03:22 (Asia/Kolkata)	PCS Support	Resolved	2 medium	INPPVRAIL@apmterminals.com	INPPVRAIL@apmterminals.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	PIPAVAV Port	Trade User	Application	User Guidance-Other Application	AUTO SMTP not received	Thank you for your request. Files Copied to the Port Folder.	Delhi Team
20201029000001	1 d 14 h	jnpt payment 9.85 L - 28.10.2020.	2020-10-29 05:24:24 (Asia/Kolkata)	October	2020-10-29 10:17:55 (Asia/Kolkata)	PCS Support	Resolved	2 medium	ichandrasekara.ravana@tranzworld.com	JNPT	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user unable to generate payment receipt	user unable to generate payment receipt. As we have checked, the reported issue has been resolved. Please check and confirm.	Delhi Team
20201028000073	2 d 0 h	MV.GLOBAL GENESIS // VCN (INVTZ120001220) NUMBER NOT REFLECTING IN BERMAN	2020-10-28 19:32:06 (Asia/Kolkata)	October	2020-10-28 20:30:28 (Asia/Kolkata)	PCS Support	Resolved	2 medium	sreebinni@gmail.com	sreebinni@gmail.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20201028000072	2 d 0 h	RESET MY PASSWORD.	2020-10-28 19:27:06 (Asia/Kolkata)	October	2020-10-28 19:40:50 (Asia/Kolkata)	PCS Support	Resolved	2 medium	horizoncha3@gmail.com	horizoncha3@gmail.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	User ask for his login id password	User ask for his login id password, guided user how to reset password	Delhi Team
20201028000067	2 d 1 h	Payment status unknown	2020-10-28 18:26:16 (Asia/Kolkata)	October	2020-10-29 12:09:50 (Asia/Kolkata)	PCS Support	Resolved	2 medium	porav@sylogtrade.com	porav@sylogtrade.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Payment status unknown	Kindly verify the same by clicking on the verify button in the payment status, if still showing pending kindly share the Bill No. & other details.	Delhi Team

20201028000055	2 d 2 h	Non receipt of payment status Bank reference	2020-10-28 17:00:30 (Asia/Kolkata)	October	2020-10-28 18:40:54 (Asia/Kolkata)	PCS Support	Resolved	2 medium	dpr	MbPT	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Port Officer	Payment	User Guidance- PAYMENT PROCESS	payment showing failed	payment showing failed	Delhi Team
20201028000037	2 d 5 h	COPRAR NO - 2020102791097631 // REINHARD SCHEPERS V. 074E // VCN - CCU12000575	2020-10-28 14:22:17 (Asia/Kolkata)	October	2020-10-28 18:28:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ankita@expresswayshipping.com	ankita@expresswayshipping.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder for amendment contact NIC for the same	Delhi Team
20201028000025	2 d 7 h	VCN NOT SHOWING PCS SYSTEM FOR PORT PAYMENT OF MV.OCEANA MOON	2020-10-28 12:24:19 (Asia/Kolkata)	October	2020-10-28 20:58:22 (Asia/Kolkata)	PCS Support	Resolved	2 medium	mumbai@anticglobalshipping.com	mumbai@anticglobalshipping.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Mumbai	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN NOT SHOWING PCS SYSTEM FOR PORT PAYMENT OF MV.OCEANA MOON	As we can check you have submitted to VCN request, the same is yet to approve by the Port. Once the same is approved by the Port Authorities, the same will be updated in the application automatically.	Delhi Team
20201028000021	2 d 7 h	E-DO DPD NOT RELEASE - VESSEL : ONE COMMITMENT / 0049W - L0978	2020-10-28 11:40:13 (Asia/Kolkata)	October	2020-10-28 21:00:17 (Asia/Kolkata)	PCS Support	Resolved	2 medium	docmum@seahawklogix.com	docmum@seahawklogix.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	User Guidance- EDO	E-DO DPD NOT RELEASE - VESSEL : ONE COMMITMENT / 0049W - L0978	Kindly update the VCN & IGM in the VCN link option under trade in the Application, if still, you are not able to search the IGM kindly revert back to us or call the undersigned.	Delhi Team
20201028000018	2 d 8 h	Re: ChPT - PCS Missing/Correction of Services(Cargo)	2020-10-28 11:10:09 (Asia/Kolkata)	October	2020-10-28 21:02:10 (Asia/Kolkata)	PCS Support	Resolved	2 medium	g.senthilkumar.chpt@gov.in	g.senthilkumar.chpt@gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	Application	User Guidance- Other Application	ChPT - PCS Missing/Correction of Services(Cargo)	We have shared your concern with the Application team once the same is updated in the PCS1x application we will let u know.	Delhi Team
20201028000016	2 d 8 h	Unable to upload the XML file.	2020-10-28 11:06:08 (Asia/Kolkata)	October	2020-10-28 12:09:56 (Asia/Kolkata)	PCS Support	Resolved	2 medium	mitesh.patel@odex.co	mitesh.patel@odex.co	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	User Guidance- Other Application	Unable to upload the XML file.	We will check the same at our end & revert back to you.	Delhi Team
20201028000002	2 d 11 h	NEW VESSEL REGISTRATION MV. SINAR BALL IMO NO: - 9181742 . CALL SIGN: - 3FQZ8, PORT OF ARRIVAL : CHENNAI /CHPT	2020-10-28 08:37:23 (Asia/Kolkata)	October	2020-10-28 21:05:33 (Asia/Kolkata)	PCS Support	Resolved	2 medium	sovanlal.chat.tarjee@samudera.id	sovanlal.chat.tarjee@samudera.id	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	NEW VESSEL REGISTRATION MV. SINAR BALL, IMO NO: - 9181742, CALL SIGN: - 3FQZ8, PORT OF ARRIVAL : CHENNAI /CHPT	Reported Vessel details are already shared with the DGLL & ICEGATE Kindly check the same at their end.	Delhi Team
20201027000098	2 d 23 h	Kolkata PCS e-Do.	2020-10-27 20:36:09 (Asia/Kolkata)	October	2020-10-28 08:45:40 (Asia/Kolkata)	PCS Support	Resolved	2 medium	sushant.naik@oocl.com	sushant.naik@oocl.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- EDO	Kolkata PCS e-Do.	We are not able to understand the requirement properly, kindly call the undersigned for the Edo related queries.	Delhi Team
20201027000094	3 d 0 h	Port Payment (DU009)	2020-10-27 19:00:14 (Asia/Kolkata)	October	2020-10-27 20:39:43 (Asia/Kolkata)	PCS Support	Resolved	2 medium	acctts.cal@unitedliners.com	acctts.cal@unitedliners.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	Port Payment (DU009)	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system .	Delhi Team
20201027000093	3 d 1 h	VERIFY WHARFAGE REQUEST	2020-10-27 18:38:10 (Asia/Kolkata)	October	2020-10-28 16:11:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kschhayaco@gmail.com	kschhayaco@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	VERIFY WHARFAGE REQUEST	As we can check the reported payment is showing initiated, kindly verify the same by clicking on the Verify Payment menu.	Delhi Team
20201027000092	3 d 1 h	CUSTOM FILE MISSING	2020-10-27 18:05:04 (Asia/Kolkata)	October	2020-10-27 21:49:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance- IGM ISSUE	CUSTOM FILE MISSING		Delhi Team
20201027000080	3 d 2 h	Container not reflecting. Coprar no. 2020102791098543 VCN-CCU12000553	2020-10-27 17:13:16 (Asia/Kolkata)	October	2020-10-27 20:34:26 (Asia/Kolkata)	PCS Support	Resolved	2 medium	santosh.singh@ccu.piship.com	santosh.singh@ccu.piship.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team

20201027000078	3 d 2 h	Payment deposited into LKAN	2020-10-27 16:47:13 (Asia/Kolkata)	October	2020-10-27 22:03:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	docsdelhi@amudramarine.com	docsdelhi@amudramarine.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	Payment deposited into LKAN	The reported Bill is pending for verification kindly verify the same in the PCS1x application then only PAYSTS will be generated & shared with the Port.	Delhi Team
20201027000075	3 d 3 h	Fwr: M.V.GSM 02 @ ILH ON LINE PAYMENT	2020-10-27 16:33:11 (Asia/Kolkata)	October	2020-10-28 11:28:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia.cb@chowgule.co.in	haldia.cb@chowgule.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance- UNABLE TO MAKE PAYMENT	M.V.GSM 02 @ ILH ON LINE PAYMENT	Refer to the trailing email DGLL Team they have requested you to update the Tues count details in the Vessel profile & once the same is re-approved by the Port Authorities updated profile will be shared with the DGLL team.	Delhi Team
20201027000071	3 d 3 h	Rs.12,27,000.00 STATUS IS PENDING	2020-10-27 16:12:07 (Asia/Kolkata)	October	2020-10-27 20:48:37 (Asia/Kolkata)	PCS Support	Resolved	2 medium	acc-kolkata@atlanticglobalshipping.com	acc-kolkata@atlanticglobalshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	Rs.12,27,000.00 STATUS IS PENDING	Kindly verify the same after 1-2 hours once the same is showing Success it will be reflecting in the Port Account.	Delhi Team
20201027000062	3 d 4 h	PCS PAYMENT OF PD ACCOUNT: RK4 / CONSIGNEE: RKG POLYPLAST PVT LTD	2020-10-27 15:33:20 (Asia/Kolkata)	October	2020-10-27 18:29:03 (Asia/Kolkata)	PCS Support	Resolved	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20201027000052	3 d 5 h	M.V. SOL PROGRESS IMO 9322865 ) IS APPROVED IN PCS BUT UNABLE TO SEEN VESSEL CHANGE NAME AT CUSTOMS SITE	2020-10-27 14:08:07 (Asia/Kolkata)	October	2020-10-27 15:40:34 (Asia/Kolkata)	PCS Support	Resolved	2 medium	jiten@tgslindia.com	jiten@tgslindia.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- VESPRO- ICEGATE	user changed vessel name but not updated in icegate	user changed vessel name but not updated in icegate, guided user to wait for sometime	Delhi Team
20201027000044	3 d 6 h	RE: KINDLY CHANGE CONTAINER ISO CODE TO Z210	2020-10-27 13:15:18 (Asia/Kolkata)	October	2020-10-27 14:13:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	arshad.hossain@msc.com	arshad.hossain@msc.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- Other EDI	COPRAR Modification		Delhi Team
20201027000019	3 d 7 h	Re: Deposit of Rs.7,00,000/- and Rs.5,00,000/- via PCS for FNP/CAN/08/119	2020-10-27 11:56:24 (Asia/Kolkata)	October	2020-10-29 15:57:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	Deposit of Rs.7,00,000/- and Rs.5,00,000/- via PCS for FNP/CAN/08/119	Bill No. 2020102791054823 is showing pending, once the transaction is complete kindly verify the same in the PCS1x application.	Delhi Team
20201027000008	3 d 9 h	Re: FUND TRANSFER FOR WHARFAGE FOR VSL SC FALCON	2020-10-27 10:04:05 (Asia/Kolkata)	October	2020-10-27 17:30:33 (Asia/Kolkata)	PCS Support	Resolved	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- OTHER PAYMENT ISSUE	PAYSTS Requested by the Port F&A Team	Paysts was already available with the Port Team	Delhi Team
20201026000049	4 d 3 h	Received CHSAE02 file from Bad	2020-10-26 15:58:08 (Asia/Kolkata)	October	2020-10-26 21:07:22 (Asia/Kolkata)	PCS Support	Resolved	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance- IGM ISSUE	Received CHSAE02 file from Bad	As we can check we have received the same as it is from the Customs.	Delhi Team
20201026000043	4 d 4 h	FW: Account Details for PCS 1x (ERROR IN PASSWORD)	2020-10-26 15:21:22 (Asia/Kolkata)	October	2020-10-30 15:30:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mansijagasia@legendlogisticsitd.com	mansijagasia@legendlogisticsitd.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- NOT ABLE TO LOGIN	Unable to login in PCS	Unable to login in PCS , guided to user how to login and reset password	Delhi Team
20201026000031	4 d 6 h	MT STI CARNABY DUE AT SIKKA ON 29.10.2020 FOR LOADING/ VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-10-26 13:09:21 (Asia/Kolkata)	October	2020-10-30 13:20:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kandla	Trade User	EDI	User Guidance- EDI MESSAGE	VESPRO file not showing in port folder.	VESPRO file not showing in port folder., As checked the reported VESPRO file available in the port folder and same inform to the user.	Delhi Team
20201026000022	4 d 7 h	MV,ULTRA OMEGA - PORT PAYMT -ERROR	2020-10-26 12:37:16 (Asia/Kolkata)	October	2020-10-30 15:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.cb@chowgule.co.in	kandla.cb@chowgule.co.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	unable to verify payment	unable to verify payment, reported issue is resolved now kindly check.	Delhi Team

20201026000018	4 d 7 h	Registration with PCS for Pipavav Port	2020-10-26 12:26:14 (Asia/Kolkata)	October	2020-10-26 21:13:11 (Asia/Kolkata)	PCS Support	Resolved	2 medium	virat@vklage ncy.com	virat@vklage ncy.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	PIPAAVAV Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Registration with PCS for Pipavav Port	As per telecom discussion with you, kindly do the New Stake holder Registration in PCS 1x application. Once the port will approve the Registration, we will share the credentials with you.	Delhi Team
20201026000017	4 d 7 h	resend the PAYSTS file for bill no : 2020102690984153	2020-10-26 12:22:13 (Asia/Kolkata)	October	2020-10-26 21:08:57 (Asia/Kolkata)	PCS Support	Resolved	2 medium	pcsjnpt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	resend the PAYSTS file for bill no : 2020102690984153	As we can check the PAYSTS was successfully triggered to the JNPT focus application.	Delhi Team
20201026000014	4 d 7 h	VCN for M.V. ASIATIC DAWN( IMO :9322877 ) unable to allot VCN of voyage no is 2001W Common Ref No. 2020101590209407	2020-10-26 12:10:12 (Asia/Kolkata)	October	2020-10-26 21:12:01 (Asia/Kolkata)	PCS Support	Resolved	2 medium	jiten@tglsindia.com	jiten@tglsindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN for M.V. ASIATIC DAWN( IMO :9322877 ) unable to allot VCN of voyage no is 2001W Comm	Kindly contact Port Authorities or NIC Team for the VCN related issue as we can check the reported file is already shared with the Port Team.	Delhi Team
20201024000041	5 d 23 h	VESPRO not register of IMO Number 9860207 vessel FAIRCHEM HONOR	2020-10-24 19:56:17 (Asia/Kolkata)	October	2020-10-28 20:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	user not able to find VESPRO file in ICE GATE. As checked and found Reported VESPRO file already available in the ICEGATE folder and same inform to the user	Delhi Team	
20201024000017	6 d 6 h	FW: Non-receipt o smtp clearance	2020-10-24 13:04:07 (Asia/Kolkata)	October	2020-10-30 08:45:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	venkatvijayp@jnport.gov.in	venkatvijayp@jnport.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPOI13 file not received.	We have checked and inform the user required file CHPOI13 is available in port system.	Delhi Team
20201024000016	6 d 6 h	Container not reflecting. Coprar no. 2020102490903867 VCN-CCU12000553	2020-10-24 13:00:06 (Asia/Kolkata)	October	2020-10-28 14:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201024000007	6 d 7 h	//EDO-ERROR // VSL : MSC LISBON VOY:IP043R1 IGM NO: 2265457 VCN NO: L0954	2020-10-24 11:51:15 (Asia/Kolkata)	October	2020-10-26 21:30:35 (Asia/Kolkata)	PCS Support	Resolved	2 medium	subbu@goodrichindia.com	subbu@goodrichindia.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20201024000005	6 d 7 h	VCN NOT SHOWING PCS SYSTEM FOR PORT PAYMENT OF MT.SRI VISHNU	2020-10-24 11:49:15 (Asia/Kolkata)	October	2020-10-28 20:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN NOT SHOWING PCS SYSTEM FOR PORT PAYMENT OF MT.SRI VISHNU	Kindly allot the VCN as the same is not showing in the PCS1x application.	Delhi Team
20201024000001	6 d 10 h	PROBLEM FOR DOING PCS DOCUMENTS - THE SITE IS NOT OPENING	2020-10-24 09:09:11 (Asia/Kolkata)	October	2020-10-28 20:45:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PROBLEM FOR DOING PCS DOCUMENTS - THE SITE IS NOT OPENING	As we have checked ,the reported issue has been resolved now, Indian PCS https://indianpcs.gov.in/PA PCS is working fine. You are requested to kindly check the same.	Delhi Team
20201023000074	6 d 20 h	send the PAYSTS file for bill no: 2020102390854953	2020-10-23 23:03:12 (Asia/Kolkata)	October	2020-10-28 09:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	send the PAYSTS file for bill no: 2020102390854953	We have re-generated the same from our end.	Delhi Team
20201023000073	7 d 1 h	UNABLE TO GET DELIVERY ORDER FROM PORT BECAUSE WRONG COMPANY NAME IS REFLECTING	2020-10-23 18:25:06 (Asia/Kolkata)	October	2020-10-27 18:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	imprfcol@lancernmarine.in	imprfcol@lancernmarine.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	User want to change name in EDO	User want to change name in EDO, As checked and suggest to the user to provide the port approval.	Delhi Team

20201023000071	7 d 1 h	LPG/C BASHUNDHARA LPG CHALLENGER - PCS PROBLEM	2020-10-23 18:02:23 (Asia/Kolkata)	October	2020-10-27 19:05:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	paradp@jmbaxi.com	paradp@jmbaxi.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Paradip	Trade User	EDI	User Guidance-IMO Searching issue	vessel details are showing wrong	vessel details are showing wrong, we suggest to user kindly add the new name against the IMO no, update the profile & upload the vessel related documents.	Delhi Team
20201023000037	7 d 5 h	JNPT PCS PAYMENT DTD- 23.10.2020 OF Rs 22,85,041/-	2020-10-23 14:36:09 (Asia/Kolkata)	October	2020-10-27 20:01:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	JNPT PCS PAYMENT DTD- 23.10.2020 OF Rs 22,85,041/-	Below Payment is showing success in the PCS1x application, kindly check with the Focus Account for the credit of the same.	Delhi Team
20201023000033	7 d 5 h	LPG/C GAS AL AHMADIAH Voyage registration not showing in PCS system	2020-10-23 14:03:24 (Asia/Kolkata)	October	2020-10-27 14:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@atlancticglobalshiping.com	haldia@atlancticglobalshiping.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Haldia	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf already generated and shared to port as same informed to port user	Delhi Team
20201023000030	7 d 5 h	LPG/C GAS STAR - Voyage registration not showing in PCS system	2020-10-23 13:49:22 (Asia/Kolkata)	October	2020-10-27 20:01:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@atlancticglobalshiping.com	haldia@atlancticglobalshiping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-VCN NOT REFLECTING	LPG/C GAS STAR - Voyage registration not showing in PCS system	As checked at our end the reported CALINF is already shared with the Haldia Port.	Delhi Team
20201023000020	7 d 7 h	Fwd: ILH OF M.V.SARAYU	2020-10-23 12:39:11 (Asia/Kolkata)	October	2020-10-27 13:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kandla	Trade User	Application	User Guidance-VESPRO-ICEGATE	DGLL ask for vessel information	DGLL ask for vessel information, once vessel approved it will share with you	Delhi Team
20201023000003	7 d 9 h	MV CENTAURUS DREAM DUE AT SALAYA ON 30.10.2020 FOR DISCHARGING / VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-10-23 09:58:22 (Asia/Kolkata)	October	2020-10-27 10:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	VESPRO file not showing in port folder.	VESPRO file not showing in port folder. As checked the reported VESPRO file available in the port folder and same inform to the user.	Delhi Team
20201023000002	7 d 9 h	MT THUNDERBOLT DUE AT SIKKA ON 26.10.2020 FOR LOADING/ VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-10-23 09:57:22 (Asia/Kolkata)	October	2020-10-27 10:10:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	VESPRO file not showing in port folder.	VESPRO file not showing in port folder. As checked the reported VESPRO file available in the port folder and same inform to the user.	Delhi Team
20201022000097	7 d 20 h	Wrong Credit to our PD account IO017	2020-10-22 23:20:19 (Asia/Kolkata)	October	2020-10-27 10:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Wrong Credit to our PD account IO017		Delhi Team
20201022000096	7 d 21 h	Coprar not showing	2020-10-22 21:42:23 (Asia/Kolkata)	October	2020-10-23 06:41:34 (Asia/Kolkata)	PCS Support	closed successful	2 medium	taharima.pavin@sealloyd.in	taharima.pavin@sealloyd.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting	Container wrongly updated in coprar, guided user to contact with NIC for the same	Delhi Team
20201022000091	7 d 23 h	COPRAR AMMENDMENT OF CONTAINER NO "CRSU9226973 "	2020-10-22 20:24:09 (Asia/Kolkata)	October	2020-10-26 20:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info.mspl@gmail.com	info.mspl@gmail.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR AMMENDMENT OF CONTAINER NO "CRSU9226973 "	As we have check the reported COPRAR is already available in port folder. You are requested Please contact with NIC team for same. For any query please feel free to contact us on this number 09646900614 for further assistance.	Delhi Team
20201022000074	8 d 1 h	UNISKY V-0514MS1NC	2020-10-22 17:47:24 (Asia/Kolkata)	October	2020-10-23 11:33:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User wants to amendment in coprar	User wants to amendment in coprar, as checked our intervention not required	Delhi Team
20201022000073	8 d 1 h	Twice amount debit for one VCN	2020-10-22 17:44:24 (Asia/Kolkata)	October	2020-10-27 13:55:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nitink@jmbaxi.com	nitink@jmbaxi.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-Other Payment	Twice amount debit for one VCN		Delhi Team
20201022000059	8 d 3 h	Port Trust Deposit (DU009)	2020-10-22 15:48:05 (Asia/Kolkata)	October	2020-10-26 15:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.cal@unitedliners.com	acct.cal@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation. As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team

20201022000058	8 d 3 h	Port Trust Deposit (DU003)	2020-10-22 15:46:04 (Asia/Kolkata)	October	2020-10-26 15:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acctcs.ca@unitedliners.com	acctcs.ca@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201022000039	8 d 5 h	JNPCT // Payment // DPD through PCS	2020-10-22 14:04:08 (Asia/Kolkata)	October	2020-10-26 15:01:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exim@bestvaluechem.com	exim@bestvaluechem.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	user wants payment confirmation	user wants payment confirmation, payment confirmed and paysts shared with port folder	Delhi Team
20201022000038	8 d 5 h	Re:Fund Transfer - 98,500/A/c - IB068	2020-10-22 13:44:04 (Asia/Kolkata)	October	2020-10-26 14:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tt.brojabasi@kolkataporttrust.gov.in	tt.brojabasi@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-PAYMENT PROCESS	User unable to verify payment	User unable to verify payment, ask user to share bank statement and bill number	Delhi Team
20201022000037	8 d 6 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030 Inbox	2020-10-22 13:34:23 (Asia/Kolkata)	October	2020-10-27 14:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	unable to verify payment	unable to verify payment, reported issue is resolved now kindly check and confirm	Delhi & Mumbai Team(Both)
20201022000030	8 d 6 h	FORGET PASSWORD	2020-10-22 13:03:18 (Asia/Kolkata)	October	2020-10-26 14:10:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@s2shipping.com	agency@s2shipping.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User ask for his login id password	User ask for his login id password, guided user how to reset password	Delhi Team
20201022000026	8 d 7 h	UPDATION OF PORT NAME & CODE IN BERMAN	2020-10-22 12:37:14 (Asia/Kolkata)	October	2020-10-26 14:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.chennai.gac	Chennai (ex Madras)	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Ennore	Trade User	EDI	User Guidance-Other EDI	UPDATION OF PORT NAME & CODE IN BERMAN	Port code updated	Delhi Team
20201022000023	8 d 7 h	MT.SESTAO KNUITSEN-forward data to ICE GATE	2020-10-22 12:07:09 (Asia/Kolkata)	October	2020-10-26 16:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	MT.SESTAO KNUITSEN-forward data to ICE GATE	As checked, the reported vespro profile is already available in icagate /dgl system. You are requested to kindly check with ICEGATE/DGLL team and confirm.	Delhi Team
20201022000020	8 d 7 h	Transaction Error...	2020-10-22 11:59:09 (Asia/Kolkata)	October	2020-10-26 16:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	libra_shipping@rediffmail.com	libra_shipping@rediffmail.com	PCS Support	S3	Incident	Mukul Chandra	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	transaction error while making payment	As checked with team the reported payment is showing failure at gateway end. if amount has been deducted then it will refund within 2-3 Days in deducted account.if the same is not refunded within 48 hours kindly get in touch with us.	Delhi Team
20201022000013	8 d 8 h	FW: USER MODEST-ISSUE_LOGIN	2020-10-22 11:21:21 (Asia/Kolkata)	October	2020-10-26 11:59:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haresh@modestbunkers.com	haresh@modestbunkers.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User want Login Credential in PCS1x application.	User want Login Credential in PCS1x application. As checked and share the user login credential with Password forget process	Delhi Team
20201022000003	8 d 10 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-10-22 09:29:25 (Asia/Kolkata)	October	2020-10-26 12:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	unable to verify payment	payment verified and paysts shared in port folder	Mumbai Team
20201022000002	8 d 10 h	AGDORD message file issue	2020-10-22 09:08:18 (Asia/Kolkata)	October	2020-10-26 20:10:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-EDI MESSAGE	AGDORD message file issue	AGDORD message file issue	Delhi Team
20201021000076	9 d 2 h	PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020101990495153)	2020-10-21 16:43:15 (Asia/Kolkata)	October	2020-10-25 16:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sunpaper2@gmail.com	sunpaper2@gmail.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User want login credential	As checked request is in submitted state once it will approved by port we will share the same	Delhi Team
20201021000071	9 d 3 h	Rs9,75,000.00 STATUS IS PENDING - URGENT	2020-10-21 16:03:09 (Asia/Kolkata)	October	2020-10-26 10:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc-kolkata@atianticglobalshipping.com	acc-kolkata@atianticglobalshipping.com	PCS Support	S3	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Rs9,75,000.00 STATUS IS PENDING URGENT	As we can check the reported Payment is success now and paysts file shared with port	Delhi Team

20201021000062	9 d 3 h	RE: AMEDND TRANSSHIPMENTN AS LKSGT	2020-10-21 15:43:06 (Asia/Kolkata)	October	2020-10-25 16:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lardnornorth@gmail.com	prakash.lardnornorth@gmail.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User wants to amendment in coprar	User wants to amendment in coprar, as checked coprar already in port folder kindly contact with NIC team for the same.	Delhi Team
20201021000060	9 d 4 h	PAYMENT DETAILS	2020-10-21 15:31:24 (Asia/Kolkata)	October	2020-10-25 17:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201021000058	9 d 4 h	Fwd: ADO Not reflecting in PortKconnect_M_V Bavand_VCN-INCOK120090082	2020-10-21 15:25:23 (Asia/Kolkata)	October	2020-10-25 20:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@chinport.gov.in	rajeevan@chinport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-EDO	ADO Not reflecting in PortKconnect_M_V Bavand_VCN-INCOK120090082	As checked with the technical team the reported XML is as per the format only Cargo details are mentioned in the reported AGDORD file.	Delhi Team
20201021000050	9 d 4 h	URGENT UPDATE PAYMENT RECEIPT // PD ACCOUNT NO: DT2	2020-10-21 14:50:17 (Asia/Kolkata)	October	2020-10-25 15:30:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment not reflecting in Focus account, as check payment is success kindly check and confirm	Payment not reflecting in Focus account, as check payment is success kindly check and confirm	Delhi Team
20201021000046	9 d 5 h	resend the paysts file for bill no : 2020090386999003 by JNPT APL	2020-10-21 14:30:13 (Asia/Kolkata)	October	2020-10-25 15:45:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	port wants to re-shared paysts	port wants to re-shared paysts. paysts file re-shared	Delhi Team
20201021000045	9 d 5 h	Received AGDORD file from Bad	2020-10-21 14:25:13 (Asia/Kolkata)	October	2020-10-22 17:04:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Received bad AGDORD	Received bad AGDORD, recopied the same in port folder	Delhi Team
20201021000041	9 d 5 h	PAYMENT CONFIRMATION OF INR 20000 FOR KOLKATA MARINE AC DA041	2020-10-21 14:19:12 (Asia/Kolkata)	October	2020-10-25 15:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aniruddha.shipping@anglogoldy.com	aniruddha.shipping@anglogoldy.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	unable to verify payment	unable to verify payment, reported issue is resolved now kindly check and confirm	Delhi Team
20201021000038	9 d 6 h	RE: DPD E-Delivery Order & Empty Letter - YMLUS226002490	2020-10-21 13:30:24 (Asia/Kolkata)	October	2020-10-25 20:59:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli n	ketan@ymli n	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	DPD E-Delivery Order & Empty Letter - YMLUS226002490	As checked and you are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can do the EDO.	Delhi Team
20201021000035	9 d 6 h	RE: DPD E-Delivery Order & Empty Letter - YMLUS226002490	2020-10-21 13:24:24 (Asia/Kolkata)	October	2020-10-25 20:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli n	ketan@ymli n	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	RE: DPD E-Delivery Order & Empty Letter - YMLUS226002490	As checked and you are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can do the EDO.	Delhi Team
20201021000030	9 d 6 h	VERIFY PAYMENT	2020-10-21 13:04:19 (Asia/Kolkata)	October	2020-10-26 14:51:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Please verify your payment whose CRN 202010078958698 with respect to bill no. 202010100683.	As checked with the User Payment is done through the NEFT thus the same is not getting verified at our end.	Delhi Team
20201021000027	9 d 7 h	REFLECTING CARGO CHARGES AT PCAN ACCOUNT HALDIA	2020-10-21 12:37:16 (Asia/Kolkata)	October	2020-10-25 14:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@mari nelinks.in	haldia@mari nelinks.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team



20201021000026	9 d 7 h	SMS notifications issue	2020-10-21 12:26:12 (Asia/Kolkata)	October	2020-10-26 07:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmpdp1@gmail.com	nmpdp1@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Port Officer	Application	User Guidance-Other Application	Below mentioned user id, not receiving SMS notifications since last week, Kindly check and resolve as soon as possible.	As we can check SMS notifications are getting shared with the reported User, there may be some issue with their contact no.	Delhi Team
20201021000020	9 d 7 h	FW: UPDATE PAYMENT RECEIPT OF CONSIGNEE: DEEPAK TRADERS / PD ACCOUNT NO. DT2	2020-10-21 11:48:07 (Asia/Kolkata)	October	2020-10-25 12:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpctdpd@jnpport.gov.in	jnpctdpd@jnpport.gov.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment not reflecting in Focus account	Payment not reflecting in Focus account, as check payment is success and contact port authority for the same	Delhi Team
20201021000019	9 d 7 h	RE: DPD CODE-KI4	2020-10-21 11:40:07 (Asia/Kolkata)	October	2020-10-25 15:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@skushalchand.com	accounts@skushalchand.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User want login credential for FOCUS account	User want login credential for FOCUS account	Delhi Team
20201021000012	9 d 8 h	MT MARITINA DUE AT SIKKA ON 22.10.2020 FOR LOADING// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-10-21 11:03:20 (Asia/Kolkata)	October	2020-10-25 11:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	VESPRO file not showing in port folder.	VESPRO file not showing in port folder, As checked the reported VESPRO file available in the port folder and same inform to the user.	Delhi Team
20201021000004	9 d 9 h	Transaction ID : 2020100589407537: User ID and Password for PCS login // PD account CID2//	2020-10-21 10:15:12 (Asia/Kolkata)	October	2020-10-25 10:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashok2.kumar@m.dard.com	ashok2.kumar@m.dard.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User want login credential for FOCUS account	User want login credential for FOCUS account	Delhi Team
20201021000003	9 d 9 h	REg. CALINF & VESPRO file - Mormugao Port Trust - Goa	2020-10-21 09:50:08 (Asia/Kolkata)	October	2020-10-25 10:10:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Marmagao (ex Marmugao)	Port Officer	EDI	User Guidance-VESPRO IS NOT REFLECTING AT PORT END	didn't receive CALINF & VESPRO file	didn't receive CALINF & VESPRO file, as requested file re-shared in port folder	Delhi Team
20201020000091	9 d 20 h	Vessel Not Reflecting In EDI	2020-10-20 22:45:18 (Asia/Kolkata)	October	2020-10-25 06:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	karwar@marinelinks.in	karwar@marinelinks.in	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Haldia	Trade User	EDI	User Guidance-DGLL-ICEGATE	VESSEL CALL SIGN NOT REFLECTING AT CUSTOMS EDI SYSTEM	As we have checked, the Vessel Profile is already available in the ICEGATE folder.	Delhi Team
20201020000073	9 d 23 h	UPDATE PAYMENT RECEIPT OF CONSIGNEE: DEEPAK TRADERS / PD ACCOUNT NO. DT2	2020-10-20 19:58:11 (Asia/Kolkata)	October	2020-10-20 22:11:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-Other Application	UPDATE PAYMENT RECEIPT OF CONSIGNEE: DEEPAK TRADERS / PD ACCOUNT NO. DT2	A payment receipt is already generated & the same is shared with the Port Team.	Delhi Team
20201020000072	10 d 0 h	Re: AMEND GROSS WEIGHT Cartin Request Against Booking Reference Number CII0144338	2020-10-20 19:17:05 (Asia/Kolkata)	October	2020-10-24 19:50:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lardnearth@gmail.com	prakash.lardnearth@gmail.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to amend in coprar	User want to amend in coprar, guided user to contact NIC for the same	Delhi Team
20201020000068	10 d 0 h	CONTAINER ACCOUNT TOP UP. A/c - CONTAINER A/C - DJ013 500000 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-10-20 18:46:22 (Asia/Kolkata)	October	2020-10-24 20:01:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	unable to verify payment	unable to verify payment	Delhi Team

2020102000063	10 d 2 h	ISSUE with VCN Linking With ROTATION NO. on PCS [X-PRESS GODAVARI V-200205 [VCN-CCU12000524]	2020-10-20 17:08:24 (Asia/Kolkata)	October	2020-10-24 20:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sourmya.sarkar@maersk.com	sourmya.sarkar@maersk.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	ISSUE with VCN Linking With ROTATION NO. on PCS [X-PRESS GODAVARI V-200205 [VCN-CCU12000524]	We are unable to reach the Odex team kindly ask them to call undersigned for the support.	Delhi Team
2020102000056	10 d 2 h	Error while uploading XML file (Kolkata)	2020-10-20 16:48:21 (Asia/Kolkata)	October	2020-10-24 17:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mitesh.patel@odex.co	mitesh.patel@odex.co	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
2020102000055	10 d 2 h	Re[2]: Fw: Cart-in order // 1 x 20' // Antwerp// BKG # 104000037795// container not reflecting at KOPT's system -- 3FSL0145	2020-10-20 16:47:20 (Asia/Kolkata)	October	2020-10-24 22:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
2020102000048	10 d 3 h	HALDIA REVOLVING PAYMENT THROUGH PCS SYSTEM	2020-10-20 15:57:12 (Asia/Kolkata)	October	2020-10-24 18:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkata@rive redgeshipping.in	kolkata@rive redgeshipping.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	unable to make payment	unable to make payment due to IDBI bank not showing	Delhi Team
2020102000026	10 d 6 h	New Vessel Profile Registration Request has been Submitted for vessel XING HAO HAI	2020-10-20 13:08:24 (Asia/Kolkata)	October	2020-10-24 20:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seatradesh ping@gmail.com	seatradesh ping@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	PIPAVAV Port	Trade User	EDI	User Guidance-VESPRO IS NOT REFLECTING AT PORT END	New Vessel Profile Registration Request has been Submitted for vessel XING HAO HAI	Kindly check with the Pipavav Port Authorities as we don't have the right to approve or reject the Profiles.	Delhi Team
2020102000020	10 d 7 h	M.V. LORD MOUNTBATTEN - BERTH HIRE PAYMENT DETAILS	2020-10-20 12:34:23 (Asia/Kolkata)	October	2020-10-24 13:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	otakandia@gmail.com	otakandia@gmail.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	unable to verify payment	unable to verify payment, payment are an initiated state kindly verify for the same	Delhi Team
2020102000019	10 d 7 h	UNABLE TO UPLOAD eDO OF KOTA TAMPAN VC No. CCU12000529	2020-10-20 12:34:20 (Asia/Kolkata)	October	2020-10-24 12:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sandip.das@ccu.pilship.com	sandip.das@ccu.pilship.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	UNABLE TO UPLOAD eDO OF KOTA TAMPAN VC No. CCU12000529	This is due to the final IGM yet to receive from the Customs with Inward entry date, you can click on & try to do the Edo.	Delhi Team
2020102000011	10 d 7 h	MV TRUONG MINH OCEAN - IMO NO: 9668128 - CALL SIGN: XVZC7 - PLS LINK THE SUB VSL TO CUSTOMS & DGLL	2020-10-20 11:40:10 (Asia/Kolkata)	October	2020-10-24 12:01:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.tuticorin@gac.com	shipping.tuticorin@gac.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	MV TRUONG MINH OCEAN - IMO NO: 9668128 - CALL SIGN: XVZC7 - PLS LINK THE SUB VSL TO CUSTOMS & DGLL	As checked ,the reported vespro profile is already available in icegate/dgll system .You are requested to kindly check with icegate/dgll team and confirm.	Delhi Team
2020102000008	10 d 8 h	PAYSTS files not received by JNPT API, also not received by mail.	2020-10-20 11:18:06 (Asia/Kolkata)	October	2020-10-24 12:10:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	PAYSTS files not received by JNPT API, also not received by mail.	We will check n revert back to you.	Delhi Team
2020102000004	10 d 10 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-10-20 09:13:07 (Asia/Kolkata)	October	2020-10-24 11:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	Payment Verified at our end & the same is showing success in the application.	Delhi Team

20201019000075	10 d 23 h	vessel charges for vessel ARK PRESTIGE have been released	2020-10-19 19:59:16 (Asia/Kolkata)	October	2020-10-23 21:01:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kalpana@jamesmackintosh.com	kalpana@jamesmackintosh.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance- Other Payment	vessel charges for vessel ARK PRESTIGE have been released	Kindly contact Port Team as our intervention is not required on the below matter.	Delhi Team
20201019000073	11 d 0 h	Re: AMEND GROSS WEIGHT// BKG NO. CII0144212 // CNTR NO. CSOU1252401	2020-10-19 18:40:22 (Asia/Kolkata)	October	2020-10-23 19:01:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.hardnemorth@gmail.com	prakash.hardnemorth@gmail.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User want to amend in coprar	User want to amend in coprar, guided user to contact NIC for the same	Delhi Team
20201019000063	11 d 2 h	MV Thor Insuvi / Mundra - Not Showing in DGLL	2020-10-19 17:00:06 (Asia/Kolkata)	October	2020-10-23 21:10:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.ops@benlineagencies.in	kandla.ops@benlineagencies.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance- DGLL - ICEGATE	MV Thor Insuvi / Mundra - Not Showing in DGLL	As per the email from the DGLL team, kindly update the vessel profile & get the same approved, once the profile is approved vessel details will be updated at the DGLL & ICEGATE.	Delhi Team
20201019000058	11 d 3 h	Fwd: VCN INNML120100082 has been allotted for vessel WARINSART by NMPT	2020-10-19 16:35:20 (Asia/Kolkata)	October	2020-10-23 21:10:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmpdp1@gmail.com	nmpdp1@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN INNML120100082 has been allotted for vessel WARINSART by NMPT	As checked notification are as per the format date of submission showing vessel submission date in which is correct in this case.	Delhi Team
20201019000054	11 d 3 h	REGISTRATION IN PCS SYSTEM FOR HALDIA DOCK COMPLEX	2020-10-19 16:15:22 (Asia/Kolkata)	October	2020-10-23 16:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	documentation@riveredgshipping.in	documentation@riveredgshipping.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haladia	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want Login Credential in PCS1x application.	User want Login Credential in PCS1x application, As checked and share the user login credential with Password forget process	Delhi Team
20201019000050	11 d 3 h	Unable to login in our account - PCS System	2020-10-19 15:57:16 (Asia/Kolkata)	October	2020-10-23 16:15:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	secretary@nawkem.com	secretary@nawkem.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want Login Credential in PCS1x application.	User want Login Credential in PCS1x application, As checked and share the user login credential with Password forget process	Delhi Team
20201019000045	11 d 4 h	ESBIERG	2020-10-19 15:29:11 (Asia/Kolkata)	October	2020-10-23 16:05:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ppsingh@shaanmarine.com	ppsingh@shaanmarine.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance- RAZOR PAY ISSUE	User query for payment pending show in PCS1x application.	User query for payment pending show in PCS1x application, As checked Payment is showing failed and debit amount automatically refunded back to user account.	Delhi Team
20201019000039	11 d 4 h	BERMAN REQUEST NOT PROCEEDING WITH VCN NUMBER.	2020-10-19 15:10:07 (Asia/Kolkata)	October	2020-10-23 23:39:19 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	MDR.KBOY1NA@cmacgm.com	MDR.KBOY1NA@cmacgm.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance- BIRTHING PROBLEM	BERMAN REQUEST NOT PROCEEDING WITH VCN NUMBER	We have updated the VCN records kindly try to do the Berman now.	Delhi Team
20201019000038	11 d 4 h	Container not reflecting. Coprar no. 2020101990466163 VCN-CCU12000529	2020-10-19 15:06:06 (Asia/Kolkata)	October	2020-10-23 15:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccuops@ccu.pilship.com	ccuops@ccu.pilship.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Container not showing in COPRAR	Container not reflecting, As we can see related Coprar already in port folder contact nic for the same	Delhi Team
20201019000027	11 d 6 h	MV Esbjerg	2020-10-19 13:01:06 (Asia/Kolkata)	October	2020-10-23 16:33:09 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ppsingh@shaanmarine.com	ppsingh@shaanmarine.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance- PAYMENT PROCESS	User query for payment pending show in PCS1x application.	User not able to verify the payment, As checked reported Payment is showing failed and debit amount automatically refunded back to user account.	Delhi Team
20201019000021	11 d 7 h	Fwd: Common code- 61H (ABO) - Payment Not reflecting	2020-10-19 12:25:21 (Asia/Kolkata)	October	2020-10-23 21:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@ambaniorganics.com	info@ambaniorganics.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	Common code- 61H (ABO) - Payment Not reflecting	PFB details of the same, kindly contact Port for the credit of the same at your account.	Delhi Team
20201019000019	11 d 7 h	VCN Number : EPL2000408 / Rotation number not generated or found in ICEGATE	2020-10-19 12:19:19 (Asia/Kolkata)	October	2020-10-23 21:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	antony.selva.prakash@nykgroup.com	antony.selva.prakash@nykgroup.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Ennore	Trade User	Application	User Guidance- Other Application	VCN Number : EPL2000408 / Rotation number not generated or found in ICEGATE	Once the VCN is allotted by the Port Team information is getting shared with Customs in form of the PCHC01 Message only & if the ICEGATE is sharing the Rotation No. against the request the same is updated in the PCS1x application.	Delhi Team

20201019000010	11 d 8 h	FW: Customer code for TT4 not created in FOCUS /RESEND PAYSTS file	2020-10-19 11:10:06 (Asia/Kolkata)	October	2020-10-23 21:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnpport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Customer code for TT4 not created in FOCUS /RESEND PAYSTS file	Kindly confirm once the PDA Account is updated at your end.	Delhi Team
20201019000002	11 d 17 h	VCN NO : INVZT120001170 PROBLEM FOR DOING BERMAN	2020-10-19 02:09:18 (Asia/Kolkata)	October	2020-10-23 07:35:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-BIRTHING PROBLEM	VCN NO : INVZT120001170 PROBLEM FOR DOING BERMAN	As checked the Berman related issue has been resolved. You are requested to kindly check and confirm.	Delhi Team
20201018000004	12 d 9 h	Received CHSAE02 file from BAD	2020-10-18 10:11:20 (Asia/Kolkata)	October	2020-10-22 10:35:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolcataporttrust.gov.in	pcs.hdc@kolcataporttrust.gov.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong format CHSAE02 is received	We have checked the same at our end & compare it with the XML files received from Customs & found that we have shared as it is received from the customs.	Delhi Team
20201018000002	12 d 9 h	CONTAINER ACCOUNT TOP UP. A/c - CONTAINER A/C - D013 200000 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-10-18 10:03:18 (Asia/Kolkata)	October	2020-10-22 10:30:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment.	User not able to verify the payment. As checked reported payment issue has been resolved and required file available in the port folder same inform to the user.	Delhi Team
20201017000029	13 d 3 h	UNABLE TO PROCESS EDO AGAINST VESSEL M.V.REINHARD SCHEPERS V - 073 // VCN NO-CCU12000519 // IGM NO-2264671	2020-10-17 15:51:17 (Asia/Kolkata)	October	2020-10-21 20:15:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Ghosh.Prabir@in.zim.com	Ghosh.Prabir@in.zim.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	UNABLE TO PROCESS EDO AGAINST VESSEL M.V.REINHARD SCHEPERS V - 073	As checked with your issue is resolved & you are able to generate the Edo.	Delhi Team
20201017000028	13 d 4 h	Vessel profile data required	2020-10-17 15:27:12 (Asia/Kolkata)	October	2020-10-21 20:15:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmtpdp1@gmail.com	nmtpdp1@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Trade User	Application	User Guidance-Other Application	Vessel profile data required	Please find the data as requested for your reference.	Delhi Team
20201017000026	13 d 5 h	FW: Marine Fund requisition for KOLKATA Call for upcoming Vessels	2020-10-17 14:16:22 (Asia/Kolkata)	October	2020-10-21 14:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh.t@ransworld.com	Chennai (ex Madras)	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment.	User not able to verify the payment. As checked reported payment issue has been resolved and required file available in the port folder same inform to the user.	Delhi Team
20201017000024	13 d 6 h	Changes of eqipment size from 2200 to 4200	2020-10-17 13:37:14 (Asia/Kolkata)	October	2020-10-21 18:05:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	upasak@chaikat.net	upasak@chaikat.net	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to amend in coprar	User want to amend in coprar, guided user to contact NIC for the same	Delhi Team
20201017000022	13 d 6 h	LPG/C GAS COURAGE - Voyage registration not showing in PCS system	2020-10-17 13:24:12 (Asia/Kolkata)	October	2020-10-21 20:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@atlantcglobalshipping.com	haldia@atlantcglobalshipping.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Haldia	Trade User	EDI	User Guidance-VCN NOT REFLECTING	LPG/C GAS COURAGE - Voyage registration not showing in PCS system	VCN is allotted by the Port Authorities, once the same is approved it will be reflecting in the PCS1x application.	Delhi Team
20201017000021	13 d 6 h	Request CANCEL COPRAR no 2020101790349313 // VCN - CCU12000557 // VSL - MTT TAWAU / 20001S	2020-10-17 13:11:08 (Asia/Kolkata)	October	2020-10-21 20:20:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Request CANCEL COPRAR no 2020101790349313 // VCN - CCU12000557 // VSL - MTT TAWAU / 20001S	Kindly get the same approved by the Port Authorities, once they approve the same we will start working on the reported concern.	Delhi Team
20201017000016	13 d 6 h	URGENT - BL VHL20080247	2020-10-17 12:46:05 (Asia/Kolkata)	October	2020-10-21 20:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhaskar_K_bom@poseidonship.com	bhaskar_K_bom@poseidonship.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	URGENT - BL VHL20080247	Kindly cancel the previous Edo & re-submit the eDO with Correct Details.	Delhi Team

20201017000011	13 d 7 h	PAYMENT DETAILS	2020-10-17 12:18:20 (Asia/Kolkata)	October	2020-10-21 13:01:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201017000007	13 d 8 h	MT KMARIN REGARD DUE AT SIKKA ON 26.10.2020 FOR LOADING//VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-10-17 11:32:12 (Asia/Kolkata)	October	2020-10-21 20:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	MT KMARIN REGARD DUE AT SIKKA ON 26.10.2020 FOR LOADING//VESSEL REGISTRATION IN CUSTOM E	The vessel is approved in the PCS1x application & the details are shared with the DGLL & ICEGATE Team.	Delhi Team
20201017000004	13 d 8 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	2020-10-17 11:11:09 (Asia/Kolkata)	October	2020-10-23 10:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	Reported Payment is verified at our end & the same is showing success now.	Delhi Team
20201016000099	13 d 21 h	Fwd: Pay sts file not posted to SAP	2020-10-16 21:49:14 (Asia/Kolkata)	October	2020-10-21 06:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@cochinport.gov.in	rajeevan@cochinport.gov.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kochi (ex Cochin)	Trade User	Application	User Guidance-OTHER PAYMENT ISSUE	User wants updation in XML	User wants updation in XML	Delhi Team
20201016000070	14 d 1 h	Container not reflecting. Coprar no. 2020101690314429 VCN-CCU12000529	2020-10-16 17:55:15 (Asia/Kolkata)	October	2020-10-21 10:15:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not reflecting. Coprar no. 2020101690314429 VCN-CCU12000529	Kindly contact NIC Team for the same as COPRAR is already generated from our end.	Delhi Team
20201016000068	14 d 1 h	PCS - Kopt Payment Failure Dtd 16th October 2020	2020-10-16 17:48:13 (Asia/Kolkata)	October	2020-10-24 11:15:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aliya@econshipping.com	aliya@econshipping.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	PCS - Kopt Payment Failure Dtd 16th October 2020	Now issue resolved, paysts file already in port folder.	Delhi Team
20201016000062	14 d 2 h	Port Trust Deposit (DU009)	2020-10-16 17:06:06 (Asia/Kolkata)	October	2020-10-21 12:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201016000048	14 d 3 h	CONTAINERS NOT REFLECTING IN POMS -- VCN CCU12000528	2020-10-16 16:23:20 (Asia/Kolkata)	October	2020-10-16 16:41:52 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ssacal.eqp@seahorsegroup.co.in	ssacal.eqp@seahorsegroup.co.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201016000044	14 d 3 h	Re: Credit	2020-10-16 15:52:14 (Asia/Kolkata)	October	2020-10-21 11:29:24 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kdsollection@kolkataporttrust.gov.in	kdsollection@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want current status of payment	Reported Payment is yet to be verified by the User as we can check the same is showing initiated art our end.	Delhi Team
20201016000041	14 d 4 h	Failure ERROR FOR Online Payment for PS2 Via PCS PD Account A/C PERFORMANCE SPECIALTY PRODUCTS (INDIA) PRIVATE LIMITED// BILL NO : 2020101690264594	2020-10-16 15:26:10 (Asia/Kolkata)	October	2020-10-21 12:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sandeep.Barguide@bdpin.t.com	Sandeep.Barguide@bdpin.t.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Failure ERROR FOR Online Payment for PS2 Via PCS PD Account A/C	As checked with the team, the reported payment issue has been resolved and required file available in the port folder, you are requested to please contact with the concern Port.	Delhi Team

20201016000040	14 d 4 h	COCHIN PCS PAYMENT RECEIPT NOT GENERATED Rs. 7, 42,504.00/- & Rs. 15, 26,287.00/- ( 16.10.2020 AXIS BANK LTD )	2020-10-16 15:24:10 (Asia/Kolkata)	October	2020-10-21 12:35:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tutorin@nrichgroup.com	cha-tutorin@nrichgroup.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	COCHIN PCS PAYMENT RECEIPT NOT GENERATED	As checked with the team, the reported payment issue has been showing pending. You are requested to please verify the same.	Delhi Team
20201016000039	14 d 4 h	**URGENT** PAYMENT NOT REFLECTED IN A.C. : MG001	2020-10-16 15:13:08 (Asia/Kolkata)	October	2020-10-23 16:15:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.kolkata@gac.com	shipping.kolkata@gac.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation. As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201016000037	14 d 4 h	Mumbai Port - VRC Shortfall Payment Not Credited due to Error.	2020-10-16 15:08:07 (Asia/Kolkata)	October	2020-10-19 10:01:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sanket.koli@molgroup.com	sanket.koli@molgroup.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment		Mumbai Port - VRC Shortfall Payment Not Credited due to Error.	As we can check below payment is done through the TOP-UP PD option thus the Bill no is generated by the PCS1x application which is different from the Bill No. generated by the Mumbai Port Trust.	Delhi Team
20201016000033	14 d 5 h	FW: Vessel Profile Registration Request for vessel GDYNIA TRADER has been approved.	2020-10-16 14:13:17 (Asia/Kolkata)	October	2020-10-20 14:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	deepak_s_bom@poseidonship.com	deepak_s_bom@poseidonship.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	EDI	User Guidance- VESPRO- ICEGATE	User asked for updated vessel profile in DGLL	The reported Vessel profile is already shared with the DGLL & ICEGATE Team.	Delhi Team
20201016000030	14 d 5 h	REQUEST FOR ADD LINE CODE IN PCS (user ID - tsap1002)	2020-10-16 13:52:14 (Asia/Kolkata)	October	2020-10-20 15:11:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lingaraj.tsa@transworld.com	lingaraj.tsa@transworld.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	Application	User Guidance- OTHER PAYMENT ISSUE	user want to changes in line code	user want to changes in line code, guided user to contact NOC for the same	Delhi Team
20201016000027	14 d 6 h	WRONGLY TYPE Final Port Of Discharge (FPD)	2020-10-16 13:36:11 (Asia/Kolkata)	October	2020-10-20 15:01:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	koushick.ghosh@samuderaid	koushick.ghosh@samuderaid	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Container wrongly updated in coprar	Container wrongly updated in coprar, guided user to contact with NIC for the same	Delhi Team
20201016000024	14 d 6 h	VCN is not reflecting correctly in PCS for break bulk vessel - MV Ashico Victoria / 1 ... VCN : L7474 ... ETA : 20.10.2020 @ 1500 hrs	2020-10-16 13:11:08 (Asia/Kolkata)	October	2020-10-20 21:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	raut@samsarashipping.com	raut@samsarashipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN is not reflecting correctly in PCS for break bulk vessel : MV Ashico Victoria / 1 ... VCN : L7474 ... ETA : 20.10.2020 @ 1500 hrs	We have checked the same at our end & found that we got the same VCN from the Port end, we have requested the Port team to provide the correct VCN no so that the same can be updated at our end.	Delhi Team
20201016000023	14 d 6 h	Confirmation regarding PCS user-id of S S OFFSHORE	2020-10-16 13:07:09 (Asia/Kolkata)	October	2020-10-20 21:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vinodr.bhoje@mumbaiport.gov.in	vinodr.bhoje@mumbaiport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Port Officer	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	Confirmation regarding PCS user-id of S S OFFSHORE	As we can check User ID was expired so we have updated the date of the expiry.	Delhi Team
20201016000021	14 d 6 h	error at verify payment	2020-10-16 12:57:05 (Asia/Kolkata)	October	2020-10-21 10:15:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kavin@vrshar.com	kavin@vrshar.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	unable to verify payment	User unable to verify payment	Delhi Team
20201016000018	14 d 7 h	need to amend container gross wt. for coprar no.2020101590202750	2020-10-16 12:31:22 (Asia/Kolkata)	October	2020-10-20 21:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kabita.sen@cupilship.com	kabita.sen@cupilship.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	need to amend container gross wt. for coprar no.2020101590202750	As we have check the reported COPRAR is already available in port folder. You are requested Please contact with NIC team for same.	Delhi Team
20201016000012	14 d 7 h	FW: PROBLEM WITH VCN NO ALLOTTEMENT ASHICO VICTORIA VIA NO L7474 REG.	2020-10-16 11:40:14 (Asia/Kolkata)	October	2020-10-20 21:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnpport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance- VCN NOT REFLECTING	PROBLEM WITH VCN NO ALLOTTEMENT ASHICO VICTORIA VIA NO L7474 REG.	We have updated the same at our end, kindly check the same in the PCS1x application.	Delhi Team

20201016000002	14 d 9 h	RE: EXPORT CART-IN - 104000036292 (BRSS - 073E) ----- rectification of Container Agent Code	2020-10-16 09:41:15 (Asia/Kolkata)	October	2020-10-20 13:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to changes in container code	User want to changes in container code, guided user to contact with NIC team for the same	Delhi Team
20201015000082	15 d 0 h	RE: Cart in Order :: 1x40' to FELXSTOWE - Bkg. No. 363IN2343291020-1 :: Shipper - PASUPATI AQUATICS PVT LTD - A/c. DHL LOGISTICS :: KOL/EXP/356/20-21	2020-10-15 19:36:15 (Asia/Kolkata)	October	2020-10-19 22:10:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201015000065	15 d 2 h	PORT MARINE BILL NOT DOWNLOADED FROM POMS PORT SIDE (PDA NO-MS013)	2020-10-15 17:15:11 (Asia/Kolkata)	October	2020-10-19 17:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkata@samudramarine.com	kolkata@samudramarine.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	PORT MARINE BILL NOT DOWNLOADED FROM POMS PORT SIDE (PDA NO-MS013)	Kindly check with the NIC Team for the reported issue.	Delhi Team
20201015000062	15 d 2 h	Re[2]: Fw[2]: CARTING ORDER // BKG-104000034478 // RKU-24 - CONTAINER NUMBER NOT REFLECTING AT PORT SYSTEM	2020-10-15 16:56:08 (Asia/Kolkata)	October	2020-10-16 09:04:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	CONTAINER NUMBER NOT REFLECTING AT PORT SYSTEM	The reported COPRAR is already updated at the Port end, kindly check with NIC team for the same.	Delhi Team
20201015000061	15 d 2 h	Received one incorrect CALINF file	2020-10-15 16:45:07 (Asia/Kolkata)	October	2020-10-16 10:15:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haladia	Port Officer	EDI	User Guidance-VEN NOT REFLECTING	Received one incorrect CALINF file	As we can check User has selected as a BDPAY1 for Port Name Payra Port for Bangladesh.	Delhi Team
20201015000059	15 d 3 h	Delivery Order for B/L: GOSUXNG1682471	2020-10-15 16:22:23 (Asia/Kolkata)	October	2020-10-19 16:50:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Jagadale.Pankaj@in.zim.com	Jagadale.Pankaj@in.zim.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20201015000055	15 d 3 h	Update email id and mobile no to reset password - Mormugao Port Trust- Goa	2020-10-15 16:13:21 (Asia/Kolkata)	October	2020-10-19 17:25:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Marmugao (ex Marmugao)	Port Officer	User Roles / Rights	User Guidance-RESET PASSWORD	Update email id and mobile no to reset password - Mormugao Port Trust- Goa	As discuss with you we just check the registration with the reported Agency but no details as found for the Goa Port.	Delhi Team
20201015000052	15 d 3 h	ILH PAYMENT ERROR OF MT. DELTA AMAZON DUE AT SIKKA ON 20.09.2020	2020-10-15 16:02:20 (Asia/Kolkata)	October	2020-10-15 17:47:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	skika@atlantaglobalshipping.com	skika@atlantaglobalshipping.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	ILH PAYMENT ERROR OF MT. DELTA AMAZON DUE AT SIKKA ON 20.09.2020	The reported Vessel Profile is already shared with the DGLL Team, kindly get in touch with them for the same.	Delhi Team
20201015000049	15 d 4 h	Re: CART IN ORDER_363IN222352092 0-1_A/C-- DELTA PLUS INDIA PVT. LTD.(FRA4898)	2020-10-15 15:33:15 (Asia/Kolkata)	October	2020-10-16 07:59:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	seacomcargo@yahoo.co.in	seacomcargo@yahoo.co.in	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	CART IN ORDER_363IN2223520920-1_A/C-- DELTA PLUS INDIA PVT. LTD.(FRA4898)	As we have check the reported COPRAR is already available in port folder. You are requested Please contact with NIC team for same.	Delhi Team
20201015000046	15 d 4 h	MV AMIS WISDOM I // VESSEL NAME IS NOT SHOWING IN PORT SYSTEM	2020-10-15 15:11:11 (Asia/Kolkata)	October	2020-10-20 10:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@searans.co.in	haldia@searans.co.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Haladia	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in port end	as checked the vespro file has been shared to port system as informed to port	Delhi Team
20201015000045	15 d 4 h	PAYMENT NOT REFLECTED IN PCS	2020-10-15 15:09:11 (Asia/Kolkata)	October	2020-10-19 17:30:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vinay@tgisindia.com	vinay@tgisindia.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Payment status showing failure	As we have cross checked the Reported Payment Issue has been resolved. The PAYSTS File is already available in the Port folder.	Delhi Team
20201015000044	15 d 4 h	COPRAR not reflected in PORT system //COPRAR - 2020101590178629//VCN-CCU12000542// CXRU1144590	2020-10-15 15:03:12 (Asia/Kolkata)	October	2020-10-19 16:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team

20201015000042	15 d 4 h	RE: CONTAINERS ARE NOT REFLECTING IN POMS SYSTEM// 2020101590186474	2020-10-15 14:58:11 (Asia/Kolkata)	October	2020-10-15 16:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	DEBAJIT.MU KHERJEE@coscon.com	DEBAJIT.MU KHERJEE@coscon.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201015000039	15 d 4 h	COPRAR not reflected in PORT system /COPRAR - 2020101590179822/VCN-CCU12000531 // FDCU0613189	2020-10-15 14:49:09 (Asia/Kolkata)	October	2020-10-19 14:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201015000030	15 d 5 h	JNPT PCS PAYMENT DTD-15.10.2020 OF Rs 55,66,980/-	2020-10-15 14:02:20 (Asia/Kolkata)	October	2020-10-19 14:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation. As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201015000025	15 d 6 h	PCS 1x through payment of M/s. IOCL (Dtd. 14.10.2020)	2020-10-15 13:15:12 (Asia/Kolkata)	October	2020-10-19 14:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation. As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
20201015000021	15 d 6 h	Request for user ID & password / Transaction Ref no.2020101490089865	2020-10-15 12:59:10 (Asia/Kolkata)	October	2020-10-19 13:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	riddhikothari@krasikal.com	riddhikothari@krasikal.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User ask for his login id	As checked request is in submitted state once it will approve we will share the login credential	Delhi Team
20201015000014	15 d 6 h	PCS Registration	2020-10-15 12:45:06 (Asia/Kolkata)	October	2020-10-19 12:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkatporttrust.gov.in	tanusree@kolkatporttrust.gov.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Port want login credential for user.	Port want login credential for user.same has been shared with the user	Delhi Team
20201014000096	15 d 23 h	COPRAR .not showing VCN-CCU12000516	2020-10-14 20:08:04 (Asia/Kolkata)	October	2020-10-18 21:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	israfil.skmd@benlineagencies.in	israfil.skmd@benlineagencies.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201014000095	16 d 0 h	Query	2020-10-14 19:16:17 (Asia/Kolkata)	October	2020-10-19 09:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	searockshipchandlers@gmail.com	searockshipchandlers@gmail.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Payment status showing pending	Kindly Verify the same by clicking on the verify payment option above the TOPUP PD, once the same is verified it will be showing as a success.	Delhi Team
20201014000081	16 d 2 h	Rs.29 ,56,000.00 STATUS IS PENDING - URGENT	2020-10-14 17:26:18 (Asia/Kolkata)	October	2020-10-19 09:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc-kolkata@atlatnticglobalshipping.com	acc-kolkata@atlatnticglobalshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Rs.29 ,56,000.00 STATUS IS PENDING - URGENT	Kindly try to verify the same after 1-2 hours, once it is verified it will be showing success in the PCS1x application.	Delhi Team
20201014000073	16 d 3 h	FW: Rs.5,50,000.00 STATUS IS PENDING	2020-10-14 16:32:09 (Asia/Kolkata)	October	2020-10-18 20:10:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc-kolkata@atlatnticglobalshipping.com	acc-kolkata@atlatnticglobalshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Rs.5,50,000.00 STATUS IS PENDING	Kindly verify the same after 1-2 hours once the same is verified it will be showing success in the application.	Delhi Team
20201014000072	16 d 3 h	RE: New Voyage Registration request submitted for vessel DANU BHUM.	2020-10-14 16:25:08 (Asia/Kolkata)	October	2020-10-18 20:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VCN NOT REFLECTING	New Voyage Registration request submitted for vessel DANU BHUM.	VCN is allotted by the Port Authorities, once the same is approved it will be reflecting in the PCS1x application.	Delhi Team
20201014000070	16 d 3 h	CONTAINERS ARE NOT REFLECTING IN COPRAR VESSAL BLPL BLESSING VOY 2019	2020-10-14 16:20:07 (Asia/Kolkata)	October	2020-10-18 20:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	calcomm.dep@scico.in	calcomm.dep@scico.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	CONTAINERS ARE NOT REFLECTING IN COPRAR VESSAL BLPL BLESSING VOY 2019	Issues has been resolved	Delhi Team



20201014000066	16 d 3 h	AUSTERE LOGISTICS //////////URGENT////PAYMNET NOT SHOWN AT POMS////	2020-10-14 16:00:24 (Asia/Kolkata)	October	2020-10-18 20:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccoops@aus terelogistics. com	ccoops@aus terelogistics. com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMAT ION OF PAYMENT	AUSTERE LOGISTICS //////////URGE NT////PAYM NET NOT SHOWN AT POMS////	Payment status is already shared with the Port Team, kindly get in touch with the Port Team for the credit of the same.	Delhi Team
20201014000054	16 d 4 h	RE: COPRAR VCN 518 PIRA BHUM 500E	2020-10-14 14:59:17 (Asia/Kolkata)	October	2020-10-18 20:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@ch akiat.net	santiago@ch akiat.net	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	RE: COPRAR VCN 518 PIRA BHUM 500E	NIC confirmed, issues has been resolved	Delhi Team
20201014000052	16 d 4 h	PCS Payment of OOCL India Pvt.Ltd PD s/c 10017 - OOC	2020-10-14 14:55:13 (Asia/Kolkata)	October	2020-10-14 17:22:18 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vamsi.krishn a@ood.com	vamsi.krishn a@ood.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify payment	unable to verify payment	Delhi Team
20201014000048	16 d 4 h	VESSEL NAME - NOT FOUND IN ICEGATE.	2020-10-14 14:42:10 (Asia/Kolkata)	October	2020-10-18 20:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	selvados.r@ pmapl.com	selvados.r@ pmapl.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance- VESPRO- ICEGATE	VESSEL NAME - NOT FOUND IN ICEGATE.	As we can check the reported Vessel profile is already shared with the ICEGATE as it is approved in the PCS1x application today.	Delhi Team
20201014000047	16 d 5 h	Export containers not reflecting in PCS system	2020-10-14 14:37:14 (Asia/Kolkata)	October	2020-10-18 20:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	asis.m@sbm apl.com	asis.m@sbm apl.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Export containers not reflecting in PCS system	As we can check the reported COPRAR is already shared with the Port, kindly get in touch with the NIC team for the same.	Delhi Team
20201014000044	16 d 5 h	Fwd: CART IN ORDER AGAINST B/K NO- 205743773 // INV- ACPL019	2020-10-14 14:28:11 (Asia/Kolkata)	October	2020-10-18 15:35:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mshcartin@g mail.com	mshcartin@g mail.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance- COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
20201014000037	16 d 5 h	Import Coprar No : 2020101490096648 not reflecting in POMS	2020-10-14 13:58:23 (Asia/Kolkata)	October	2020-10-18 14:59:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Banerjee.Uzz wal_zim@in. zim.com	Banerjee.Uzz wal_zim@in. zim.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201014000035	16 d 5 h	Import Coprar No : 2020101490095976 not reflecting in POMS	2020-10-14 13:55:23 (Asia/Kolkata)	October	2020-10-18 15:35:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Banerjee.Uzz wal_zim@in. zim.com	Banerjee.Uzz wal_zim@in. zim.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201014000034	16 d 5 h	Re: CART IN ORDER_C10144067_AC- - CRESMAC FOUNDRY PVT. LTD.	2020-10-14 13:49:22 (Asia/Kolkata)	October	2020-10-18 15:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lard nemorth@g mail.com	prakash.lard nemorth@g mail.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201014000031	16 d 6 h	Import Coprar No : 2020101490078851 not reflecting in POMS	2020-10-14 13:17:17 (Asia/Kolkata)	October	2020-10-18 20:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Banerjee.Uzz wal_zim@in. zim.com	Banerjee.Uzz wal_zim@in. zim.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Import Coprar No : 2020101490 078851 not reflecting in POMS.All fields marked with an asterisk (* are mandatory.	The reported COPRAR is already generated & shared with the Port, kindly contact NIC team for the updation in POMS.	Delhi Team
20201014000028	16 d 6 h	Import Coprar No : 2020101490078851 not reflecting in POMS	2020-10-14 13:15:17 (Asia/Kolkata)	October	2020-10-18 13:55:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Banerjee.Uzz wal_zim@in. zim.com	Banerjee.Uzz wal_zim@in. zim.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201014000027	16 d 6 h	COPRAR VCN 518 PIRA BHUM 500E	2020-10-14 13:14:17 (Asia/Kolkata)	October	2020-10-18 20:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@ch akiat.net	santiago@ch akiat.net	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR VCN 518 PIRA BHUM 500E	As discussed with you reported COPRAR is generated & already shared with the Port.	Delhi Team
20201014000026	16 d 6 h	Import Coprar No : 2020101490079733 not reflecting in POMS	2020-10-14 13:13:16 (Asia/Kolkata)	October	2020-10-18 15:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Banerjee.Uzz wal_zim@in. zim.com	Banerjee.Uzz wal_zim@in. zim.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team

20201014000025	16 d 6 h	COPRAR VCN 518 PIRA BHUM 500E	2020-10-14 13:12:16 (Asia/Kolkata)	October	2020-10-18 13:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201014000024	16 d 6 h	Payment through PCS not yet credited SHYAMA PRASAD MUKHERJEE PORT TRUST ACCOUNT	2020-10-14 13:09:16 (Asia/Kolkata)	October	2020-10-18 20:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	amitava.sps@gmail.com	amitava.sps@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Payment through PCS not yet credited SHYAMA PRASAD MUKHERJEE PORT TRUST ACCOUNT	As we can check the reported Payment is showing success & the receipts are also shared with the Port Authorities.	Delhi Team
20201014000023	16 d 6 h	PCS Payment-Paradip Port Trust-IDBI bank	2020-10-14 12:58:13 (Asia/Kolkata)	October	2020-10-18 20:25:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rakesh.agasti@idbi.co.in	rakesh.agasti@idbi.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	PCS Payment-Paradip Port Trust-IDBI bank	Payment verified at our end.	Delhi Team
20201014000014	16 d 8 h	Coprar no - 2020101390016036// SHOWING ERROR IN SYSTEM	2020-10-14 11:15:17 (Asia/Kolkata)	October	2020-10-18 14:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ankita@expresswayshipping.com	ankita@expresswayshipping.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want some changes in coprar	User want some changes in coprar, kindly contact NIC for any changed	Delhi Team
20201014000006	16 d 11 h	RE: Difficulty in making ILH Payment ----- M/V KMTC COLOMBO // IMO NO: 9347437	2020-10-14 08:17:08 (Asia/Kolkata)	October	2020-10-20 07:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ssamaa.logistics.seahorsegroup	Chennai (ex Madras)	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Chennai (ex Madras)	Trade User	Payment	User Guidance-Other Payment	Difficulty in making ILH Payment ----- M/V KMTC COLOMBO // IMO NO: 9347437	As we have checked, Our intervention is not required for the same, you are requested to kindly contact DGLL for the same.	Delhi Team
202010130000102	16 d 23 h	NOT SHOWING COPRAR AGAINST THE CONTAINER NO EGHU3915945	2020-10-13 20:36:09 (Asia/Kolkata)	October	2020-10-18 11:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccucsdffc@evergreen-shipping.co.in	ccucsdffc@evergreen-shipping.co.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team
202010130000099	16 d 23 h	RE: DPD E-Delivery Order & Empty Letter - YMLUS236108737 **Revised send**	2020-10-13 20:08:05 (Asia/Kolkata)	October	2020-10-17 21:15:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chandrashekar@yml.in	chandrashekar@yml.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in PCS application.	IGM is not searching in PCS application, We have checked and suggest to user kindly link VCN with IGM.	Delhi Team
202010130000092	17 d 0 h	CONTAINER TYPE SHOULD BE 2201 I/O 45G1 FOR THE 104000035776 (1FSL-0095)-CONTAINER NO EITU0117942	2020-10-13 18:43:11 (Asia/Kolkata)	October	2020-10-18 11:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccucsdffc@evergreen-shipping.co.in	ccucsdffc@evergreen-shipping.co.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	CONTAINER TYPE SHOULD BE 2201 I/O 45G1 FOR THE 104000035776	As we have checked the reported COPRAR is already available in port folder. You are requested Please contact with NIC team for same.	Delhi Team
202010130000080	17 d 1 h	Coprar no - 2020101390016036// SHOWING ERROR IN SYSTEM	2020-10-13 18:02:25 (Asia/Kolkata)	October	2020-10-17 19:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sanjay@expresswayshipping.com	sanjay@expresswayshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar no - 2020101390016036// SHOWING ERROR IN SYSTEM	Coprar no - 2020101390016036// SHOWING ERROR IN SYSTEM	Delhi Team
202010130000078	17 d 1 h	Re: TOP URGENT- UNABLE TO VERIFY PAYMENT - COK PORT PAYMENT DT: 30.09.2020	2020-10-13 17:52:24 (Asia/Kolkata)	October	2020-10-18 09:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pooja.chhabra@razorpay.com	pooja.chhabra@razorpay.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	TOP URGENT- UNABLE TO VERIFY PAYMENT - COK PORT PAYMENT DT: 30.09.2020	Issues has been resolved	Delhi Team
202010130000072	17 d 2 h	TOP URGENT- UNABLE TO VERIFY PAYMENT - COK PORT PAYMENT DT: 30.09.2020	2020-10-13 17:38:21 (Asia/Kolkata)	October	2020-10-17 20:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	priyankasath@evergreenshipping.co.in	priyankasath@evergreenshipping.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	TOP URGENT- UNABLE TO VERIFY PAYMENT - COK PORT PAYMENT DT: 30.09.2020	Issues has been resolved	Delhi Team

20201013000071	17 d 2 h	MV Esbjerg	2020-10-13 17:20:18 (Asia/Kolkata)	October	2020-10-19 13:25:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	veer@shaanmarine.com	veer@shaanmarine.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Payment is not showing on the ipa pcs website	As checked reported payment is pending at the gateway thus the same is showing pending at our end.	Delhi Team
20201013000066	17 d 3 h	Receive AGDORD from Bad	2020-10-13 16:37:11 (Asia/Kolkata)	October	2020-10-14 09:49:02 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDO	Receive AGDORD from Bad	We have checked the same & found user has selected the line item available in the IGM while doing the AGDORD, thus we are not able to modify or change the same.	Delhi Team
20201013000065	17 d 3 h	Received CHSAE02 file from Bad	2020-10-13 16:32:10 (Asia/Kolkata)	October	2020-10-18 09:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-IGM ISSUE	Received CHSAE02 file from Bad	As we have checked the XML file we found that we have received the as it from the Customs end.	Delhi Team
20201013000064	17 d 3 h	Re:EBS- PCS INTEGRATION	2020-10-13 16:14:07 (Asia/Kolkata)	October	2020-10-20 15:08:44 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	g.senthilkumar.chpt@gov.in	g.senthilkumar.chpt@gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	Application	User Guidance-Other Application	EBS- PCS INTEGRATION		Delhi Team
20201013000059	17 d 4 h	PCS Registration	2020-10-13 15:34:20 (Asia/Kolkata)	October	2020-10-19 17:27:09 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tanusree@kol kataporttrust.gov.in	tanusree@kol kataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	PCS Registration	User ID created & shared with the User.	Delhi Team
20201013000051	17 d 4 h	DPD E-Delivery orders generated MBL - YMLUS236107149	2020-10-13 14:51:15 (Asia/Kolkata)	October	2020-10-17 15:01:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushikesh@ymml.in	rushikesh@ymml.in	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20201013000047	17 d 5 h	PAYSTS UPLOAD ERROR AT PARADIP PORT TRUST	2020-10-13 14:26:10 (Asia/Kolkata)	October	2020-10-17 14:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Paradip	Port Officer	Application	User Guidance-Xml File	Port ask for regenerate PAYSTS XML file.	Port ask for regenerate PAYSTS XML file.Same has been regenerated and shared with the port folder	Delhi Team
20201013000042	17 d 5 h	RE: PAYMENT CONFIRMATION/PDA-DS013	2020-10-13 14:05:07 (Asia/Kolkata)	October	2020-10-17 14:45:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opskol@shalasia	opskol@shalasia	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	Showing payment failed status	Payment is success now and details is shared by concern port	Delhi Team
20201013000041	17 d 5 h	Pending Payment status!! PD A/C 1002622!!	2020-10-13 13:59:06 (Asia/Kolkata)	October	2020-10-17 15:05:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tradevintok@gmail.com	tradevintok@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Pending Payment status!! PD A/C 1002622!!	We have checked the same payment is showing pending in the Razorpay dashboard, once the same is settled at the gateway end it will be reflecting as a success in the PCS1x application.	Delhi Team
20201013000036	17 d 6 h	RE: PCS Stakeholder Registration Requested Re-submitted (Your Transaction ID : 2020100789608789) M/S CHAKIAT SHIPPING SERVICES PVT LTD	2020-10-13 12:59:16 (Asia/Kolkata)	October	2020-10-17 15:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-Login	User ask for his login id	User ask for his login id, same has been shared with him	Mumbai Team
20201013000016	17 d 7 h	Fund request of KOLKATA PORT	2020-10-13 12:14:10 (Asia/Kolkata)	October	2020-10-22 16:38:13 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	prabir@majestimaritime.com	prabir@majestimaritime.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Fund request of KOLKATA PORT	We have already generated the receipt for the below payment & the same is shared to the Port Authorities, once they consume the same at their end it will be reflecting at their end.	Delhi Team
20201013000013	17 d 7 h	RE: MT Tulip at Kandla Port for Discharging Chemical in Bulk	2020-10-13 12:07:08 (Asia/Kolkata)	October	2020-10-18 10:21:22 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ops@malara group.com	ops@malara group.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-IGM ISSUE	MT Tulip at Kandla Port for Discharging Chemical in Bulk	As discussed with your representative said the amendment was done after the arrival of the vessel, as written below the amended IGM are not getting shared with us by the ICEGATE thus we are not able to help u regarding the same.	Delhi Team
20201013000010	17 d 8 h	Difficulty in making ILH Payment ----- M/V KMTC COLOMBO // IMO NO: 9347437	2020-10-13 11:08:18 (Asia/Kolkata)	October	2020-10-13 11:37:00 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ssamaa.logistics.seahorse group	Chennai (ex Madras)	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Chennai (ex Madras)	Trade User	Payment	User Guidance-DGLL - ICEGATE	User ask for DGLL Payment	Our intervention not required, kindly contact DGLL team for the same	Delhi Team

20201013000008	17 d 8 h	Fwd: Account Details for PCS 1x	2020-10-13 10:55:15 (Asia/Kolkata)	October	2020-10-17 15:14:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	we are facing an error while logging in the system is not approving our username and password	Kindly reset the password for the 1st time login by clicking on forgot password link, if any issue or query related to this kindly contact the undersigned for support.	Delhi Team
20201013000004	17 d 9 h	MT TORM STRONG // PAYMENT STATUS //	2020-10-13 10:19:10 (Asia/Kolkata)	October	2020-10-15 12:22:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandla@inter-ocean.in	kandla@inter-ocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	MT TORM STRONG // PAYMENT STATUS //	Kindly provide the Bank Transaction Status if the same is deducted from your bank account.	Delhi Team
20201013000003	17 d 9 h	Mv.Continental Highway due at Alang on 18th Oct'20 - Request for register vessel's IMO No.	2020-10-13 09:40:24 (Asia/Kolkata)	October	2020-10-17 15:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pareshg@jmbaxi.com	pareshg@jmbaxi.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Mv.Continental Highway due at Alang on 18th Oct'20 - Request for register vessel's IMO No.	As of now, Bhavnagar & Alang Port are not on the PCS1x kindly contact port authorities so that they get onboarded to the PCS1x platform, once they onboarded to the PCS1x application you can submit the Vessel Profile with these Ports.	Delhi Team
202010120000130	17 d 21 h	PROVIDE CHPOI13 FILES-IGM No: 2264477	2020-10-12 22:39:16 (Asia/Kolkata)	October	2020-10-14 10:08:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Docshelpdesk@adani.com	Docshelpdesk@adani.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Mundra Port	Trade User	EDI	User Guidance-IGM ISSUE	User ask for CHPOI13 files	User ask for CHPOI13 files	Delhi Team
202010120000112	18 d 1 h	: MV PETERBOROUGH & MV CAPE KASOS / ROTATIONAL NO. NOT AVAILABLE IN CUSTOMS SYSTEM.	2020-10-12 18:13:13 (Asia/Kolkata)	October	2020-10-16 19:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops.chennai@wwshippingginc.com	ops.chennai@wwshippingginc.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Ennore	Trade User	EDI	User Guidance-Other EDI	MV PETERBOROUGH & MV CAPE KASOS / ROTATIONAL NO. NOT AVAILABLE IN CUSTOMS SYSTEM.	VCN is getting shared with the ICEGATE thus the rotation no is getting generated again by the VCN.	Delhi Team
202010120000110	18 d 1 h	<< VERY URGENT>> JNPT PCS Payment Not Showing Successful Status	2020-10-12 17:53:10 (Asia/Kolkata)	October	2020-10-16 18:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MBY.VBUDAGE@cma-cgm.com	MBY.VBUDAGE@cma-cgm.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment.	User not able to verify the payment, As checked reported payment issue has been resolved and required file available in the port folder same inform to the user.	Delhi Team
202010120000107	18 d 2 h	SUPA BHUM V079E	2020-10-12 17:39:07 (Asia/Kolkata)	October	2020-10-16 21:35:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shaibal@chaikat.net	shaibal@chaikat.net	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	coprar is not reflecting in POMS.	COPRAR is already generated & shared with the Port, kindly check the same at their end.	Delhi Team
202010120000093	18 d 3 h	KOPT PAYMENT A/C TOTAL TRANSPORT	2020-10-12 16:39:17 (Asia/Kolkata)	October	2020-10-17 12:50:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pradip.paul@kolcpworldindia.com	pradip.paul@kolcpworldindia.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	unable to verify payment	unable to verify payment	Delhi Team
202010120000089	18 d 3 h	DPD E-Delivery orders generated MBL - YMLUS236106903 & YMLUS236107112	2020-10-12 16:21:16 (Asia/Kolkata)	October	2020-10-16 19:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushikesh@ymlin	rushikesh@ymlin	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	DPD E-Delivery orders generated MBL - YMLUS236106903 & YMLUS236107112	Kindly update VCN & IGM in VCN link table after the same try to search the same.	Delhi Team
202010120000081	18 d 4 h	Need to Change VCN from IXY12020071228 to IXY12020101081	2020-10-12 15:38:09 (Asia/Kolkata)	October	2020-10-16 19:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kdlbuk@lilaधारपासो.цом	kdlbuk@lilaधारपासो.цом	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-Other EDI	Need to Change VCN from IXY12020071228 to IXY12020101081	VCN is Updated.Please Check And Confirm.	Delhi Team

20201012000078	18 d 4 h	PCS - COPRAR Upload Issue : Maersk Line [VCN-CCU12000502	2020-10-12 15:16:05 (Asia/Kolkata)	October	2020-10-13 10:07:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	soumya.sarkar@maersk.com	soumya.sarkar@maersk.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	PCS - COPRAR Upload Issue : Maersk Line [VCN-CCU12000502		Delhi Team
20201012000074	18 d 4 h	UNABLE TO GET PASSWORD OTP - PLEASE HALP URGENTLY	2020-10-12 14:52:21 (Asia/Kolkata)	October	2020-10-17 16:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashok@everett.co.in	ashok@everett.co.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User not able to get password OTP. As checked and share the mapping mail ID in login		Delhi Team
20201012000059	18 d 6 h	FW: [EXTERNAL] CUSTOMER_LEDGER_MAIL Line Code:13Q	2020-10-12 13:35:11 (Asia/Kolkata)	October	2020-10-16 19:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pankaj.srivastava@dupont.com	pankaj.srivastava@dupont.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	FW: [EXTERNAL] CUSTOMER_LEDGER_MAIL Line Code:13Q	Refer to the Screenshot no payment was received against the bill no. generated by you.	Delhi Team
20201012000053	18 d 7 h	Fw: NOT SHOWING COPRAR AGAINST TEH CONTAINER NO - TCLU7572095 -- 104000035351 (3RSS - 073E)	2020-10-12 12:37:20 (Asia/Kolkata)	October	2020-10-16 19:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccucsdtdf@evergreen-shiping.co.in	ccucsdtdf@evergreen-shiping.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	NOT SHOWING COPRAR AGAINST TEH CONTAINER NO - TCLU7572095 -- 104000035351 (3RSS - 073E)	The reported COPRAR is already generated & shared with the Port Authorities, kindly check with them for the same.	Delhi Team
20201012000050	18 d 7 h	FW: MV SSL Chennai V.164 VCN request submitted in PCS	2020-10-12 12:30:19 (Asia/Kolkata)	October	2020-10-16 19:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh.t.ransworld	Chennai (ex Madras)	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VCN NOT REFLECTING	MV SSL Chennai V.164 - VCN request submitted in PCS	We have re-triggered the file, kindly check with the Port Authorities for the approval of the same.	Delhi Team
20201012000045	18 d 7 h	Re:BERMAN Not received	2020-10-12 12:20:17 (Asia/Kolkata)	October	2020-10-16 19:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance-BIRTHING PROBLEM	BERMAN Not received	We have re-generated the files kindly check the PMX folder for the same.	Delhi Team
20201012000020	18 d 8 h	send the CALINF file for IMO NO : 9260902 VOY NO : 2001 urgently.	2020-10-12 11:25:08 (Asia/Kolkata)	October	2020-10-16 19:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Other EDI	send the CALINF file for IMO NO : 9260902 VOY NO : 2001 urgently.	We have re-generated the same file again, kindly check the same at your end.	Delhi Team
20201012000011	18 d 8 h	COPRAR IS NOT REFLECTING IN PORT SYSTEM // 4X20 TEMA // MANJAL // GANGES JUITE PRIVATE LIMITED	2020-10-12 10:42:22 (Asia/Kolkata)	October	2020-10-16 11:25:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not showing in COPRAR	Container not showing in COPRAR.As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201012000010	18 d 8 h	Container not reflecting. Coprar no. 2020101289902982 VCN-CCU12000507	2020-10-12 10:42:20 (Asia/Kolkata)	October	2020-10-16 15:25:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pliship.com	santosh.singh@ccu.pliship.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not reflecting in COPRAR	Container not reflecting in COPRAR.As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201012000003	18 d 9 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPACS	2020-10-12 10:06:15 (Asia/Kolkata)	October	2020-10-12 15:52:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	unable to verify payment	Reported payment issue resolve now ask user to check and confirm	Delhi Team
20201011000004	19 d 7 h	UNABLE TO ATTACHED FILE IN VESSEL PROFILE FOR VSL CASTOR N 2007 INNSA L0900	2020-10-11 11:43:18 (Asia/Kolkata)	October	2020-10-16 11:00:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashutosh_k_bom@poseidonship.com	ashutosh_k_bom@poseidonship.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Unable to Upload file in vessel profile in PCS for berthing Process	As checked with the team, the reported issue has been resolved and you are requested to please check and confirm.	Delhi Team
20201011000002	19 d 8 h	REQUIRE THC INVOICE FOR IN.NO: CRC21/003719/07.10.2020.( A/C SEAPORT LINES INDIA PVT (SPO1)	2020-10-11 11:26:16 (Asia/Kolkata)	October	2020-10-16 07:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumacs@seapol.com	JNPT	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Please provide us THC Bill for Invoice Number: CRC21/003719/07.10.2020.	As we have checked, our intervention is not required for the same, you are requested to kindly contact to the concern port Authority for the same.	Delhi Team

20201011000001	19 d 8 h	FILE MISSING (CALINF)	2020-10-11 10:45:08 (Asia/Kolkata)	October	2020-10-16 10:04:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance-Other EDI	FILE MISSING (CALINF)	File is generated for the requested CRN.	Delhi Team
20201010000037	19 d 22 h	COPRAR and AGDORD file issue	2020-10-10 21:28:22 (Asia/Kolkata)	October	2020-10-11 01:10:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	wrong format agdord received in port edi		Delhi Team
20201010000032	20 d 3 h	NOT SHOWING COPRAR NO: 2020101089852811// AGAINST VESSEL :SIATIC DAWN Voy:023	2020-10-10 16:28:14 (Asia/Kolkata)	October	2020-10-14 17:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccudocs@monstarlines.com	ccudocs@monstarlines.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not showing in COPRAR	Container not showing in COPRAR.As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team
20201010000029	20 d 3 h	COPRAR NOT REFLECTING IN PORT SYSTEM // BOOKING NO. GOSUCCU6021208	2020-10-10 15:48:11 (Asia/Kolkata)	October	2020-10-11 20:04:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR NOT REFLECTING IN PORT SYSTEM // BOOKING NO. GOSUCCU6021208	The reported COPRAR is already shared with the Port, kindly get in touch with the NIC team for the same.	Delhi Team
20201010000028	20 d 3 h	COPRAR NOT REFLECTING IN PORT SYSTEM // BOOKING NO. GOSUCCU6021208	2020-10-10 15:48:09 (Asia/Kolkata)	October	2020-10-14 19:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR NOT REFLECTING IN PORT SYSTEM // BOOKING NO. GOSUCCU6021208	The reported COPRAR is already shared with the Port, kindly get in touch with the NIC team for the same.	Delhi Team
20201010000026	20 d 4 h	REG-VCN generated but not updated in PCS site	2020-10-10 15:31:27 (Asia/Kolkata)	October	2020-10-14 19:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance-VCN NOT REFLECTING	For the following vessel VCN updated in chpt and CALINV file generated but still now it was not updated in PCS site.kindly find attachment solve it as soon as possible.	We have updated the file at our end manually kindly check & revert if the same is not updated in the PCS application.	Delhi Team
20201010000025	20 d 4 h	COPRAR NOT REFLECTING IN PORT SYSTEM - B/NO :ZIMUCCU6021190//ZCSU8851223/40//AMBARLI//TURKEY	2020-10-10 15:31:09 (Asia/Kolkata)	October	2020-10-12 11:38:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR NOT REFLECTING IN PORT SYSTEM - B/NO :ZIMUCCU6021190//ZCSU8851223/40//AMBARLI//TURKEY	The reported COPRAR is already shared with the Port, kindly get in touch with the NIC team for the same.	Delhi Team
20201010000024	20 d 4 h	FW: PORT BALANCE REQUIRED	2020-10-10 15:31:07 (Asia/Kolkata)	October	2020-10-15 15:21:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	docscsu@radiant-india.net	docscsu@radiant-india.net	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	PORT BALANCE REQUIRED	We have verified the same at our end, kindly check the port account for the credit of the same.	Delhi Team
20201010000023	20 d 4 h	COPRAR NOT REFLECTING IN PORT SYSTEM - B/NO :ZIMUCCU6021190//ZCSU8851223/40//AMBARLI//TURKEY	2020-10-10 15:31:05 (Asia/Kolkata)	October	2020-10-14 20:05:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR NOT REFLECTING IN PORT SYSTEM -	The reported COPRAR is already shared with the Port, kindly get in touch with the NIC team for the same.	Delhi Team
20201010000022	20 d 4 h	NOT SHOWING COPRAR AGAINST TEH CONTAINER NO - TCLU7572095 -- 104000035351 (3RSS - 073E)	2020-10-10 15:30:05 (Asia/Kolkata)	October	2020-10-13 14:41:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccucsdttfc@evergreen-shipping.co.in	ccucsdttfc@evergreen-shipping.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not showing in port folder.	COPRAR not showing in PORT folder, As checked COPRAR is available in the port folder and same inform to the user.	Delhi Team

20201010000019	20 d 4 h	PASSWORD RESET OF DPD CODE "45Z"	2020-10-10 14:57:20 (Asia/Kolkata)	October	2020-10-12 19:14:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kalpesh@eaglegroup.co.in	kalpesh@eaglegroup.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Kindly reset our password as we are unable to login	No such user at our end kindly shares the PAN no so that we can check the same at our end.	Delhi Team
20201010000006	20 d 8 h	Received CHSAE02 file	2020-10-10 10:46:22 (Asia/Kolkata)	October	2020-10-14 19:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-IGM ISSUE	we have received two CHSAE02 file from bad and its showing the error data is missing. Kindly look into this matter.PFA.	We have checked the same with the original XML file received from the ICEGATE & found that we got them as it is converted & forwarded to you.	Delhi Team
20201009000099	20 d 19 h	Pcs vcn not generated	2020-10-09 23:47:15 (Asia/Kolkata)	October	2020-10-14 09:42:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pawan.raja@spinwall.in	pawan.raja@spinwall.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	New Mangalore	Trade User	Application	User Guidance-VCN NOT REFLECTING	VCn is not reflecting n pcs 1x	As checked voyage is submitted and pending for approval from port	Delhi Team
20201009000096	20 d 23 h	Container not reflecting. Coprar no. 2020100989811715 VCN-CCU12000507	2020-10-09 19:48:15 (Asia/Kolkata)	October	2020-10-13 21:10:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not reflecting. Coprar no. 2020100989811715 VCN-CCU12000507	As checked, Reported COPRAR file available in the port folder, you are requested please contact with concern port.	Delhi Team
20201009000094	21 d 0 h	RE:VRC invoice VRC21/000423 not received & not generating in FOCUS Portal of POS1 a/c	2020-10-09 19:16:10 (Asia/Kolkata)	October	2020-10-10 14:43:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	deepak_s_bom@poseidonship.com	deepak_s_bom@poseidonship.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	VRC invoice VRC21/000423 not received & not generating in FOCUS Portal of POS1 a/c	As of now invoices shared by the JNPT are not getting reflecting in the PCS1x app. kindly check the JNPT focus App for the invoices related queries	Delhi Team
20201009000093	21 d 0 h	PCS Payment of OOCL India Pvt Ltd PD a/c IO017 - OOC	2020-10-09 19:14:10 (Asia/Kolkata)	October	2020-10-11 01:03:45 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	PCS Payment of OOCL India Pvt Ltd PD a/c IO017 - OOC		Delhi Team
20201009000088	21 d 0 h	M.T. DUBAI ANGEL - SHARE VSL PARTICULARS TO ICEGATE - REQUEST FOR	2020-10-09 18:46:06 (Asia/Kolkata)	October	2020-10-13 21:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chennairoc@ean	Chennai (ex Madras)	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DGILL-ICEGATE	M.T. DUBAI ANGEL - SHARE VSL PARTICULARS TO ICEGATE - REQUEST FOR	As checked, the reported vespro profile is already available in icegate/dgill system. You are requested to kindly check with ICEGATE/DGILL team and confirm.	Delhi Team
20201009000086	21 d 2 h	Error at Delivery Order Screen// IGM PER MTT PENERANG VOY-200035	2020-10-09 17:35:14 (Asia/Kolkata)	October	2020-10-13 21:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chb@tassgro.up.com	chb@tassgro.up.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	Error at Delivery Order Screen// IGM PER MTT PENERANG VOY-200035	As checked, you are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can do the EDO.	Delhi Team
20201009000082	21 d 2 h	Port Trust Deposit (DU009)	2020-10-09 17:04:14 (Asia/Kolkata)	October	2020-10-21 12:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.s.ca@unitedliners.com	acct.s.ca@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation.	User want payment confirmation, As checked and found reported payment is success and required file already available in the port folder. same inform to the user.	Delhi Team

20201009000080	21 d 2 h	+++PRIORITY PLS +++ MT PSARA I DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-10-09 17:03:11 (Asia/Kolkata)	October	2020-10-13 21:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	+++PRIORITY PLS +++ MT PSARA I DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	The reported Vessel profile is already shared with the DGLL & ICEGATE Team.	Delhi Team
20201009000077	21 d 2 h	+++PRIORITY PLS +++ MT PSARA I DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-10-09 16:59:09 (Asia/Kolkata)	October	2020-10-13 21:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	MT PSARA I DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	The Vessel profile is already shared with the ICGATE & DGLL team, kindly check with their support team if the details are not reflecting at their end.	Delhi Team
20201009000064	21 d 3 h	RazorPay through payment.	2020-10-09 16:18:21 (Asia/Kolkata)	October	2020-10-13 17:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Our SBI bank was credited, Reflect in to SAP also please.Urgent	PAYSTS is already shared with the Port, kindly check the same at your end.	Delhi Team
20201009000061	21 d 3 h	Fwd: BERMAN Marine Approval	2020-10-09 15:53:17 (Asia/Kolkata)	October	2020-10-13 16:59:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sunilshetty@ekmct.com	sunilshetty@ekmct.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	Please note vessel KMCT DUBAI - L0873 berthing applicable approved by the marine department, however we have still not received an auto message from PCS.	We will check regarding the notification & revert back to you as we can check the below Berthing is rejected by the JNPT team kindly confirm the berthing is approved or not.	Delhi Team
20201009000060	21 d 3 h	RE: Changes of equipment size from 2200 to 4200	2020-10-09 15:52:17 (Asia/Kolkata)	October	2020-10-13 17:35:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	upasak@chakiat.net	upasak@chakiat.net	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Changes of equipment size from 2200 to 4200	we are not authorised to amendment. You are requested Please contact with NIC team for same.COPRAR is already available in port folder.	Delhi Team
20201009000059	21 d 4 h	UPDATE PROFILE OF IMO NO: 9528366 WITH NEW VESSEL CODE : ABZM6 & VESSEL NAME : FPMC 27 IN ICEGATE - REG	2020-10-09 15:26:14 (Asia/Kolkata)	October	2020-10-13 17:01:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ennore@atlanticglobalshipping.com	ennore@atlanticglobalshipping.com	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	UPDATE PROFILE OF IMO NO: 9528366 WITH NEW VESSEL CODE : ABZM6	As checked, the reported vespro profile is already available in icegate/dgll system. You are requested to kindly check with ICEGATE/DGLL team and confirm.	Delhi Team
20201009000056	21 d 4 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	2020-10-09 15:03:10 (Asia/Kolkata)	October	2020-10-13 15:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify payment.	User not able to verify payment., As checked and reported payment issue has been resolve and required file available in the the port folder same inform to the user.	Delhi Team
20201009000052	21 d 4 h	Port trust Deposit (DU009)	2020-10-09 14:52:14 (Asia/Kolkata)	October	2020-10-13 14:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.cal@unitedliners.com	acct.cal@unitedliners.com	PCS Support	S4	Service Request	Rahul Ujenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want Payment confirmation	User want Payment confirmation, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team



20201009000050	21 d 4 h	PAYMENT DETAILS	2020-10-09 14:43:07 (Asia/Kolkata)	October	2020-10-13 17:05:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@glob alcargo.in	gekol6@glob alcargo.in	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Haldia	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	KINDLY CONFIRM ME WHETHER AMOUNT CREDITED OR NOT.	As checked the reported paysts file has been generated and same has been shared. You are requested to kindly check.	Delhi Team
20201009000044	21 d 5 h	WRONGLY SUBMITTED COPRAR IN PCS	2020-10-09 14:20:24 (Asia/Kolkata)	October	2020-10-09 16:38:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cs.ccu@seall oyd.in	cs.ccu@seall oyd.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Wrongly submitted COPRAR	Wrongly submitted COPRAR. Guided to user kindly contact NIC	Delhi Team
20201009000041	21 d 5 h	verify due to showing as blw	2020-10-09 14:00:20 (Asia/Kolkata)	October	2020-10-13 14:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chiranjeeb.ch akraorbty@o slgroup.in	chiranjeeb.ch akraorbty@o slgroup.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Haldia	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify payment	User unable to verify payment, after arrange call payment verified	Delhi Team
20201009000017	21 d 6 h	Fwd: QUERY IN PCS PORTAL (CODE- GIL1)	2020-10-09 13:09:13 (Asia/Kolkata)	October	2020-10-13 17:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	QUERY IN PCS PORTAL (CODE- GIL1)	As checked with the ICICI team all the transaction is not complete thus the same is not getting verified at the PCS1x application. You are requested to kindly re-do the payment & after completion on the bank, end do verify the same at PCS1x application.	Delhi Team
20201009000010	21 d 7 h	p.d. account no.2712 aviation espres pvt. ltd.	2020-10-09 11:45:19 (Asia/Kolkata)	October	2020-10-14 12:46:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	aviationespre smby@gmail.com	aviationespre smby@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	p.d. account no.2712 aviation espres pvt. ltd.	As we can check the given PAN No. no records are found at our end, kindly go to the Indianpcs website & register your agency, if any support requires kindly let me know.	Delhi Team
20201009000009	21 d 8 h	NOT SHOWING COPRAR AGAINST TEH CONTAINER NO DRYU2671989 - booking no - 10400033714	2020-10-09 11:37:18 (Asia/Kolkata)	October	2020-10-13 15:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccucsdfc@e vergreen- shipping.co.i n	ccucsdfc@e vergreen- shipping.co.i n	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Container not showing in COPRAR	Container not showing in COPRAR.As checked container not add in reported COPRAR so we suggest to user for contact with NIC team or update container in New COPRAR.	Delhi Team
20201009000003	21 d 8 h	TOP URGENT- UNABLE TO INITIATE PAYMENT - JNPT. DT: 09.10.2020	2020-10-09 11:15:15 (Asia/Kolkata)	October	2020-10-13 11:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	priyankasath e@evergreen shipping.co.i n	priyankasath e@evergreen shipping.co.i n	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Mumbai	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify payment	User unable to verify payment	Delhi Team
20201008000079	21 d 22 h	NOT SHOWING COPRAR AGAINST TEH CONTAINER NO TCLU8892494 - booking no - 10400034753 (IFSL - 0095)	2020-10-08 20:50:19 (Asia/Kolkata)	October	2020-10-13 20:45:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccucsdfc@e vergreen- shipping.co.i n	ccucsdfc@e vergreen- shipping.co.i n	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Container not showing in COPRAR	Container not showing in COPRAR.As checked container not add in reported COPRAR so we suggest to user for contact with NIC team or update container in New COPRAR.	Delhi Team
20201008000075	22 d 0 h	PCS Payment-Paradip Port Trust-IDBI bank	2020-10-08 18:58:21 (Asia/Kolkata)	October	2020-10-13 09:45:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rakesh.agasti @idbi.co.in	rakesh.agasti @idbi.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	PCS Payment- Paradip Port Trust-IDBI bank	We have update the same at our end & the same is showing success now.	Delhi Team
20201008000074	22 d 1 h	PCS Payment-Paradip Port Trust-IDBI bank	2020-10-08 18:26:16 (Asia/Kolkata)	October	2020-10-12 20:40:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rakesh.agasti @idbi.co.in	rakesh.agasti @idbi.co.in	PCS Support	S3	Service Request	Rahul Ujjenia	PCS Support	Paradip	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	PCS Payment- Paradip Port Trust-IDBI bank	We have verified the same at our end & the same is showing success now.	Delhi Team
20201008000064	22 d 2 h	User name & password for FOCUS System/MC9/MITSU CHEM PLAST LIMITED	2020-10-08 16:47:22 (Asia/Kolkata)	October	2020-10-12 18:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exim@mitsu chem.com	exim@mitsu chem.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want login credential for FOCUS account	User want login credential for FOCUS account, guided user to contact JNPT port authority	Delhi Team
20201008000053	22 d 4 h	Reg-IGM received Incorrectly	2020-10-08 14:52:20 (Asia/Kolkata)	October	2020-10-12 20:45:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance- IGM ISSUE	Reg-IGM received Incorrectly	We have Re-Shared the reported file to the PMX folder.	Delhi Team

20201008000040	22 d 6 h	REQUEST TO ALLOT ROLE IN PCS	2020-10-08 13:09:07 (Asia/Kolkata)	October	2020-10-12 20:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	srinivas@eliteshipping.com	srinivas@eliteshipping.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Unable to do vespro	Guided to user to do stakeholder registration after that you can able to do vespro	Delhi Team
20201008000025	22 d 7 h	Re:IMO NO.9382372- NAME OF VESSEL -BRABO NOT AVAILABLE IN DGLL SITE TO MAKE Light Dues Payment	2020-10-08 11:51:17 (Asia/Kolkata)	October	2020-10-09 12:20:35 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vijayalaxmi@jmbaxi.com	vijayalaxmi@jmbaxi.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	NAME OF VESSEL - BRABO NOT AVAILABLE IN DGLL SITE TO MAKE Light Dues Payment	If the same request is submitted to NMPT Port then NMPT Port Authorities will approve the same.	Delhi Team
20201008000022	22 d 8 h	UNABLE TO FILE EDO _KOTA RAKAN VOY KRKN0005W	2020-10-08 11:37:13 (Asia/Kolkata)	October	2020-10-12 20:55:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	dibyendu.mondal@ccu.pilship.com	dibyendu.mondal@ccu.pilship.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	UNABLE TO FILE EDO _KOTA RAKAN VOY KRKN0005W	As we can check the VCN tag is missing in the attached XML the same is mandatory as per the XSD. You are requested to kindly rectify the same & try to upload the same in the PCS1x Application.	Delhi Team
20201008000006	22 d 9 h	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINES.	2020-10-08 10:24:24 (Asia/Kolkata)	October	2020-10-12 20:59:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takan@tslineindia.com	jnpt	PCS Support	S3	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINES.	As checked with the team, the reported payment issue has been resolved and required file available in the port folder, you are requested to please contact with the concern Port.	Delhi Team
20201008000001	22 d 10 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-10-08 08:50:09 (Asia/Kolkata)	October	2020-10-12 21:01:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	Payment is verified & receipt is also shared with the Port, kindly check with Port Team for the credit of the same.	Delhi Team
20201007000092	22 d 20 h	Re: M.T. OGINO PARK - DUE JNPT PORT / VOY 06/20 / Discharging 11005.909 MT Phosphoric Acid / Required Documents	2020-10-07 23:21:17 (Asia/Kolkata)	October	2020-10-12 09:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	EDI		User unable to upload document due to large size		Delhi Team
20201007000076	23 d 0 h	PCS issue	2020-10-07 18:42:14 (Asia/Kolkata)	October	2020-10-11 21:05:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Parthiban.Sankar@hlag.com	Parthiban.Sankar@hlag.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Marmagao (ex Marmagao)	Trade User	Application	User Guidance-Other Application	We are facing below issue in pcs.	The application is working fine, you are requested to kindly check at your end.	Delhi Team
20201007000075	23 d 1 h	PCS Not Working - Regarding	2020-10-07 18:34:12 (Asia/Kolkata)	October	2020-10-11 21:10:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	selvarathna.s@vocport.gov.in	selvarathna.s@vocport.gov.in	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Tuticorin	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS Not Working - Regarding	As checked it working fine, you are requested kindly check at your end.	Delhi Team
20201007000074	23 d 1 h	RE: PCS SITE IS NOT WORKING	2020-10-07 18:30:12 (Asia/Kolkata)	October	2020-10-07 21:10:14 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	prakash.lardnemoth@gmail.com	prakash.lardnemoth@gmail.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS SITE IS NOT WORKING	Application is working fine, you are requested kindly check at your end.	Delhi Team
20201007000073	23 d 1 h	PCS SITE IS NOT WORKING	2020-10-07 18:10:10 (Asia/Kolkata)	October	2020-10-11 21:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS site is not working, please assist	The application is working fine, you are requested kindly check at your end.	Delhi Team
20201007000072	23 d 1 h	PCS SITE IS NOT WORKING	2020-10-07 18:10:08 (Asia/Kolkata)	October	2020-10-11 21:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS SITE IS NOT WORKING	Application is working fine, you are requested kindly check at your end.	Delhi Team
20201007000071	23 d 1 h	unable not open pcs system	2020-10-07 18:01:07 (Asia/Kolkata)	October	2020-10-11 21:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	Kindly pcs system unable to open.	Application is working fine, you are requested kindly check at your end.	Delhi Team
20201007000069	23 d 1 h	PCS WEBSITE IS DOWN	2020-10-07 17:59:09 (Asia/Kolkata)	October	2020-10-11 21:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	arshad.hossain@msc.com	arshad.hossain@msc.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS WEBSITE IS DOWN	Application is working fine, you are requested kindly check at your end.	Delhi Team

20201007000070	23 d 1 h	PCS SITE IS DOWN	2020-10-07 17:59:09 (Asia/Kolkata)	October	2020-10-11 21:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	Pls note that PCS is not opening since last 15 minutes.	Application is working fine, you are requested kindly check at your end.	Delhi Team
20201007000068	23 d 1 h	PCS SITE IS DOWN	2020-10-07 17:59:06 (Asia/Kolkata)	October	2020-10-11 21:20:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS SITE IS DOWN	Application is working fine, you are requested kindly check at your end.	Delhi Team
20201007000067	23 d 1 h	C-TRAVELLER	2020-10-07 17:58:06 (Asia/Kolkata)	October	2020-10-12 13:40:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	transideshipping@gmail.com	transideshipping@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-STAKEHOLDER REGISTRATION	User needs to register in pcs	Kindly share the PAN No. so that we can guide you regarding the registration with the PCS1x.	Delhi Team
20201007000060	23 d 2 h	COPRAR NOT REFLECTING IN PORT SYSTEM // BOOKING NO:GOSUCCU6021182	2020-10-07 16:47:15 (Asia/Kolkata)	October	2020-10-11 16:59:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting in port system / COPRAR NO: 2020100589471053	As checked, Reported COPRAR file available in the port folder, same inform to the user	Delhi Team
20201007000040	23 d 6 h	Re: JOB NO - 06381 // REQ FOR DPD+ DPD //DPD CODE : 15 // CNEE: KPL INTERNATIONAL LTD //BL NO. 005AX29107 // ETA-06.10.2020 WAN HAI LINE	2020-10-07 13:12:22 (Asia/Kolkata)	October	2020-10-11 21:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shashi.verma@kplintl.com	shashi.verma@kplintl.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User want reset PCS 1x Login Password	User want reset PCS 1x Login Password, As checked and share the password reset process in PCS 1x application	Delhi Team
20201007000033	23 d 6 h	payment details	2020-10-07 12:50:17 (Asia/Kolkata)	October	2020-10-11 21:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vctshpg@gmail.com	vctshpg@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User asks for confirmation of payment	Kindly verify the same with the PCS Application as its showing pending at our end.	Delhi Team
20201007000032	23 d 6 h	PCS Payment-Paradip Port Trust-IDBI bank	2020-10-07 12:47:18 (Asia/Kolkata)	October	2020-10-11 21:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rakesh.agasti@idbi.co.in	rakesh.agasti@idbi.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	PCS Payment-Paradip Port Trust-IDBI bank	As check the same payment is showing success now.	Delhi Team
20201007000029	23 d 7 h	Fwd: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020092788847141)	2020-10-07 12:34:15 (Asia/Kolkata)	October	2020-10-11 21:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@divineshipping.in	agency@divineshipping.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-STAKEHOLDER REGISTRATION	PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020092788847141)	Kindly contact Port Authorities for the same as it yet to be approved by them as it is in the submitted stage.	Delhi Team
20201007000026	23 d 7 h	CONTAINER ACCOUNT TOP UP. A/c - CONTAINER A/C - DI013 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-10-07 12:18:13 (Asia/Kolkata)	October	2020-10-11 21:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment credit at their account	Payment Verified at our end, kindly check with the Port Authorities for the credit of the same.	Delhi Team
20201007000009	23 d 8 h	CHAGE IN TERMINAL Mv. Tessa - L0845	2020-10-07 11:29:06 (Asia/Kolkata)	October	2020-10-11 21:30:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pankaj.tandel@in.emiratesline.com	pankaj.tandel@in.emiratesline.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-Other EDI	CHAGE IN TERMINAL Mv. Tessa - L0845	As VCN & Berth is allotted by the Port Authorities, kindly contact the Port team for the amendment.	Delhi Team
20201007000005	23 d 9 h	Re: Payment deposited into LKAN	2020-10-07 10:34:16 (Asia/Kolkata)	October	2020-10-12 08:25:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Rahul Ujjenia	PCS Support	Haladia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Payment deposited into LKAN - Confirmation of payment	Thank you for your request.	Delhi Team

20201006000100	23 d 23 h	Payment of MV LEMAN TRADER carrying 26938 MT raw sugar in bulk for discharge at MHC equipped berth, HDC	2020-10-06 19:54:17 (Asia/Kolkata)	October	2020-10-11 11:10:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ranjan.sahoo@renukasugars.com	ranjan.sahoo@renukasugars.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User want Payment confirmation	User want Payment confirmation, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20201006000099	23 d 23 h	Port Trust Deposit (DU009)	2020-10-06 19:50:17 (Asia/Kolkata)	October	2020-10-10 20:10:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acctts.cal@unitedliners.com	acctts.cal@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User want Payment confirmation	User want Payment confirmation, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20201006000096	24 d 0 h	Coprar not reflecting in port system / COPRAR NO: 2020100689536326.	2020-10-06 19:15:11 (Asia/Kolkata)	October	2020-10-11 10:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gshaw.avana@transworld.com	gshaw.avana@transworld.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	EDI	User Guidance- COPRAR	Coprar not reflecting in port system/ COPRAR NO: 2020100689536326	As checked, Reported COPRAR file available in the port folder, same inform to the user	Delhi Team
20201006000095	24 d 0 h	Req. for login	2020-10-06 19:08:10 (Asia/Kolkata)	October	2020-10-10 19:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vspi702@gmail.com	vspi702@gmail.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want login credential,	User want login credential, As checked and share the login credential and password forget process.	Delhi Team
20201006000094	24 d 0 h	Forgot Login ID & Password for online transactions	2020-10-06 19:05:10 (Asia/Kolkata)	October	2020-10-11 10:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops@saraogiudyog.com	ops@saraogiudyog.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Paradip	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want login credential,	User want login credential, As checked user not share the company Pan card details so request to the user please share the company pan card details so that we can check further	Delhi Team
20201006000085	24 d 1 h	PASSWORD setting Request for onel009@haldia	2020-10-06 18:14:21 (Asia/Kolkata)	October	2020-10-10 20:55:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	darpan.das@one-line.com	darpan.das@one-line.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	PASSWORD setting Request for onel009@haldia	Kindly reset the password by clicking on the forgot password link, reset the password for login.	Delhi Team
20201006000071	24 d 2 h	fund transfer	2020-10-06 17:11:11 (Asia/Kolkata)	October	2020-10-11 10:35:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vctshpg@gmail.com	vctshpg@gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not verify the payment.	User not able verify the payment, As checked user not verify the one reported payment so requested to the user please verify the payment and confirm.	Delhi Team
20201006000067	24 d 2 h	COPRAR VCN 504 DANU BHUM 439E	2020-10-06 16:47:08 (Asia/Kolkata)	October	2020-10-10 17:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Coprar not reflecting in port system/ COPRAR NO: 2020100689507792	As checked, Reported COPRAR file available in the port folder, same inform to the user	Delhi Team
20201006000066	24 d 2 h	NOT SHOWING COPRAR AGAINST TEH CONTAINER NO IMTU3051667 104000033749 (3FSL - 0135)	2020-10-06 16:44:08 (Asia/Kolkata)	October	2020-10-07 10:22:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccucsdttfc@evergreen-shipping.co.in	ccucsdttfc@evergreen-shipping.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	NOT SHOWING COPRAR AGAINST TEH CONTAINER NO IMTU3051667 104000033749 (3FSL - 0135)	The Reported COPRAR is already shared with the Port, kindly get in touch with NIC team for the same.	Delhi Team
20201006000063	24 d 3 h	Payment deposited into LKAN	2020-10-06 16:24:25 (Asia/Kolkata)	October	2020-10-11 10:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountsdelhi@samudramarine.com	accountsdelhi@samudramarine.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	Payment deposited into LKAN	Kindly verify the same as it is showing initiated in the PCS Application.	Delhi Team

20201006000059	24 d 3 h	Re: PAYMENT NOT REFLECTED IN PCS	2020-10-06 16:05:22 (Asia/Kolkata)	October	2020-10-10 21:01:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vinay@tglsindia.com	vinay@tglsindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	PAYMENT NOT REFLECTED IN PCS	We have verified the same at our end & the same is showing success.	Delhi Team
20201006000053	24 d 4 h	JNPT PCS PAYMENT DTD- 06.10.2020 OF Rs 65,98,561/-	2020-10-06 15:22:15 (Asia/Kolkata)	October	2020-10-10 21:05:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	JNPT PCS PAYMENT DTD- 06.10.2020 OF Rs 65,98,561/-	Payment is showing success & the receipts are also generated for the same, kindly check your focus account for the credit of the same.	Delhi Team
20201006000049	24 d 4 h	COPRAR VCN 504 DANU BHUM 439E	2020-10-06 15:10:12 (Asia/Kolkata)	October	2020-10-06 21:09:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	coprar not reflecting at pcs	As checked, Reported COPRAR file available in the port folder, you are requested please contact with concern port.	Delhi Team
20201006000040	24 d 4 h	REQUEST ADVISE PROCEDURE TO TOP UP PD ACCOUNT THROUGH PCS / Login ID: thack001	2020-10-06 14:52:12 (Asia/Kolkata)	October	2020-10-10 21:05:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sjtffpl@gmail.com	sjtffpl@gmail.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Mumbai	Trade User	Payment	User Guidance- PAYMENT PROCESS	User want to know about the PDA payment process	As discussed over phone now you are out of the office, Later you can call us on below number so we can guided you over phone for below issue.	Delhi Team
20201006000038	24 d 4 h	PCS Verification Error	2020-10-06 14:45:09 (Asia/Kolkata)	October	2020-10-10 15:25:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sahadev.Lonari@iss-shipping.com	Sahadev.Lonari@iss-shipping.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify payment	Guided to user to user over remote session that verify the payment POP UP block should be off	Delhi Team
20201006000031	24 d 5 h	COPRAR not reflected in PORT system //COPRAR - 2020100389346392//VCN-CCU12000506 //	2020-10-06 13:54:21 (Asia/Kolkata)	October	2020-10-10 21:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR not reflected in PORT system //COPRAR - 2020100389346392//VCN-CCU12000506 //	The reported COPRAR is already shared with the Port Team, kindly get in touch with the NIC team if the same is not reflecting at their end.	Delhi Team
20201006000022	24 d 7 h	MV JAG AMAR --VCN- HALL12001017 - NOT ABLE TO FILE BERMAN	2020-10-06 12:32:07 (Asia/Kolkata)	October	2020-10-10 20:25:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agencyhal@miltd.com	agencyhal@miltd.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haldia	Trade User	EDI	User Guidance- BIRTHING PROBLEM	User not able to do birthing in pcs application	User not able to do birthing in pcs application, As check and find Reported Voyage is in Submitted state, and awaiting for port approval.	Delhi Team
20201006000018	24 d 7 h	PCS Payment of Rs. 45,00,000/- for OOCL India Pvt Ltd PD a/c IO017 - OOC	2020-10-06 11:47:21 (Asia/Kolkata)	October	2020-10-06 16:40:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	User Not able to find Payment status.	User Not able to find Payment status, AS checked and reported payment issue has been resolve and same inform to the user.	Delhi Team
20201006000007	24 d 8 h	MT. BOW AQUARIUS due New Mangalore (IMO No.9753791) - Vessel details to be updated in EDI by PCS	2020-10-06 11:07:16 (Asia/Kolkata)	October	2020-10-11 13:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.mangalore@gac.com	shipping.mangalore@gac.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	New Mangalore	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	VESPRO not reflecting in the ICE GATE AND DG LL	VESPRO not reflecting in the ICE GATE AND DG LL. As checked reported VESPRO available in the ICE GATE AND DG LL folder same inform to the user.	Delhi Team
202010050000124	24 d 21 h	AUTO SMTP not received	2020-10-05 21:42:09 (Asia/Kolkata)	October	2020-10-10 07:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	raj.kumar.sharma@apmterminals.com	raj.kumar.sharma@apmterminals.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	PIPAVAV Port	Trade User	Application	User Guidance- Other Application	AUTO SMTP not received. Request you to please transfer the same in our folder manually.	Files are shared over the FTP.	Delhi Team
202010050000122	24 d 22 h	IMO NO. 9732785 & VESSEL NAME : TRF MARQUETTE //Fw: VCN 2010116 has been allotted for vessel TRF MARQUETTE by MbPT	2020-10-05 21:13:23 (Asia/Kolkata)	October	2020-10-10 12:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@interoceania.in	mumbai@interoceania.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	EDI	User Guidance- VESPRO-ICEGATE	VESPRO is not Showing at ICEGATE	VESPRO is not Showing at ICEGATE, the VESPRO File is already available in the ICEGATE folder. Please check with ICEGATE and confirm. Once the ICEGATE will consume the same file, it will reflect in ICEGATE.	Delhi Team

20201005000017	24 d 23 h	request new password - chennai	2020-10-05 20:24:16 (Asia/Kolkata)	October	2020-10-10 07:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shanmugam.b.omfright	Chennai (ex Madras)	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Chennai (ex Madras)	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	request new password - chennai	You are requested to kindly visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and click Reset Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20201005000015	25 d 0 h	COPRAR not reflected in PORT system //COPRAR - 2020100589449499/VCN-CCU12000502 // TRHU2445226	2020-10-05 19:13:05 (Asia/Kolkata)	October	2020-10-09 20:05:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Coprar not reflecting in port system/ COPRAR NO: 2020100589449499	As checked, Reported COPRAR file available in the port folder Same inform to the user	Delhi Team
20201005000017	25 d 1 h	PCS Registration	2020-10-05 18:36:19 (Asia/Kolkata)	October	2020-10-09 19:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- Login	Port is Querying for the User ID and Password for the User, We have created the User ID: impac001 and the same has been mailed to user on the registered Email ID	Delhi Team	
20201005000076	25 d 2 h	Re: IMO : 9339430/MV TAN BINH 277//URGENT AND IMPORTANT/	2020-10-05 16:53:22 (Asia/Kolkata)	October	2020-10-09 20:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN not reflecting at pcs	No intervention required as user confirmed as problem resolved	Delhi Team
20201005000069	25 d 3 h	Rotation Number is generated Automatically in PCS not able to view in Custom Icegate	2020-10-05 16:31:20 (Asia/Kolkata)	October	2020-10-09 20:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sarjeevg@jmbaxi.com	sarjeevg@jmbaxi.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance- IGM ISSUE	Rotation Number is generated Automatically in PCS not able to view in Custom Icegate	As discussed with you earlier the Rotation No. is generated by the ICEGATE based on the VCN details shared by the Port.If the is not showing valid kindly contact the ICEGATE Support team for the same.	Delhi Team
20201005000066	25 d 3 h	CONTAINER NUMBER EITU1927017 VCN NO CCU12000497 reference no 2020100589422006 NOT REFLECTING AT PORT SYSTEM, BKH NO 104000033013	2020-10-05 16:02:15 (Asia/Kolkata)	October	2020-10-09 16:15:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Coprar not reflecting in port system/ COPRAR NO: 2020100589422006	As checked, Reported COPRAR file available in the port folder, same inform to the user	Delhi Team
20201005000059	25 d 4 h	Re: Account Details // PCS	2020-10-05 15:28:10 (Asia/Kolkata)	October	2020-10-05 17:47:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vikass@portall.in	vikass@portall.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mundra Port	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want login Credential in PCS 1x	User want login Credential in PCS 1x, As checked and share the login credential to the user	Delhi Team
20201005000050	25 d 4 h	M.V. THOR ACHIEVER - WHARFAGE PAYMENT DETAILS	2020-10-05 15:00:05 (Asia/Kolkata)	October	2020-10-09 20:20:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	otakandla@gmail.com	otakandla@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	Payment not show in Port Account System.	Payment is showing success & receipt is also shared with the Port Authorities, kindly contact Port Team in case of the same is not credited to your account.	Delhi Team
20201005000039	25 d 5 h	Port Trust Deposit (DU003)	2020-10-05 14:26:20 (Asia/Kolkata)	October	2020-10-10 20:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.cca@unitedliners.com	acct.cca@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User want Payment confirmation	User want Payment confirmation, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20201005000025	25 d 6 h	Re: COPRAR VCN 504 DANU BHUM 439E	2020-10-05 12:50:05 (Asia/Kolkata)	October	2020-10-09 20:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance- COPRAR	coprar not reflecting at port side	Our intervention not required as issue resolved by nic team	Delhi Team
20201005000015	25 d 7 h	RE: COPRAR VCN 504 DANU BHUM 439E	2020-10-05 11:53:16 (Asia/Kolkata)	October	2020-10-09 20:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	user request for amendment in coprar	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team	Delhi Team

20201005000012	25 d 7 h	COPRAR VCN 504 DANU BHUM 439E	2020-10-05 11:44:14 (Asia/Kolkata)	October	2020-10-09 20:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S3	Service Request	Mukul Chandra	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	coprar number is not reflecting on POMS	As checked, Reported COPRAR file available in the port folder, you are requested please contact with concern port.	Delhi Team
20201004000022	25 d 20 h	AUTO SMTP not received	2020-10-04 22:56:13 (Asia/Kolkata)	October	2020-10-12 12:20:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	INPPVRAIL@apmterminals.com	INPPVRAIL@apmterminals.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	PIPAAVAV Port	Trade User	Application	User Guidance-IGM ISSUE	AUTO SMTP not received	Files are copied to the Port Folder.	Delhi Team
20201004000020	26 d 3 h	Coprar not reflecting in port system / COPRAR NO: 20201004893741B3	2020-10-04 16:11:11 (Asia/Kolkata)	October	2020-10-09 16:15:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gshaw.avana@transworld.com	gshaw.avana@transworld.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting in port system / COPRAR NO: 20201004893741B3	As checked, Reported COPRAR file available in the port folder Same inform to the user	Delhi Team
20201004000017	26 d 6 h	MT CELSIUS EVERETT DUE AT SIKKA ON 06.10.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-10-04 12:45:18 (Asia/Kolkata)	October	2020-10-09 08:10:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@nterocean.in	jannagar@nterocean.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	User request to register vespro file to Custom EDI System enable us to file the prior IGM earliest as vessel is arriving at SIKKA	As checked, the reported Vespro file is already available in icagate /dgl system. You are requested to kindly check with ICEGATE/DGLL team and confirm.	Delhi Team
20201004000015	26 d 7 h	MV SEAPOL ENDAVOUR - Berth request - not generating	2020-10-04 12:29:17 (Asia/Kolkata)	October	2020-10-09 08:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agencyvizag@seawaysindia.com	agencyvizag@seawaysindia.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-BIRTHING PROBLEM	MV SEAPOL ENDAVOUR Berth request - not generating	As checked, the Berman related issue has been resolved. You are requested to kindly check and confirm.	Delhi Team
20201003000070	26 d 21 h	CCU12000506	2020-10-03 21:56:19 (Asia/Kolkata)	October	2020-10-07 22:05:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sjay.b@sbmapi.com	sjay.b@sbmapi.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20201003000068	26 d 23 h	PCS Payment-Paradip Port Trust-IDBI bank	2020-10-03 19:56:21 (Asia/Kolkata)	October	2020-10-09 08:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rakesh.agasti@idbi.co.in	rakesh.agasti@idbi.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	PCS Payment-Paradip Port Trust-IDBI bank- unable to verify	We have verified the same at our end.	Delhi Team
20201003000066	27 d 0 h	Change of log in credential of PCS	2020-10-03 19:04:13 (Asia/Kolkata)	October	2020-10-09 14:55:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gopal@seawaysindia.com	gopal@seawaysindia.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Paradip	Trade User	User Roles / Rights	User Guidance-User want modification in pcs1x	User want update the email id and phone no in PCS 1x application, As checked and required pan card details and port approval same inform to the user	Delhi Team	
20201003000045	27 d 3 h	PAYMENT NOT REFLECTING IN OUR CARGO ACCOUNT NO-DS-091	2020-10-03 15:46:22 (Asia/Kolkata)	October	2020-10-09 15:30:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolikata@samudramarine.com	kolikata@samudramarine.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment.	User not able to verify the payment., As checked with remote and enable popup and do the verify reported payment, Now payment success and required file available in the port folder same inform to the user.	Delhi Team
20201003000041	27 d 4 h	PAYMENT SLIP	2020-10-03 14:45:14 (Asia/Kolkata)	October	2020-10-07 19:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	KINDLY CONFIRM ME WHETHER AMOUNT CREDITED OR NOT	As we can check payment is showing success & the information is shared with the Port Authorities.	Delhi Team
20201003000029	27 d 5 h	Urgent Request to transfer container to Present PCS Id oneoc1003 // OCEAN NETWORK EXPRESS INDIA PRIVATE LIMITED //	2020-10-03 13:41:22 (Asia/Kolkata)	October	2020-10-10 13:50:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	suman.dhawa@one-line.com	suman.dhawa@one-line.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Urgent Request to transfer container to Present PCS Id oneoc1003		Delhi Team

20201003000027	27 d 6 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-10-03 13:18:19 (Asia/Kolkata)	October	2020-10-07 19:59:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh@ransworld.com	Chennai (ex Madras)	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user are not able to verify the payment	As we can check you have initiated the same payment twice kindly verify the same in the PCS1x application & it will be verified on the same.	Delhi Team
20201003000026	27 d 6 h	REQUIRE ID PASSWORD FOR SHYAM METALICS & ENERGY LTD   HALDIA PORT	2020-10-03 13:13:17 (Asia/Kolkata)	October	2020-10-07 20:01:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	import@shyamgroup.com	import@shyamgroup.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	REQUIRE ID PASSWORD FOR SHYAM METALICS & ENERGY LTD   HALDIA PORT	Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and click on Forget Password? Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20201003000025	27 d 6 h	MT PROPEL PROGRESS DUE AT KANDLA TO LOAD SILICA SAND / UNABLE TO VERIFY THE WHARFAGE RECEIPT	2020-10-03 12:57:15 (Asia/Kolkata)	October	2020-10-07 20:05:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exp@actship.com	exp@actship.com	PCS Support	S3	Incident	Amit Kumar	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User is unable to verify the payment	As checked with the team, the reported payment issue has been resolved, and required file available in the port folder. You are requested to please contact with the concern Port.	Delhi Team
20201003000014	27 d 7 h	X-PRESS YAMUNA V-20017	2020-10-03 11:51:05 (Asia/Kolkata)	October	2020-10-07 20:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User request in amendment in coprar	Requested amendment has been done	Delhi Team
20201003000005	27 d 9 h	DPD CUSTOMER REGISTRATION CODE JNPT PORT - M/S TOTAL SEA-LAND LOGISTICS PVT LTD	2020-10-03 10:11:10 (Asia/Kolkata)	October	2020-10-07 20:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	imports1@tslpl.com	imports1@tslpl.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	please advise procedure for registration at JNPT port.	We have checked the same at our end no records found for the given PAN No. for JNPT Port, you are requested kindly file the stakeholder registration & get the same approved by the Port Authorities.	Delhi Team
20201002000015	28 d 2 h	PCS - Kopt Payment Failure Dtd 2nd October 2020	2020-10-02 16:50:24 (Asia/Kolkata)	October	2020-10-07 13:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aliya@econsipping.com	aliya@econsipping.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT		Reported issue is resolved now & payment is showing successful in pcs 1x application and required file has been shared to port system .	Delhi Team
20201002000010	28 d 7 h	Re: UNABLE TO GENERATE COPRAR NO AGAINST CONTAINER NOS : ZIMU1386197 & TCKU1571427	2020-10-02 12:09:22 (Asia/Kolkata)	October	2020-10-06 12:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI		UNABLE TO GENERATE COPRAR NO AGAINST CONTAINER NOS : ZIMU1386197 & TCKU1571427	Kindly check at your end you have already mentioned those containers in another coprar thus the error is getting showing in the PCS1x application.	Delhi Team
202010010000133	28 d 21 h	Re: JNPT PCS PW	2020-10-01 21:45:25 (Asia/Kolkata)	October	2020-10-05 22:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	User not able to forget the PCS login password	User not able to forget the PCS login password. As checked and Share the password forget process to the user	Delhi Team
202010010000131	28 d 22 h	Container not reflecting. Coprar no. 2020100189257199 VCN-CCU12000475	2020-10-01 21:06:18 (Asia/Kolkata)	October	2020-10-06 12:10:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Coprar not reflecting	Coprar not reflecting. As we can see related Coprar already in port folder	Delhi Team
202010010000129	28 d 22 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-10-01 20:57:19 (Asia/Kolkata)	October	2020-10-02 03:33:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muralidharat@transworld.com	muralidharat@transworld.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify payment	User not able to verify payment. As checked and resolve the reported payment issue and same inform to the user.	Delhi Team



202010010000118	29 d 0 h	MT. DM JADE SHOWING EX-NAME IN FOCUS	2020-10-01 19:05:19 (Asia/Kolkata)	October	2020-10-05 19:55:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@samudramarine.com	mumbai@samudramarine.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO IS NOT REFLECTING AT PORT END	Request you to update the vessel profile in Focus & Also note vessel ETA is 04.10.2020.	The latest Vessel profile is already updated at our end & shared with the Port team for the updation of the same.	Delhi Team
202010010000112	29 d 2 h	UNABLE TO GENERATE COPRAR NO AGAINST CONTAINER NOS : ZIMU1386197 & TCKU1571427	2020-10-01 17:25:25 (Asia/Kolkata)	October	2020-10-06 08:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	UNABLE TO GENERATE COPRAR NO AGAINST CONTAINER NOS : ZIMU1386197 & TCKU1571427	Kindly check at your end you have already mentioned those containers in another coprar thus the error is getting showing in the PCS1x application.	Delhi Team
202010010000111	29 d 2 h	MV SUCCESSOR - TUNA (RECEIPT NOT YET GENERATED)	2020-10-01 17:17:23 (Asia/Kolkata)	October	2020-10-05 19:59:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Accounts@dariyashipping.com	Accounts@dariyashipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	MV SUCCESSOR - TUNA (RECEIPT NOT YET GENERATED)	Kindly contact DGLL Team for the receipt related to Lights Dues, our intervention is not required on the same.	Delhi Team
202010010000109	29 d 2 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-10-01 17:05:22 (Asia/Kolkata)	October	2020-10-05 20:01:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	This is to inform you that Payment is verified at our end & its showing success now.	Delhi Team
202010010000108	29 d 2 h	Fwd: non-receipt of smtp clearance	2020-10-01 16:55:19 (Asia/Kolkata)	October	2020-10-05 20:05:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@nport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Other EDI	SMTP files were not received from PCSIX.	We got 32 files from the Customs yesterday & today the same process through the API, the delay is from the ICEGATE end.	Delhi Team
202010010000103	29 d 3 h	Fwd: non-receipt of smtp clearance	2020-10-01 16:17:15 (Asia/Kolkata)	October	2020-10-05 20:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@nport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Other EDI	SMTP files were not received from PCSIX.	We got 32 files from the Customs yesterday & today the same process through the API, the delay is from the ICEGATE end.	Delhi Team
202010010000099	29 d 3 h	Port Trust Deposit (DU009)	2020-10-01 15:54:10 (Asia/Kolkata)	October	2020-10-09 14:35:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acctg.cal@unitedliners.com	acctg.cal@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User Not able to find Payment status.	User not able to find payment status. As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
202010010000096	29 d 4 h	Re: ARRANGE LOGIN DETAILS-NEW REGISTRATION //Transaction ID / Common Ref No. : 2020092888923147	2020-10-01 15:29:08 (Asia/Kolkata)	October	2020-10-08 16:58:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	one-docs.vizag@unitedliners.com	one-docs.vizag@unitedliners.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	ARRANGE LOGIN DETAILS-NEW REGISTRATION //Transaction ID	Registration is yet to approve by the Port Authorities once the same is approved by them, we will create & shares the User details on the registered email ID.	Delhi Team
202010010000088	29 d 4 h	JNPT PCS PAYMENT DTD-01.10.2020 OF Rs 45,71,780/-	2020-10-01 14:56:21 (Asia/Kolkata)	October	2020-10-05 16:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User Not able to find Payment status.	User not able to find payment status. As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
202010010000086	29 d 4 h	Reference ID is 2020091688010854 approved by Mumbai Port Trust	2020-10-01 14:45:19 (Asia/Kolkata)	October	2020-10-05 15:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaking1234@rediffmail.com	seaking1234@rediffmail.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User wants his login credential	User wants his login credential same has been given to user	Delhi Team

20201001000085	29 d 4 h	MV PRINCESS MARGO - IMO 9720017 / VCN INVTZ120001080 / IGM NO 2263637	2020-10-01 14:42:18 (Asia/Kolkata)	October	2020-10-05 20:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency.pravvshipping@gmail.com	agency.pravvshipping@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-IGM ISSUE	IGM FOR THE SUBJECT VESSEL IS NOT REFLECTING IN PCS FOR VIZAG PORT	As checked reported issue is resolved & IGM details are showing in the Application.	Delhi Team
20201001000070	29 d 5 h	VCN applications but not reflecting MV, CMA CGM MEDEA IMO : 9299800	2020-10-01 14:06:14 (Asia/Kolkata)	October	2020-10-05 20:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.rjitekar@cma-cgm.com	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN applications but not reflecting MV, CMA CGM MEDEA IMO : 9299800		Delhi Team
20201001000054	29 d 6 h	-REQUEST FOR VESSEL EDO - M.V. GRUAUD LAROSE REG	2020-10-01 13:19:07 (Asia/Kolkata)	October	2020-10-05 20:25:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuti@seapol.com	tuti@seapol.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Tuticorin	Trade User	Application	User Guidance-Other Application	REQUEST FOR VESSEL EDO - M.V. GRUAUD LAROSE REG	As discussed with you kindly arrange a call so that we can guide on the same through the Anydesk.	Delhi Team
20201001000014	29 d 8 h	FW: non-receipt of pending smtp files - IGM 2263095	2020-10-01 11:33:10 (Asia/Kolkata)	October	2020-10-05 20:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnpport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-IGM ISSUE	non-receipt of pending smtp files - IGM 2263095	We have received 17 files till now from Customs the same is forwarded to you through API, for the balance files we are writing to the Customs team to share it as soon as possible.	Delhi Team
20201001000001	29 d 9 h	Port Trust Deposit (DU009)	2020-10-01 09:41:14 (Asia/Kolkata)	October	2020-10-05 20:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.s.ca@unitedliners.com	acct.s.ca@unitedliners.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Port Trust Deposit (DU009)	Reported Payment is showing success & the receipt is also generated for the same.	Delhi Team
20200930000128	29 d 21 h	RE: New advance container list for vessel FSL SINGAPORE has been submitted	2020-09-30 22:04:23 (Asia/Kolkata)	September	2020-10-04 22:25:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	achakrabortyavana@transworld.com	achakrabortyavana@transworld.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000116	29 d 23 h	Re: CART IN REQUEST // 1X20' SARANAC // PREMCHAND JUTE & INDUSTRIES PRIVATE LIMITED // 363IN2162320920	2020-09-30 20:15:08 (Asia/Kolkata)	September	2020-10-04 20:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000114	29 d 23 h	[Fwd: FW: Payment Made to Paradip Port Trust] // VCN INPRT120001074 ///	2020-09-30 20:01:25 (Asia/Kolkata)	September	2020-10-04 21:15:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bm.paradip@interocean.in	bm.paradip@interocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User Not able to find Payment status.	User Not able to find Payment status.	Delhi Team
20200930000108	30 d 0 h	Fwd: COPRAR Not Available in Port System FOR BKN NO. 205519388	2020-09-30 19:30:20 (Asia/Kolkata)	September	2020-10-04 20:40:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mshcartin@gmail.com	mshcartin@gmail.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000106	30 d 0 h	MTT Pengerang V-20003	2020-09-30 19:25:18 (Asia/Kolkata)	September	2020-10-04 19:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000105	30 d 0 h	MTT Pengerang V-20003	2020-09-30 19:16:17 (Asia/Kolkata)	September	2020-10-04 19:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000104	30 d 0 h	Re: HAMAD SHIPMENT CMA CGM LINE BOOKING NO: CIO143645 AGAINST INV NO: 251834	2020-09-30 19:11:16 (Asia/Kolkata)	September	2020-10-04 19:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lardnearth@gmail.com	prakash.lardnearth@gmail.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team

20200930000103	30 d 0 h	COPRAR NOT REFLECTING IN PORT SYSTEM // CNTR NO : ZM0U8817796 (40 REF) & SZLU9039541 (40 REF)	2020-09-30 18:58:14 (Asia/Kolkata)	September	2020-10-04 20:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000102	30 d 0 h	Re: CART IN ORDER BOOKING NO : CII0143785 A/C NSI INDIA LTD INV 177	2020-09-30 18:46:15 (Asia/Kolkata)	September	2020-10-04 19:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lardnemorth@gmail.com	prakash.lardnemorth@gmail.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000101	30 d 0 h	KOTA RAKAN V-0005	2020-09-30 18:46:13 (Asia/Kolkata)	September	2020-10-04 20:01:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000100	30 d 0 h	COPRAR NOT REFLECTING IN PORT SYSTEM // CNTR NO : CAIU5455128	2020-09-30 18:44:12 (Asia/Kolkata)	September	2020-10-04 20:05:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000099	30 d 0 h	COPRAR NOT REFLECTING IN PORT SYSTEM JXLU5857613	2020-09-30 18:41:12 (Asia/Kolkata)	September	2020-10-04 19:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000091	30 d 1 h	MTT PENERANG V-20003	2020-09-30 17:57:24 (Asia/Kolkata)	September	2020-10-04 20:05:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000089	30 d 2 h	Re: CART IN ORDER BOOKING NO : CII0143679 A/C WELCAST INDIA PRIVATE LIMITED INV : 2110922-105 ( ITS A PART CART IN 2X40 CONTAINER LOT)	2020-09-30 17:38:22 (Asia/Kolkata)	September	2020-10-04 20:40:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lardnemorth@gmail.com	prakash.lardnemorth@gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000087	30 d 2 h	Container not reflecting. Coprar no. 2020093089123099 VCN-CCU12000475	2020-09-30 17:25:19 (Asia/Kolkata)	September	2020-10-04 20:40:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccuops@ccu.pilship.com	ccuops@ccu.pilship.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000078	30 d 2 h	PCS SITE IS DOWN	2020-09-30 16:42:13 (Asia/Kolkata)	September	2020-10-05 08:15:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	pcs application is not working	As checked and pcs 1x application is working fine You are requested to kindly check .	Delhi Team
20200930000077	30 d 3 h	unable not open pcs system	2020-09-30 16:29:11 (Asia/Kolkata)	September	2020-10-04 17:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS SITE IS DOWN	As we have checked ,the reported issue has been resolved now. Indian PCS https://indianpcs.gov.in/PA PCS is working fine. You are requested to Kindly check the same.	Delhi Team
20200930000076	30 d 3 h	KOTA RAKAN V-0005	2020-09-30 16:28:11 (Asia/Kolkata)	September	2020-10-04 16:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system, As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200930000037	30 d 5 h	PAYMENT SLIP	2020-09-30 13:56:06 (Asia/Kolkata)	September	2020-10-04 14:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	User Not able to find Payment status.	User not able to find payment status, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team

2020093000036	30 d 6 h	Request for disabling user id Onel004 registered in PCS	2020-09-30 13:20:20 (Asia/Kolkata)	September	2020-10-04 17:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kikataporttrust.gov.in	tanusree@kikataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-Other Application	Request for disabling user id Onel004 registered in PCS	As requested in the trail email we have disabled the user ID at our end, kindly approve the new stakeholder registration request so that new User ID will be allotted to them.	Delhi Team
2020093000026	30 d 7 h	CONTAINER NOT SHOWING IN COPRAR	2020-09-30 12:19:11 (Asia/Kolkata)	September	2020-10-04 20:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	amrita.roy@benlineagencies.in	amrita.roy@benlineagencies.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	coprar is not showing in port system		Delhi Team
2020093000025	30 d 7 h	Fw: New e-Delivery Order (No. ) has been submitted.	2020-09-30 12:11:09 (Asia/Kolkata)	September	2020-10-04 14:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ranjan.sahoo@renukasugars.com	ranjan.sahoo@renukasugars.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	User Not able to find Payment status.	User not able to find payment status, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
2020093000018	30 d 8 h	Mv Spring Sapo - Update in ICEGATE and DGLL	2020-09-30 11:38:04 (Asia/Kolkata)	September	2020-10-13 12:42:35 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chennaigen@vbcterminal.com	chennaigen@vbcterminal.com	PCS Support	S4	Service Request	Mukul Chandra	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	Mv Spring Sapo - Update in ICEGATE and DGLL	As checked ,the reported vespro profile is already available in icagate/dgll system .You are requested to kindly check with icagate/dgll team and confirm.	Delhi Team
2020093000017	30 d 8 h	VCN Logic For Nhava Sheva	2020-09-30 11:33:24 (Asia/Kolkata)	September	2020-10-04 17:30:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	VCN Logic For Nhava Sheva	Kindly contact Port Team as VCN is allotted by the Port Authorities, not by the PCS1x Team.	Delhi Team
2020093000013	30 d 8 h	MT "ARK PRESTIGE" - Voyage registration not showing in Port PCS system	2020-09-30 11:26:23 (Asia/Kolkata)	September	2020-10-04 13:01:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@jamesmackintosh.com	haldia@jamesmackintosh.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDI MESSAGE	calinr is not reflecting port		Delhi Team
20200929000086	30 d 20 h	VOYAGE REGISTRATION FOR THE VESSEL MV SENDANG MAS IMO NO.9312432voyage no. 20040E	2020-09-29 23:02:07 (Asia/Kolkata)	September	2020-10-04 07:55:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Nair@x-pressfeeders.com	Nair@x-pressfeeders.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User has facing issues with voyage registration	As per our telecom discussion and remote support,voyage registration has been submitted successful.	Delhi Team
20200929000064	31 d 1 h	Fwd: Account Details for PCS 1x	2020-09-29 18:21:21 (Asia/Kolkata)	September	2020-10-03 18:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhay.shrivastava@aiorjsw.in	abhay.shrivastava@aiorjsw.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Paradip	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User Not able to find Payment status.	User not able to find payment status, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200929000063	31 d 1 h	Failure ERROR FOR Online Payment for Mumbai PORT Via PCS PD Account A/C FREIGHT FILED MADRAS PVT L [_] USER ID - perfor001	2020-09-29 18:05:19 (Asia/Kolkata)	September	2020-10-03 18:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Anoop.Sharma@bdpint.com	Anoop.Sharma@bdpint.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User query payment showing failed	User query payment showing failed, As checked and reported payment issue resolve and required file available in the port folder same inform to the user.	Delhi Team
20200929000047	31 d 4 h	COPRAR processing issue	2020-09-29 15:29:14 (Asia/Kolkata)	September	2020-10-03 17:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	coprar is in wrong format	Informed to port user hasn't updated the port of loading in coprar	Delhi Team
20200929000046	31 d 4 h	PAYMENT SLIP	2020-09-29 15:18:14 (Asia/Kolkata)	September	2020-10-03 18:50:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	payment is showing successful and required file shared to port system.	Delhi Team
20200929000029	31 d 5 h	Non acceptance of Via number in PCS for vessel ER FRANCE VOYAGE W2005	2020-09-29 14:31:05 (Asia/Kolkata)	September	2020-10-03 15:25:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vivek@ekmtc.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	VCN is not reflecting in pcs 1x	Asked to user kindly check the vcn number	Delhi Team
20200929000023	31 d 6 h	PCS Registration	2020-09-29 13:23:14 (Asia/Kolkata)	September	2020-10-03 13:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kikataporttrust.gov.in	tanusree@kikataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	user want to login credential	user id has been shared on registered mail id asked to user kindly reset the password	Delhi Team
20200929000018	31 d 6 h	MV. PHC MARITIME- update the vessel in Customs ICE GATE	2020-09-29 12:48:10 (Asia/Kolkata)	September	2020-10-03 13:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bm.tuticorin@intercocean.in	bm.tuticorin@intercocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	Application	User Guidance-IGM ISSUE	igm is not searching in pcs	Informed to user kindly link the VCN with IGM in VCN Link section under Trad	Delhi Team
20200929000014	31 d 6 h	FW: Uploaded below CALINV but VCN not reflecting in IPCS.	2020-09-29 12:43:07 (Asia/Kolkata)	September	2020-10-04 07:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravimatad@jnpport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	calinv is not reflecting in pcs end	As discussed after resending the CALINV file resolved the issue.	Delhi Team

20200929000013	31 d 7 h	Uploaded below CALINV but VCN not reflecting in IPCS.	2020-09-29 12:28:07 (Asia/Kolkata)	September	2020-10-03 20:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnpport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-VCN NOT REFLECTING	Uploaded below CALINV but VCN not reflecting in IPCS.	Kindly share details so that we can check the same at our end.	Delhi Team
20200929000012	31 d 7 h	VCN Logic	2020-09-29 12:28:06 (Asia/Kolkata)	September	2020-10-03 20:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sushant.naik@oocl.com	sushant.naik@oocl.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	Please advise if any logic for VCN is changed now for Nhava Sheva	As discussed with you kindly get in touch with the JNPT Port Official for the same.	Delhi Team
20200929000011	31 d 7 h	Re: Payment failed	2020-09-29 11:59:20 (Asia/Kolkata)	September	2020-09-30 15:14:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ranjan.sahoo@renukasugars.com	ranjan.sahoo@renukasugars.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-PAYMENT PROCESS	User want to payment process	unable to make the payment t through pcs 1x then guide don remote for payment process.	Delhi Team
20200929000005	31 d 8 h	Change of terminal in berthing application from APMT to BMCT    APL COLUMBUS    L0821    sauser73	2020-09-29 10:43:09 (Asia/Kolkata)	September	2020-10-03 20:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@oma-cgm.com	JNPT	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	EDI	User Guidance-BIRTHING PROBLEM	to change berthing terminal for subject vessel from APMT to BMCT in PCS.	As checked, for changing berthing in terminal you are requested to kindly contact to the concern port for the same.	Delhi Team
20200928000121	32 d 1 h	Re: Port Community System (PCS) Your Password has been reset	2020-09-28 18:39:14 (Asia/Kolkata)	September	2020-10-03 07:50:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	princyshippinglines@yahoo.com	princyshippinglines@yahoo.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Tuticorin	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User has to reset the password	You are requested to kindly visit the Indian PCS Website: <a href="https://indianpcs.gov.in/WPA_PCS/">https://indianpcs.gov.in/WPA_PCS/</a> and click Reset Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200928000105	32 d 2 h	Cochin Port Wharfage Payment Rs.12,70,147.00/- BY AXIS BANK LTD	2020-09-28 17:36:04 (Asia/Kolkata)	September	2020-10-02 17:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atianticglobalshipping.com	tuticorin@atianticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application after some time if any issue call us bank	Delhi Team
20200928000096	32 d 2 h	Fwd: Account Balance of HD1 as on : 28-09-2020	2020-09-28 17:10:20 (Asia/Kolkata)	September	2020-10-02 18:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@hemac hem.com	info@hemac hem.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	unable to submit the stake holder	User unable to submit the stakeholder the guide for stake holder registration process	Delhi Team
20200928000088	32 d 2 h	RE: MT BANGLAR JOYJATRA DUE AT KANDLA TO LOAD STEEL PIPE / UNABLE TO VARIFY THE WHARFAGE RECEIPT	2020-09-28 17:01:19 (Asia/Kolkata)	September	2020-10-02 18:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	payment is showing successful and required file shared to port system.	Delhi Team
20200928000084	32 d 2 h	Rs.4,62,000.00 STATUS IS PENDING	2020-09-28 16:46:17 (Asia/Kolkata)	September	2020-10-02 17:25:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc-kolkata@atianticglobalshipping.com	acc-kolkata@atianticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	pending is pending from bank end asked to user kindly verify the same after some time .	Delhi Team
20200928000083	32 d 2 h	PAYMENT SLIP	2020-09-28 16:43:16 (Asia/Kolkata)	September	2020-09-28 17:14:42 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	payment is showing successful and required file shared to port system.	Delhi Team
20200928000081	32 d 3 h	Received one Incorrect CHSAE02 file	2020-09-28 16:32:16 (Asia/Kolkata)	September	2020-10-02 16:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Port Officer	EDI	User Guidance-EDI MESSAGE	Chsae02is in wrong format	Informed to port user we have shared same file as it is received from the customs.	Delhi Team
20200928000069	32 d 3 h	RE: AMEND TRANSSHIPMENT PORT AS MYWSP	2020-09-28 15:50:08 (Asia/Kolkata)	September	2020-10-02 15:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lardnornorth@gmail.com	prakash.lardnornorth@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to change in coprar	Asked to user kindly contact to port	Delhi Team
20200928000065	32 d 4 h	KOPT payment	2020-09-28 15:40:08 (Asia/Kolkata)	September	2020-10-02 15:55:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kaushik@ymil.in	kaushik@ymil.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application if any issue call us bank	Delhi Team

20200928000052	32 d 4 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL MT.CHIOS AND IMO NO. 9792187	2020-09-28 15:04:20 (Asia/Kolkata)	September	2020-10-02 15:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atantiglobalshipping.com	mumbai@atantiglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Allotted by the Port	VCN is not Allotted by the Port, Asked to Contact to the Concern Port for the same	Delhi Team
20200928000051	32 d 4 h	RE: DPD clearance for JOHN DEERE INDIA PVT LTD - DPD CODE, JDI 18E	2020-09-28 14:54:19 (Asia/Kolkata)	September	2020-09-28 19:57:58 (Asia/Kolkata)	PCS Support	closed successful	2 medium	KshirsagarRahul@johndeere.com	KshirsagarRahul@johndeere.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	unable to login in pcs 1x	user unable to login pcs 1x guided for password reset process through pcs 1x	Delhi Team
20200928000050	32 d 4 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL MT.CHIOS AND IMO NO. 9792187	2020-09-28 14:42:16 (Asia/Kolkata)	September	2020-10-02 14:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atantiglobalshipping.com	mumbai@atantiglobalshipping.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	VCN is not reflecting in pcs 1x	As checked voyage is submitted and pending for approval from port	Delhi Team
20200928000046	32 d 5 h	CONTAINER ACCOUNT TOP UP. A/C - CONTAINER A/C - D1013 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-09-28 14:04:11 (Asia/Kolkata)	September	2020-10-02 14:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	corrected the pay id and paysts shared to port system same informed to user payment is successful	Delhi Team
20200928000044	32 d 5 h	MV PRINCESS MARGO - IMO 9720017 - VESSEL PROFILE SUBMISSION ERROR - REGARDING	2020-09-28 13:46:09 (Asia/Kolkata)	September	2020-10-02 14:01:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency.pravvshipping@gmail.com	agency.pravvshipping@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	user unable to submit the vessel profile in pcs 1x	remove the extra special word and submitted in pcs 1x application through remote session	Delhi Team
20200928000038	32 d 6 h	AGDORD message processing issue	2020-09-28 13:25:04 (Asia/Kolkata)	September	2020-10-02 13:45:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	wrong format agdord received in port edi	corrected the agdord and same has been shared to port edi, extra space deleted	Delhi Team
20200928000024	32 d 7 h	MV. CORONET -- IMO: 9552408 / CALL SIGN: D5TF3 -- PLS SEND DETAILS TO ICEGATE AND DGLL	2020-09-28 11:58:11 (Asia/Kolkata)	September	2020-09-28 12:07:42 (Asia/Kolkata)	PCS Support	closed successful	2 medium	g.ravi@merchantshpg.com	g.ravi@merchantshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vespro is not reflecting in icegate /dgl	vespro file is already available in port system same informed to user	Delhi Team
20200928000023	32 d 7 h	CUSTOMS/DGLL SITE	2020-09-28 11:54:10 (Asia/Kolkata)	September	2020-10-02 12:01:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bajju@tpment.com	bajju@tpment.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vespro is not reflecting in icegate /dgl	vespro file is already available in port system same informed to user	Delhi Team
20200928000017	32 d 7 h	MLL1 - FW: Payment for bill no. 2020092588735396 has been made.	2020-09-28 11:41:10 (Asia/Kolkata)	September	2020-09-29 12:37:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shridhar@millogistics.com	shridhar@millogistics.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	payment is showing successful and required file shared to port system. For changing to pad kindly contact to concerned port	Delhi Team
20200928000010	32 d 8 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-09-28 11:04:35 (Asia/Kolkata)	September	2020-09-28 11:45:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	payment is showing successful and required file shared to port system.	Delhi Team
20200927000011	32 d 23 h	MV TANZANITE DELAY IN APPROVAL OF ASSESSMENT IN PCS	2020-09-27 20:21:24 (Asia/Kolkata)	September	2020-10-02 09:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandia@samudramarine.com	kandia@samudramarine.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	MV TANZANITE DELAY IN APPROVAL OF ASSESSMENT IN PCS	You are requested to kindly contact to the concern port for the approval of wharfage.	Delhi Team
20200927000009	33 d 3 h	MT MORNING CRANE DUE AT SIKKA FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-09-27 16:09:21 (Asia/Kolkata)	September	2020-10-02 07:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	kindly register the same in Custom EDI System enable us to file the prior IGM earliest as vessel is arriving at SIKKA	As checked at our end the reported vessel details are already shared with the DGLL & ICEGATE team automatically.	Delhi Team
20200927000001	33 d 8 h	Re: Container number not showing in Kolkata port trust side	2020-09-27 10:54:11 (Asia/Kolkata)	September	2020-10-02 07:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container number not showing in Kolkata port trust side	Please be informed when you submit COPRAR in PCS please enter correct CHA code with exact format.	Delhi Team
20200926000061	33 d 23 h	Container number not showing in Kolkata port trust side	2020-09-26 20:38:14 (Asia/Kolkata)	September	2020-09-26 21:11:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	taharima.pavin@sealloyd.in	taharima.pavin@sealloyd.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, Asked to Contact to the Concern Port as the COPRAR File is available in Port folder	Delhi Team

20200926000034	34 d 3 h	Coprar no reflected in pcs	2020-09-26 15:50:09 (Asia/Kolkata)	September	2020-09-26 15:56:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anupam1tra nsindialogist cs@gmail.com	anupam1tra nsindialogist cs@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End,Asked to Contact to the Concern Port as the COPRAR File is available in Port folder	Delhi Team
20200926000033	34 d 4 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-09-26 15:40:08 (Asia/Kolkata)	September	2020-09-30 21:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lanc ermarine.in	aurang@lanc ermarine.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment,Asked to Wait we will confirm once the same is resolved.Payment is verified at our end, kindly get in touch with Port Authorities for the credit of the same.	Delhi Team
20200926000032	34 d 4 h	Below paysts files not received by JNPT API.	2020-09-26 15:26:06 (Asia/Kolkata)	September	2020-10-02 15:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	Port is Querying for the PAYSTS file	Port is Querying for the PAYSTS file,Asked to wait As we have checked the PDA Account number is not Updated at your end. You are requested to kindly check the same and Confirm.	Delhi Team
20200926000031	34 d 4 h	NOT SHOWING IN PCS SYSTEM	2020-09-26 15:20:05 (Asia/Kolkata)	September	2020-09-26 16:03:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	brcl.port@gmail.com	brcl.port@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End,Asked to Contact to the Concern Port as the COPRAR File is available in Port folder	Delhi Team
20200926000030	34 d 4 h	CRN NO- 2020092688794118 & 2020092688794532- EXPORT WHARFAGE -MV ALTHEA	2020-09-26 14:42:19 (Asia/Kolkata)	September	2020-09-30 18:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	logistics@sa mudramarine.com	logistics@sa mudramarine.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200926000028	34 d 5 h	Fwd: RELEASE CONTAINERS OF CONSIGNEE: ASTRON POLYMERS // DPD CODE: AP2	2020-09-26 14:28:17 (Asia/Kolkata)	September	2020-09-30 16:15:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200926000027	34 d 5 h	Fw: RELEASE CONTAINERS OF CONSIGNEE: ASTRON POLYMERS // DPD CODE: AP2	2020-09-26 14:26:17 (Asia/Kolkata)	September	2020-09-30 15:01:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	parav@astro npolymers.net	parav@astro npolymers.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200926000022	34 d 6 h	URGENT UPDATE PAYMENT OF CONSIGNEE: ASTRON POLYMERS // PD ACCOUNT: AP2 // DPD CODE: AP2	2020-09-26 13:15:06 (Asia/Kolkata)	September	2020-09-30 19:01:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User needs confirmation of payment	As we have checked, the Reported Payment is showing success from PCS end and the required file available in the Port. You are requested to kindly check with concern port for the confirmation of the same.	Delhi Team
20200926000021	34 d 6 h	Received Berman from Bad	2020-09-26 13:13:06 (Asia/Kolkata)	September	2020-09-30 19:01:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haladia	Port Officer	EDI	User Guidance-BIRTHING PROBLEM	Received Berman from Bad	As the User has selected the details and shared with you, we can't modify the input given by the User, you are requested to kindly reject or ask the user to resubmit with correct details.	Delhi Team
20200926000020	34 d 6 h	Mv Atlantic B - Marine Dues Payment	2020-09-26 13:10:05 (Asia/Kolkata)	September	2020-09-28 11:40:47 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia.operat ions@deblines.com	haldia.operat ions@deblines.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haladia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	As we have checked, the Reported Payment is showing success from PCS end and the required file available in the Port. You are requested to kindly check with concern port for the confirmation of the same.	Delhi Team
20200926000008	34 d 8 h	PCS - Kopt Payment Failure Dtd 26th Sept 2020	2020-09-26 11:25:10 (Asia/Kolkata)	September	2020-09-28 14:42:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anuja@econshipping.com	anuja@econshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User Not able to find Payment status.	User Not able to find Payment status.	Delhi Team
20200925000121	34 d 20 h	AUTO SMTP not received	2020-09-25 23:13:13 (Asia/Kolkata)	September	2020-09-30 19:05:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	INPPVRAIL@apmterminals.com	INPPVRAIL@apmterminals.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	PIPAAVAV Port	Trade User	Application	User Guidance-IGM ISSUE	AUTO SMTP not received	Balance files copied to the port folder through the FTP.	Delhi Team

20200925000119	34 d 22 h	URGENT // COPRAR MISSING IN PORT SYSTEM // BOOKING NO: GOSUCCU6021029	2020-09-25 21:18:13 (Asia/Kolkata)	September	2020-09-30 08:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR MISSING IN PORT SYSTEM // BOOKING NO: GOSUCCU6021029	As checked the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team. If any query or support please feel free to contact us about the same on 1800115055 or support.pcs@nic.in	Delhi Team
20200925000108	35 d 0 h	Customs /DGLL site	2020-09-25 19:14:14 (Asia/Kolkata)	September	2020-09-30 08:30:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	baiju@tpm-ent.com	baiju@tpm-ent.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	Port has approved the following vessel in PCS site, so pls add Customs and DGLL site also.	As checked, the reported vessel detail is already available in icagate/dgl system. You are requested to kindly check with icagate/dgl team and confirm.	Delhi Team
20200925000102	35 d 1 h	Request For Change Transshipment against container no CBHU3710883///VCN-CCU12000476///	2020-09-25 17:48:18 (Asia/Kolkata)	September	2020-09-30 08:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccuops@aus-terelogistics.com	ccuops@aus-terelogistics.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Request For Change Transshipment against container no CBHU3710883///VCN-CCU12000476///	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team for changing in coprar	Delhi Team
20200925000100	35 d 1 h	RE: Port payment made into MILI A/C	2020-09-25 17:44:18 (Asia/Kolkata)	September	2020-09-29 19:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anand_g_bom@poseidonship.com	anand_g_bom@poseidonship.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation for payment	As we can check payment is showing success & the information is shared with the Port Authorities.	Delhi Team
20200925000094	35 d 2 h	Adhoc Payment of Cargo dues through PCS	2020-09-25 17:22:14 (Asia/Kolkata)	September	2020-09-30 10:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ranjan.sahoo@renukasugars.com	ranjan.sahoo@renukasugars.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Adhoc Payment of Cargo dues through PCS	As per our telecom discussion and remote support, assisted you the payment process through PCS and test payment is successful. Please contact with the port for the confirmation of the same.	Delhi Team
20200925000092	35 d 2 h	Port payment not reflected in Haldia port - pcs	2020-09-25 17:11:13 (Asia/Kolkata)	September	2020-09-29 17:25:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rkchaurasia@tmilltd.com	rkchaurasia@tmilltd.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	User Not able to find payment status.	User Not able to find payment status. As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200925000089	35 d 3 h	CUSTOM FILE MISSING	2020-09-25 16:37:08 (Asia/Kolkata)	September	2020-09-30 08:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kandla	Port Officer	EDI	User Guidance-IGM ISSUE	CUSTOM FILE MISSING	As checked the mention SB number 5291985, we are unable to find the same, you are requested to please check the same and revert with correct SB Number.	Delhi Team
20200925000088	35 d 3 h	PCS VOYAGE NUMBER NOT REFLECTING AT JNPT FINANCE DEPT FOR VESSEL MT RUDOLF SCHULTE	2020-09-25 16:37:07 (Asia/Kolkata)	September	2020-09-30 12:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	PCS VOYAGE NUMBER NOT REFLECTING AT JNPT FINANCE DEPT FOR VESSEL MT RUDOLF SCHULTE	As checked, the voyage is submitted state in pcs1x application and required file has been shared to port system.	Delhi Team
20200925000086	35 d 3 h	PCS registration	2020-09-25 16:29:05 (Asia/Kolkata)	September	2020-09-29 16:45:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kotaporttrust.gov.in	tanusree@kotaporttrust.gov.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User Want Login Credential in PCS 1x application	User Want Login Credential in PCS 1x application, we have create the login in PCS application and same inform to the user.	Delhi Team



20200925000083	35 d 3 h	Payment confirmation at JNPCT - SHELL INDIA MARKETS PVT LTD -- DPD CODE --- 171 -----reg	2020-09-25 16:25:05 (Asia/Kolkata)	September	2020-10-15 17:05:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Mangesh.Hande@bdpint.com	Mangesh.Hande@bdpint.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	User Not able to find Payment status.	User Not able to find Payment status.As checked reported payment issue has been resolve and Paysys file available in the port folder same inform to the user.	Delhi Team
20200925000077	35 d 3 h	PCS verification Error - Vessel Lady Eva	2020-09-25 16:17:04 (Asia/Kolkata)	September	2020-09-30 08:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sahadev.Lonari@es-shipping.com	Sahadev.Lonari@es-shipping.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	PCS verification Error - Vessel Lady Eva	As we have checked, the Reported Payment is showing success from PCS end and the required file available in the Port. You are requested to kindly check with concern port for the confirmation of the same.	Delhi Team
20200925000076	35 d 3 h	REQUESTING FOR REFLECTING VESSEL CHARGES AT PCAN ACCOUNT HALDIA	2020-09-25 16:10:23 (Asia/Kolkata)	September	2020-09-26 11:44:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia@mari nelinks.in	haldia@mari nelinks.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	REQUESTIN G FOR REFLECTIN G VESSEL CHARGES AT PCAN ACCOUNT HALDIAx	Payment is success & the same is shared with the Port Team, kindly get in touch with the Port Authorities for the credit of the same.	Delhi Team
20200925000074	35 d 3 h	Cochin Port Wharfage Payment Rs.10, 39,302.00/- BY AXIS BANK LTD	2020-09-25 16:06:23 (Asia/Kolkata)	September	2020-09-25 22:19:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tuticorin@atl anticglobalsh ipping.com	tuticorin@atl anticglobalsh ipping.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	Cochin Port Wharfage Payment Rs.10, 39,302.00/- BY AXIS BANK LTD	Kindly verify the same after 1-2 hours once the same is cleared by the Bank it will be showing success in the application.	Delhi Team
20200925000073	35 d 3 h	VCN ERROR at PCS	2020-09-25 15:56:21 (Asia/Kolkata)	September	2020-09-30 08:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vilsonshpg@gmail.com	vilsonshpg@gmail.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Tuticorin	Trade User	Application	User Guidance- VCN NOT REFLECTIN G	VCN ERROR at PCS	As per our telecom discussion and remote support,now Voyage registration has been submitted successfully.	Delhi Team
20200925000070	35 d 3 h	Port Trust Deposit (DU009)	2020-09-25 15:53:21 (Asia/Kolkata)	September	2020-09-30 08:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.ca@un itedliners.co m	acct.ca@un itedliners.co m	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	Port Trust Deposit (DU009)	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system.	Delhi Team
20200925000069	35 d 3 h	Port Trust Deposit (DU003)	2020-09-25 15:50:20 (Asia/Kolkata)	September	2020-09-30 08:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.ca@un itedliners.co m	acct.ca@un itedliners.co m	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	Port Trust Deposit (DU003)	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system.	Delhi Team
20200925000068	35 d 3 h	Reset password	2020-09-25 15:46:19 (Asia/Kolkata)	September	2020-09-30 08:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbaiaagen cy@actship.c om	mumbaiaagen cy@actship.c om	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- RESET PASSWOR D	Reset password	You are requested to kindly visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and click Reset Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200925000067	35 d 3 h	CONTAINER WT MISMATCH/BMOU4710701/40'	2020-09-25 15:42:18 (Asia/Kolkata)	September	2020-09-30 08:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	docs@penno nshipping.co m	docs@penno nshipping.co m	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	CONTAINER WT MISMATCH/ BMOU4710 701/40'	As per our telecom discussion, the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team for changing in COPRAR	Delhi Team
20200925000066	35 d 3 h	Re: CODECO & COARRI EDI files from DBG (PCS1x and ICEGATE)	2020-09-25 15:41:19 (Asia/Kolkata)	September	2020-09-26 09:41:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	selvarathna.s @vocport.go v.in	selvarathna.s @vocport.go v.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Tuticorin	Port Officer	EDI	User Guidance- Other EDI	CODECO & COARRI EDI files from DBG (PCS1x and ICEGATE)		Delhi Team

20200925000055	35 d 4 h	PCS Payment for OOCL India Pvt Ltd PD a/c IO017 - OOC	2020-09-25 15:06:13 (Asia/Kolkata)	September	2020-10-02 12:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	PCS Payment for OOCL India Pvt Ltd PD a/c IO017 - OOC	As we have checked, the Reported Payment is showing success from PCS end and the required file available in the Port. You are requested to kindly check with concern port for the confirmation of the same.	Delhi Team
20200925000035	35 d 6 h	50X40HC OEL FORTUNE-2014	2020-09-25 13:30:20 (Asia/Kolkata)	September	2020-09-30 08:40:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.moreno@ood.com	shelton.moreno@ood.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Pls make the coprar for this vessel.	As checked the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team. If any query or support please feel free to contact us about the same on 1800115055 or support.ipcs@nic.in	Delhi Team
20200925000034	35 d 6 h	RE: REQUEST FOR VESSEL IGM UPDATE - M.V. GRUAUD LAROSE	2020-09-25 13:30:17 (Asia/Kolkata)	September	2020-09-30 17:34:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tuti@seapol.com	tuti@seapol.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Tuticorin	Trade User	Application	User Guidance- EDO	RE: REQUEST FOR VESSEL IGM UPDATE - M.V. GRUAUD LAROSE	As per our telecom discussion , you are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can do the EDO.	Delhi Team
20200925000032	35 d 6 h	Pegasos - VESSEL NAME UPDATION	2020-09-25 13:28:19 (Asia/Kolkata)	September	2020-09-30 08:40:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@centurystar.co.in	agency@centurystar.co.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Tuticorin	Trade User	EDI	User Guidance- VESPRO- ICEGATE	Pegasos - VESSEL NAME UPDATION	As checked, the Vessel Detail of IMO 9624653 is submitted today 24/09/2020,also its approved.and the details are already updated as entered in PCS application.	Delhi Team
20200925000028	35 d 6 h	RE: Mty Cont List A/c OOCL Vessel # MCP BILBAO - 105 (4 X 40FR & 1 X 40RF)	2020-09-25 13:14:16 (Asia/Kolkata)	September	2020-09-26 08:55:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shelton.moreno@ood.com	shelton.moreno@ood.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	RE: Mty Cont List A/c OOCL Vessel # MCP BILBAO - 105 (4 X 40FR & 1 X 40RF)	As checked the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team. If any query or support please feel free to contact us about the same on 1800115055 or support.ipcs@nic.in	Delhi Team
20200925000027	35 d 6 h	Final Port of Discharge [ FPD ] should be change from Bandar Abbas [ IRBND1 ] to Jebel Ali [ AEJEA1 ]	2020-09-25 13:02:13 (Asia/Kolkata)	September	2020-09-30 08:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mktg.cal@tgstipl.com	mktg.cal@tgstipl.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Final Port of Discharge [ FPD ] should be change from Bandar Abbas [ IRBND1 ] to Jebel Ali [ AEJEA1 ]	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team for changing in coprar	Delhi Team
20200925000026	35 d 6 h	Request for Change in Transhipment Port---(Port Of Discharge/Destination to LKCBM1 //COPRAR - 2020092188326401 //VCN-CCU12000465//	2020-09-25 12:54:12 (Asia/Kolkata)	September	2020-09-26 08:57:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Request for Change in Transhipment Port--- (Port Of Discharge/Destination to LKCBM1 //COPRAR - 202009218	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team for changing in coprar	Delhi Team
20200925000023	35 d 6 h	NEED TO REVISE CONTAINER SIZE IN PCS// Container No. NYKU4083661	2020-09-25 12:44:11 (Asia/Kolkata)	September	2020-09-25 15:12:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	expfclkol@lancernmarine.in	expfclkol@lancernmarine.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200925000008	35 d 8 h	Received Coprar file from Bad	2020-09-25 11:24:18 (Asia/Kolkata)	September	2020-09-26 08:59:47 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haldia	Port Officer	EDI	User Guidance- COPRAR	Received Coprar file from Bad	As checked the mention file, COPRAR is corrected and re-copied to the PMX folder after removing the extra space.	Delhi Team

20200925000007	35 d 8 h	Received AGDORD file from Bad	2020-09-25 11:21:18 (Asia/Kolkata)	September	2020-09-30 08:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDO	Received AGDORD file from Bad	As checked,the file is as per format no issue found with the AGDORD .User has selected the line item while doing EDO and accordingly the IGM data is fetch in AGDORD and same is shared with port .We can't modify the same.	Delhi Team
20200925000003	35 d 9 h	Reg VESARR and VESDEP xml files - Mormugao Port Trust - Goa	2020-09-25 10:14:07 (Asia/Kolkata)	September	2020-09-30 08:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Marmagao (ex Marmugao)	Port Officer	EDI	User Guidance-Other EDI	Reg VESARR and VESDEP xml files - Mormugao Port Trust - Goa	We have resolved the issues with brief descriptions	Delhi Team
20200924000092	35 d 22 h	MV Isabel / Mundra - Not Showing in DGLL	2020-09-24 21:05:22 (Asia/Kolkata)	September	2020-09-28 21:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandia.ops@benlineagencies.in	kandia.ops@benlineagencies.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	User Not able to find VESPRO file status in DGLL	User Not able to find VESPRO file status in DGLL. As checked and found file already available in the DGLL folder and same inform to the user.	Delhi Team
20200924000079	36 d 1 h	BERTHING NOT ALLOTTED IN PCS SYSTEM FOR MV: CAPE MORETON - 2006 // L0802	2020-09-24 17:48:16 (Asia/Kolkata)	September	2020-09-25 09:41:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	prudentia@jnpn@mastergroups.com	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-BIRTHING PROBLEM	BERTHING NOT ALLOTTED IN PCS SYSTEM FOR MV: CAPE MORETON - 2006 // L0802	Kindly get in touch with the Port team for the berthing, once they allow the same in the application it will be reflecting in the PCS Ix.	Delhi Team
20200924000076	36 d 2 h	Port Trust Deposit (DU009)	2020-09-24 17:34:09 (Asia/Kolkata)	September	2020-09-28 17:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.ca@unitedliners.com	acct.ca@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User not able to find payment details.	User not able to find payment details. As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200924000072	36 d 2 h	PAYSTS XML File not received at Paradip Port Trust Pcs	2020-09-24 17:17:07 (Asia/Kolkata)	September	2020-09-29 07:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Paradip	Port Officer	Payment	User Guidance-Paysts	PAYSTS XML File not received at Paradip Port Trust Pcs	As we have checked, the Reported Payment is showing success from PCS end and the required PAYSTS file is generated and available in the Port folder. You are requested to kindly check and confirm.	Delhi Team
20200924000062	36 d 2 h	RE: EPL2000355 // NDC request for MV MODERN LINK V086 arrives on 26th Sep - 1900 Hrs // Berthing : 27th Sep - 0800 Hrs	2020-09-24 16:50:22 (Asia/Kolkata)	September	2020-09-29 17:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	antony.selva.prakash@nykgroup.com	antony.selva.prakash@nykgroup.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Ennore	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want to his payment status		Delhi Team
20200924000060	36 d 3 h	Mv KM Keelung- Marine Dues Payment	2020-09-24 16:35:22 (Asia/Kolkata)	September	2020-09-25 08:19:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia.operations@deblines.com	haldia.operations@deblines.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Mv KM Keelung- Marine Dues Payment- User want to know payment status	As we have checked, the Reported Payment is showing success from PCS end and the required file available in the Port. You are requested to kindly check with concern port for the confirmation of the same.	Delhi Team
20200924000059	36 d 3 h	Re: Vessel Profile Registration Request for vessel MUSCAT SILVER has been approved.	2020-09-24 16:35:19 (Asia/Kolkata)	September	2020-09-25 16:46:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@interocean.in	mumbai@interocean.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Hazira Port	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not Showing at ICEGATE	VESPRO is not Showing at ICEGATE , the VESPRO File is already available in the ICEGATE folder. Please check with ICEGATE and confirm. Once the ICEGATE will consume the same file, it will reflect in ICEGATE.	Delhi Team
20200924000056	36 d 3 h	RE: JNPT PAYMENT RELATED	2020-09-24 16:02:15 (Asia/Kolkata)	September	2020-09-24 16:08:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opcbulk1@nobleshipping.net	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is Showing Pending	User has given confirmation and amount is refunded in account	Delhi Team

20200924000055	36 d 3 h	JNPT PAYMENT RELATED	2020-09-24 15:45:12 (Asia/Kolkata)	September	2020-09-28 16:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opsbulk1@nobleshipping.net	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is Showing Pending	the reported payment is pending from bank and amount is different from the challan. If amount is deducted from account it will refund in debited account.	Delhi Team
20200924000042	36 d 4 h	PCS password reset.	2020-09-24 14:58:05 (Asia/Kolkata)	September	2020-09-29 08:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Parthiban.Sankar@hlag.com	Parthiban.Sankar@hlag.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Marmagao (ex Marmagao)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	PCS password reset.	You are requested to kindly visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA">https://indianpcs.gov.in/PA</a> , PCS/ and click Reset Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200924000035	36 d 5 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	2020-09-24 14:31:20 (Asia/Kolkata)	September	2020-09-28 14:50:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	Payment is not getting verify	Payment is not getting verify.As we have checked the reported payment has been successful and required file is shared with the port please coordinate with port for payment confirmation.same is informed to user	Delhi Team
20200924000033	36 d 5 h	DPD Code : ABD & USER NAME :abodpd	2020-09-24 14:25:20 (Asia/Kolkata)	September	2020-09-28 15:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ambaniorganics@rediffmail.com	ambaniorganics@rediffmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	user want login id for pcs 1x	asked to user kindly submit the stake holder registration in pcs 1x application	Delhi Team
20200924000031	36 d 6 h	IGM NOT REFLECTED IN PCS // IGM NO. 2262899 DT. 21/09/2020	2020-09-24 13:37:12 (Asia/Kolkata)	September	2020-09-28 13:45:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	namdeo@chakiat.net	namdeo@chakiat.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-IGM ISSUE	igm is not searching	igm is not searching you are requested to kindly link the VCN with IGM in VCN Link section under Trade . if any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200924000023	36 d 6 h	Password Reset Request // User Name: oneli004 // ONE //	2020-09-24 12:43:05 (Asia/Kolkata)	September	2020-09-24 13:35:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	suman.dhawa@one-line.com	suman.dhawa@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User is not able to Login	User is not able to Login,Asked the User to reset the Password.	Delhi Team
20200924000020	36 d 7 h	REQUIRE RECTIFICATION OF FINAL DESTINATION PORT CODE	2020-09-24 12:08:18 (Asia/Kolkata)	September	2020-09-24 13:02:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	aniruddha.shipping@anglogoldy.com	aniruddha.shipping@anglogoldy.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to AMEND the Final Port Of Discharge Change	User want to AMEND the Final Port Of Discharge Change. As we have checked, Our intervention is not required for the same. As we are not doing any amendment from our end.You are requested to kindly contact to the concern Authority for the same.	Delhi Team
20200924000014	36 d 8 h	MV.NOTA A -IMO NO: 9249271 REQUEST FOR VCN NUMBER	2020-09-24 10:57:07 (Asia/Kolkata)	September	2020-09-28 12:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops@bothragroup.com	ops@bothragroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS, the Reported Voyage is in Submitted state and The Reported file is available in the Port folder. Once the port will approve the same, VCN will be allotted.	Delhi Team
20200923000095	36 d 23 h	PCS E-Do Registration	2020-09-23 20:17:11 (Asia/Kolkata)	September	2020-09-24 15:02:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mkagency01@gmail.com	mkagency01@gmail.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Application				Delhi Team
20200923000092	37 d 0 h	JNPT PAYMENT -14.77 L ON 23.09.2020	2020-09-23 19:15:20 (Asia/Kolkata)	September	2020-09-27 19:40:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lchandrassekaravans@transworld.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO UPLOAD EDO	User unable to verify the payment		Delhi Team

20200923000082	37 d 1 h	// VCN NO NOT REFLECTING IN PCS //	2020-09-23 17:58:07 (Asia/Kolkata)	September	2020-09-28 09:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@inter-ocean.in	kandla@inter-ocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Callinr is not received in port edi	callinr generated and shared to port as same informed to user	Delhi Team
20200923000080	37 d 1 h	UNABLE TO VERIFY PAYMENT -JNPT PORT PAY - 23.09.2020 AMT : 7984075.41	2020-09-23 17:56:07 (Asia/Kolkata)	September	2020-09-27 18:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	namratabhogal@evergreen-shipping.co.in	namratabhogal@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200923000052	37 d 2 h	Send PAYSTS for below bill no : 2020092188344789 / FW: Customer Master of YS3 not created in FOCUS	2020-09-23 17:00:19 (Asia/Kolkata)	September	2020-09-28 07:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnptport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	As checked and paysts file has been shared to port system. You are requested to kindly check.	Delhi Team
20200923000049	37 d 3 h	M.V.AP DRZIC WHARFAGE NOTING	2020-09-23 16:38:16 (Asia/Kolkata)	September	2020-10-13 12:49:37 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	otakandla@gmail.com	otakandla@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	M.V.AP DRZIC WHARFAGE NOTING	You are requested to kindly contact to the concern port for the approval of wharfage.	Delhi Team
20200923000047	37 d 3 h	TYPE OF CONTAINER MENTIONED WRONG // COPRAR REF. NO: 2020092388543041 / VCN NO: CCU12000464// MV: ASIATIC DAWN - 022	2020-09-23 16:25:15 (Asia/Kolkata)	September	2020-09-24 07:53:57 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	satyajit@majesticmaritime.com	satyajit@majesticmaritime.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	TYPE OF CONTAINER MENTIONED WRONG	As we have checked, Our intervention is not required for the same, COPRAR is available in port,for any changes in the same, you are requested to kindly contact to the concern Port Authority for the same.	Delhi Team
20200923000036	37 d 4 h	Export wharfage approval	2020-09-23 15:24:24 (Asia/Kolkata)	September	2020-09-24 07:56:30 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	umkkandla@gmail.com	umkkandla@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-Other EDI	Export wharfage approval	You are requested to kindly contact to the concern port for the approval of wharfage.	Delhi Team
20200923000035	37 d 4 h	Unable to Login in PCS - dsmsi001 - Centrient Pharmaceuticals (25Q)	2020-09-23 15:01:21 (Asia/Kolkata)	September	2020-09-28 07:45:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Nitin.Sawant@bdpint.com	Nitin.Sawant@bdpint.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User is fcng issues with login	You are requested to kindly visit the Indian PCS Website: <a href="https://indianpcs.gov.in/WPA_PCS/">https://indianpcs.gov.in/WPA_PCS/</a> and click Reset Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200923000020	37 d 7 h	PAYSTS XML UPLOAD ERROR AT PARADIP PORT TRUST PCS	2020-09-23 12:26:15 (Asia/Kolkata)	September	2020-09-27 19:59:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Paradip	Trade User	EDI	User Guidance-Paysts	PAYSTS XML UPLOAD ERROR AT PARADIP PORT TRUST PCS	As checked we found that we got the same bank ref id from the Bank only, we have updated the same & shared over the PMX to your port folder.	Delhi Team
20200923000019	37 d 7 h	Error while uploading XML file	2020-09-23 12:20:14 (Asia/Kolkata)	September	2020-09-29 17:40:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mitesh.patel@odex.co	mitesh.patel@odex.co	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-Xml File	Error while uploading XML file due to custodian code		Delhi Team
20200923000015	37 d 7 h	AUSTERE LOGISTICS //URGENT//COPRAR NOT SHOWN AT POMS//	2020-09-23 11:43:09 (Asia/Kolkata)	September	2020-09-24 08:02:33 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ccuops@aus-terelogistics.com	ccuops@aus-terelogistics.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR NOT SHOWN AT POMS	Issues has been resolved as confirmed by user	Delhi Team
20200923000013	37 d 8 h	Received incorrect CHSAE02 file in BAD folder	2020-09-23 11:27:06 (Asia/Kolkata)	September	2020-10-13 12:50:55 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol-kataporttrust.gov.in	pcs.hdc@kol-kataporttrust.gov.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haldia	Port Officer	EDI	User Guidance-IGM ISSUE	Received incorrect CHSAE02 file in BAD folder	We have checked the same at our end & compare it with the XML files received from Customs & found that we have shared as it is received from the customs.	Delhi Team
20200923000012	37 d 8 h	Re: MV CHARLOTTE OLDENDORFF (IMO 9570852) LIGHTDUES PAYMENT ERROR	2020-09-23 11:23:04 (Asia/Kolkata)	September	2020-09-27 15:10:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Marmagao (ex Marmagao)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	Vespro is not updated in pcs then asked to user kindly update the same in pcs	Delhi Team
20200923000009	37 d 8 h	RE: Voyage Request Received	2020-09-23 11:09:23 (Asia/Kolkata)	September	2020-09-27 11:43:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Nair@x-pressteeders.com	Nair@x-pressteeders.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	multiple auto mail receive	Asked to user kindly contact to concerned port	Delhi Team

20200923000007	37 d 8 h	Waiting for approval of Assessment Cargo Stevedoring Charges of M.T. CROWNED EAGLE	2020-09-23 11:02:22 (Asia/Kolkata)	September	2020-09-24 08:00:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import_expo rt@rishishipp ing.com	import_expo rt@rishishipp ing.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kandla	Trade User	EDI	User Guidance- Other EDI	Waiting for approval of Assessment Cargo Stevedoring Charges of M.T. CROWNED EAGLE	You are requested to kindly contact to the concern port for the approval of wharfage.	Delhi Team
20200923000003	37 d 10 h	Re: CART IN ORDER BOOKING NO.- CII0143385(TCNU8479580)1x40'HC-BAJRANGBALI	2020-09-23 09:20:06 (Asia/Kolkata)	September	2020-09-24 12:34:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentati on@lardnem orth.in	documentati on@lardnem orth.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system. As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200922000177	37 d 23 h	X-PRESS YAMUNA V- 20016	2020-09-22 20:39:05 (Asia/Kolkata)	September	2020-09-27 10:59:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui @iss- shipping.com	Sanket.Parui @iss- shipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system. As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200922000168	38 d 1 h	PCS Payment for OOCL India Pvt Ltd PD a/c IO017 - OOC - Rs.47,00,067/-	2020-09-22 18:25:23 (Asia/Kolkata)	September	2020-09-26 20:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vamsi.krishn a@ood.com	vamsi.krishn a@ood.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	User Not able to find Payment status.	As checked payment is failed so resolve the payment issue through bank and same inform to the user.	Delhi Team
20200922000158	38 d 1 h	COPRAR not reflected in PORT system /COPRAR - 2020092288450094/VCN-CCU12000462 //UETU2766002	2020-09-22 17:51:18 (Asia/Kolkata)	September	2020-09-26 18:20:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin @one- line.com	in.ccu.cartin @one- line.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR is not showing in port system	COPRAR is not showing in port system. As checked the COPRAR file is already available in port system as same informed to user	Delhi Team
20200922000154	38 d 1 h	COPRAR NOT REFLECTING IN PORT SYSTEM	2020-09-22 17:44:17 (Asia/Kolkata)	September	2020-09-26 19:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200922000151	38 d 2 h	COPRAR NOT REFLECTING IN PORT SYSTEM	2020-09-22 17:39:16 (Asia/Kolkata)	September	2020-09-23 07:18:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR NOT REFLECTING IN PORT SYSTEM	As checked the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team. If any query or support please feel free to contact us about the same on 1800115055 or support.jpcc@nic.in	Delhi Team
20200922000140	38 d 2 h	Rs.55,00,000.00 STATUS IS PENDING	2020-09-22 17:09:12 (Asia/Kolkata)	September	2020-09-27 07:20:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc- kolkata@atla nticgloabalshipping.com	acc- kolkata@atla nticgloabalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the reported payment is showing pending in pcs x1 application from bank end You are requested to kindly verify the same in pcs 1x application after some .	Delhi Team
20200922000139	38 d 2 h	RE: MV CEYLON PRINCESS /SALAYA - ILH	2020-09-22 17:02:11 (Asia/Kolkata)	September	2020-09-26 17:35:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar.op s@benlineag encies.in	jannagar.op s@benlineag encies.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	Vespro is not updated in pcs then asked to user kindly update the same in pcs	Delhi Team
20200922000136	38 d 2 h	RE: REEFER CART IN FOR BKN NO. 2648318110 / BB4788	2020-09-22 16:54:10 (Asia/Kolkata)	September	2020-09-22 17:18:58 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shelton.more no@ood.co m	shelton.more no@ood.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200922000135	38 d 3 h	RE: MLO WISE IMPORT TDR FOR ASIATIC MOON VOY-33E- VESSEL PARTICULARS - NOTICE TO THE CONSIGNEE/ VCN NO-CCU12000446 & IGM NO- 2262770	2020-09-22 16:39:07 (Asia/Kolkata)	September	2020-09-26 16:50:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Ghosh.Prabir @in.zim.com	Ghosh.Prabir @in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200922000133	38 d 3 h	RE: CARTIN OOCL BOOKING NO: 2648270010.1X20' INVOICE NO - 23. JOB NO - 6351 S.B ENTERPRISE	2020-09-22 16:28:05 (Asia/Kolkata)	September	2020-09-26 16:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.more no@ood.co m	shelton.more no@ood.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team

202009220000132	38 d 3 h	RE: ERROR IN EXPORT COPRAR	2020-09-22 16:16:23 (Asia/Kolkata)	September	2020-09-26 20:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cs.ccu@sealloyd.in	cs.ccu@sealloyd.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	ERROR IN EXPORT COPRAR	As we have checked, Our intervention is not required for the same, COPRAR is available in port,for any changes in the same, you are requested to kindly contact to the concern Port Authority for the same.	Delhi Team
202009220000131	38 d 3 h	COPRAR not reflected in PORT system /COPRAR - 2020092288434150/VCN-CCU12000442/KKFU6730581/ CXRU1179909	2020-09-22 15:57:21 (Asia/Kolkata)	September	2020-09-23 07:21:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not reflected in PORT system	As checked the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team.	Delhi Team
202009220000130	38 d 3 h	COPRAR Not Available on KDS   VCN-CCU12000455	2020-09-22 15:52:19 (Asia/Kolkata)	September	2020-09-26 20:50:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Soumya.Sarkar@maersk.com	Soumya.Sarkar@maersk.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR Not Available on KDS   VCN-CCU12000455	As checked the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team. If any query or support please feel free to contact us about the same on 1800115055 or support.ipcs@nic.in	Delhi Team
202009220000126	38 d 3 h	RE : Payments through PCS not yet credited to KOLKATA PORT TRUST ACCOUNT	2020-09-22 15:48:20 (Asia/Kolkata)	September	2020-09-26 15:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@seaport.in.net	accounts@seaport.in.net	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,Asked that the PAYSTS file is available in Port folder.	Delhi Team
202009220000111	38 d 4 h	IMO NO. 9238325/ VESSEL NAME: MV LEVROSO	2020-09-22 15:32:16 (Asia/Kolkata)	September	2020-09-22 15:51:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai16@interoce.in	mumbai16@interoce.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vessel Profile is Not Showing at ICEGATE and DGLL	Vessel Profile is Not Showing at ICEGATE and DGLL. As we have checked, the Vessel Profile is already available in the ICEGATE folder. Once the ICEGATE will consume the same file, it will reflect in DGLL and ICEGATE. You are requested to kindly check with DGLL and ICEGATE and confirm.	Delhi Team
202009220000099	38 d 4 h	RE: REQUEST FOR VESSEL UPDATE - M.V. GRUAUD LAROSE	2020-09-22 15:20:14 (Asia/Kolkata)	September	2020-09-26 20:50:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuti@seapol.com	tuti@seapol.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	REQUEST FOR VESSEL UPDATE - M.V. GRUAUD LAROSE	As we have checked, the Vessel Profile is already available in the ICEGATE and DGLL folder.	Delhi Team
202009220000098	38 d 4 h	NEW VESSEL REGISTRATION MV. SINAR BIMA, IMO NO: 9397107 , CALL SIGN: 9VFV7	2020-09-22 15:19:13 (Asia/Kolkata)	September	2020-09-23 07:22:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sovanlal.chat terjee@samudera.id	sovanlal.chat terjee@samudera.id	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-DGLL - ICEGATE	NEW VESSEL REGISTRATION MV. SINAR BIMA, IMO NO: 9397107 , CALL SIGN: 9VFV7	As we have checked, the Vessel Profile is already available in the ICEGATE and DGLL folder.	Delhi Team
202009220000092	38 d 4 h	Port Trust Deposit (DU009)	2020-09-22 15:07:12 (Asia/Kolkata)	September	2020-09-23 07:23:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is asking for payment confirmation	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system.	Delhi Team

20200922000088	38 d 4 h	Re: BOOKING NO- 363IN2021150920 6X20 CASABLANCA (A/C-ELECTROSTEEL CASTINGS LTD)	2020-09-22 14:44:08 (Asia/Kolkata)	September	2020-09-26 20:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	BOOKING NO- 363IN2021150920 6X20 CASABLANCA (A/C-ELECTROSTEEL CASTINGS LTD) All fields marked with an asterisk (*) are mandatory.	As checked the reported COPRAR file is available in port system. You are requested to kindly contact to NIC team. If any query or support please feel free to contact us about the same on 1800115055 or support.jpccs@nic.in	Delhi Team
20200922000072	38 d 6 h	COPRAR NO- 2020092188409296 UNABLE TO CHECK THE COPRAR/CONTAINER NO IN POMS ONLINE SERVICE/UNABLE TO GTE IN	2020-09-22 13:25:16 (Asia/Kolkata)	September	2020-09-26 15:01:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-nvoops@jakmaritime.com	jak-nvoops@jakmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200922000069	38 d 6 h	Request for Change in Transhipment Port---(Port Of Discharge/Destination to LKCM1 /VCN - CCU12000465//	2020-09-22 13:10:13 (Asia/Kolkata)	September	2020-09-22 15:02:37 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200922000065	38 d 7 h	Export Coprar not showing in Port	2020-09-22 12:38:08 (Asia/Kolkata)	September	2020-09-26 13:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	caladm@zline.in	caladm@zline.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200922000043	38 d 8 h	VCN for M.V. ASIATIC CLOUD( IMO :9366445) not found in PCS Voy no is 20135 Common Ref No. 2020091888147191	2020-09-22 10:51:12 (Asia/Kolkata)	September	2020-09-26 20:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jiten@tgslindia.com	jiten@tgslindia.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-VCN NOT REFLECTING	VCN for M.V. ASIATIC CLOUD( IMO :9366445) not found in PCS Voy no is 20135 Common Ref No. 2020091888147191	As per our telecom discussion,checked below detail,the reported voyage is submitted and required file is available in port.Once the port will approved the same and allot the VCN ,same will be reflect in PCS.	Delhi Team
20200922000038	38 d 9 h	VESSEL CALL SIGN NOT REFLECTING AT CUSTOMS EDI SYSTEM	2020-09-22 10:38:09 (Asia/Kolkata)	September	2020-09-27 07:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@mari nelinks.in	haldia@mari nelinks.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Haldia	Trade User	EDI	User Guidance-DGLL - ICEGATE	VESSEL CALL SIGN NOT REFLECTING AT CUSTOMS EDI SYSTEM	As we have checked, the Vessel Profile is already available in the ICEGATE folder.	Delhi Team
20200922000034	38 d 9 h	PAYMENT NOT SHOWING IN JNPT. A/C: TS LINES.	2020-09-22 10:18:08 (Asia/Kolkata)	September	2020-09-26 11:17:08 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vasant.takan e@tslineindia.com	JNPT	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment			Mumbai Team
20200921000097	39 d 0 h	Re: MV AFRICAN WAGTAIL DUE KANDLA // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-09-21 19:34:23 (Asia/Kolkata)	September	2020-09-25 20:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandia@inter ocean.in	kandia@inter ocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandia	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200921000075	39 d 2 h	PAYSTS XML FILE NOT RECEIVED AT PARADIP PORT TRUST	2020-09-21 16:42:16 (Asia/Kolkata)	September	2020-09-25 20:30:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Paradip	Port Officer	Payment	User Guidance-Paysts	PAYSTS XML FILE NOT RECEIVED AT PARADIP PORT TRUST	As we have checked, the Reported Payment is showing success from PCS end and the required PAYSTS file is generated and available in the Port folder. You are requested to Kindly check and confirm.	Delhi Team
20200921000074	39 d 3 h	Password Reset	2020-09-21 16:34:15 (Asia/Kolkata)	September	2020-09-25 16:45:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Parthiban.Sankar@hlag.com	Parthiban.Sankar@hlag.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-NOT ABLE TO LOGIN	User want to reset PCS 1x Login Password.	User want to reset PCS 1x Login Password, AS checked and share the password forget process.	Delhi Team



20200921000071	39 d 3 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-09-21 16:30:16 (Asia/Kolkata)	September	2020-09-21 16:44:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	User is not able to verify the payment,As we have check, the Reported Payment is Pending from PCS end Asked to Verify the same	Delhi Team
20200921000070	39 d 3 h	Port Payment (FN/PCAN/14/71)	2020-09-21 16:27:14 (Asia/Kolkata)	September	2020-09-21 16:43:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haladia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User wants the Confirmation for the Payment,	User wants the Confirmation for the Payment,The reported payment File is available in the Port folder. You are requested to kindly check with them and confirm.	Delhi Team
20200921000066	39 d 3 h	NEW VESSEL REGISTRATION MV. GUANG PING, IMO NO: 9546241, CALL SIGN: VREU7	2020-09-21 16:18:12 (Asia/Kolkata)	September	2020-09-22 16:28:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sovanlal.chat@samudera.id	sovanlal.chat@samudera.id	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Please update DGLL SYSTEM for smooth payment of ILH @ Kolkata.	As we have checked, the Vessel Profile is already available in the ICEGATE and DGLL folder.	Delhi Team
20200921000052	39 d 4 h	PCS Registration & Payment process for DPD account	2020-09-21 15:39:06 (Asia/Kolkata)	September	2020-09-22 11:04:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Lokesh.Abna ve@linde.com	Lokesh.Abna ve@linde.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,We have Guided the User for Stake Holder Registration in Indian PCS	Delhi Team
20200921000030	39 d 6 h	IMO Number :9188829 // Rotation number not generated or found in ICEGATE after VCN number allotment	2020-09-21 13:06:22 (Asia/Kolkata)	September	2020-10-13 12:54:51 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	antony.selva.prakash@nykgroup.com	antony.selva.prakash@nykgroup.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Ennore	Trade User	Application	User Guidance-Other Application	Rotation number not generated or found in ICEGATE after VCN number allotment	As checked the rotation number is generated by icigate team .You are requested to kindly contact icigate team.	Delhi Team
20200921000026	39 d 7 h	PCS registration	2020-09-21 12:34:17 (Asia/Kolkata)	September	2020-09-25 13:01:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Rashmee.Joshi@hlag.com	Rashmee.Joshi@hlag.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password.	User is Querying for the User ID and Password. Asked that the Registration is in Submitted state, Asked to contact to the concern port for the same.	Delhi Team
20200921000024	39 d 7 h	((URGENT)) MV GLOVIS CONDOR DUE CHENNAI PORT ON 22.09.2020 - PCS	2020-09-21 12:27:15 (Asia/Kolkata)	September	2020-09-25 12:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	glovis.chennai@cartrans.in	glovis.chennai@cartrans.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not Showing at ICEGATE	VESPRO is not Showing at ICEGATE , the VESPRO File is already available in the ICEGATE folder. Please check with ICEGATE and confirm. Once the ICEGATE will consume the same file, it will reflect in ICEGATE.	Delhi Team
20200921000021	39 d 7 h	Fwd: Customer Master of MS5 not created.	2020-09-21 11:59:11 (Asia/Kolkata)	September	2020-09-25 20:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Customer is asking for resend paysts file	We have shared the Reported PAYSTS files from our end. You are requested to Kindly check and confirm.	Delhi Team
20200921000009	39 d 8 h	User ID & Pass word for DPD payment	2020-09-21 11:20:06 (Asia/Kolkata)	September	2020-09-21 11:51:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Apurva.Salvi@sigroup.com	Apurva.Salvi@sigroup.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password.	User is Querying for the User ID and Password., We have guided you that how to reset the Password.	Delhi Team
20200921000003	39 d 9 h	RE: UPDATE CORRECT VCN NO INNSA1NS0L0827 NO FOR VESSEL XIN HONG KONG VOY- 042 NSICT TERMINAL	2020-09-21 09:55:12 (Asia/Kolkata)	September	2020-09-25 16:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Ajit.Pati@co sson.com	Ajit.Pati@co sson.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	UPDATE CORRECT VCN NO INNSA1NS0 L0827 NO FOR VESSEL XIN HONG KONG VOY-042 NSICT TERMINAL	Kindly get in touch with the Port Authorities as VCN is allotted by the Port Team & can be updated by them only.	Delhi Team
20200921000002	39 d 10 h	X-PRESS YAMUNA V-20016	2020-09-21 09:31:08 (Asia/Kolkata)	September	2020-09-25 16:50:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflected at port end	NIC confirmed as COPRAR is reflecting at our end.	Delhi Team

20200921000001	39 d 10 h	UPDATE CORRECT VCN NO FOR VESSEL XIN HONG KONG 042 NSICT TERMINAL	2020-09-21 09:05:04 (Asia/Kolkata)	September	2020-09-25 16:50:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Rohan.Patil@coscon.com	Rohan.Patil@coscon.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	UPDATE CORRECT VCN NO FOR VESSEL XIN HONG KONG 042 NSICT TERMINAL	Kindly get in touch with the Port Authorities as VCN is allotted by the Port Team & can be updated by them only.	Delhi Team
20200920000007	40 d 5 h	COPRAR MISSING IN PORT SYSTEM -158 ZIMUCCU6020989    3X20' KOLKATA - NAPLES   BKG & CLEARING BY SPD	2020-09-20 14:00:23 (Asia/Kolkata)	September	2020-09-20 17:57:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End.Asked to Contact to the Concern Port as the COPRAR File is available in Port folder	Delhi Team
20200920000005	40 d 5 h	COPRAR MISSING IN PORT SYSTEM // ZIMUCCU6020988 (EXP-157)    3X20' KOLKATA - NAPLES   BKG & CLEARING BY SPD	2020-09-20 13:55:23 (Asia/Kolkata)	September	2020-09-20 14:41:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End.Asked to Contact to the Concern Port as the COPRAR File is available in Port folder	Delhi Team
20200920000002	40 d 8 h	MVKSJL ANYANG - ILH PAYMNET ONLINE	2020-09-20 11:39:22 (Asia/Kolkata)	September	2020-09-20 14:35:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	seatrans.vizag@seatrans.co.in	seatrans.vizag@seatrans.co.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	User is not able to Pay the Light dues Payment	User is not able to Pay the Light dues Payment, Asked to Contact to DGLL team for the same	Delhi Team
202009190000054	41 d 2 h	MV MEDI PORTLAND // due Haldia on 22.09.2020 for discharging Manganese Ore // Negative Acknowledgement Received with Error Code :100.127	2020-09-19 16:54:22 (Asia/Kolkata)	September	2020-09-19 17:05:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping.haldia@gac.com	shipping.haldia@gac.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not Showing at ICEGATE	VESPRO is not Showing at ICEGATE , the VESPRO File is already available in the ICEGATE folder. Please check with ICEGATE and confirm. Once the ICEGATE will consume the same file, it will reflect in ICEGATE.	Delhi Team
202009190000045	41 d 3 h	IMO - 9492907//MV PMS EDELWEISS/URGENT AND IMPORTANT/	2020-09-19 15:51:13 (Asia/Kolkata)	September	2020-09-23 16:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	halops@bothragroup.com	halops@bothragroup.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance-EDI MESSAGE	vessel name is not showing in the Port system	vessel name is not showing in the Port system ,the Reported Issue has been resolved. Now vessel name is showing Correct in the Port system	Delhi Team
202009190000042	41 d 4 h	MV. DAYANG ORIENT ( IMO NO : 9491252 & CALL SIGN : D5DD8) - VESSEL NAME NOT REFLECTED IN CUSTOM EDI ( PARADIP) - REQUEST FOR HELP	2020-09-19 15:37:11 (Asia/Kolkata)	September	2020-09-19 16:31:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	paradeep@atantiglobalshipping.com	paradeep@atantiglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Paradip	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not Showing at ICEGATE and DGLL	VESPRO is not Showing at ICEGATE and DGLL, the VESPRO File is already available in the DGLL and ICEGATE folder. Please check with DGLL and ICEGATE and confirm. Once the DGLL and ICEGATE will consume the same file, it will reflect in DGLL and ICEGATE.	Delhi Team
202009190000036	41 d 4 h	REQUIRED ID PASSWORD OF PCS ACCOUNT OF JM5	2020-09-19 14:46:23 (Asia/Kolkata)	September	2020-09-23 15:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manish@albondglobal.com	manish@albondglobal.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password.	User is Querying for the User ID and Password. We have Shared the User ID and Password	Delhi Team
202009190000023	41 d 6 h	Re: CARTING ORDER VGM,SI & SBILL BOOKING NO-363IN1868560920	2020-09-19 13:13:10 (Asia/Kolkata)	September	2020-09-23 13:55:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. As we have the Reported COPRAR Issue has been resolved. The COPRAR File WAS Previously available in Mumbai Port. We have regenerated the file and shared the same in KOLKATA Port.	Delhi Team

20200919000022	41 d 6 h	Received Berman from Bad	2020-09-19 13:11:08 (Asia/Kolkata)	September	2020-09-23 14:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance-BIRTHING PROBLEM	Port is Querying that the received one Berman file from Bad and showing the error	Port is Querying that the received one Berman file from Bad and showing the error, Asked to Check with the User	Delhi Team
20200919000017	41 d 7 h	M.V. BBC GDANSK - Unable to Generate Delivery Order- IGM NO.2262653/18.09.2020	2020-09-19 12:39:23 (Asia/Kolkata)	September	2020-09-19 18:15:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jnpt_customs@jmbaxi.com	jnpt_customs@jmbaxi.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	User is Unable to Generate Delivery Order	User is Unable to Generate Delivery Order, Asked to wait	Delhi Team
20200919000001	41 d 9 h	FILE MISSING	2020-09-19 09:54:17 (Asia/Kolkata)	September	2020-09-20 14:33:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the IGM file	Port is Querying for the IGM file, WE have Updated the files after receiving from Customs	Delhi Team
20200918000094	41 d 23 h	KINDLY CHANGE TARE WT OF CONTAINER /// FBIU0500750	2020-09-18 20:03:05 (Asia/Kolkata)	September	2020-10-02 14:29:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	arshad.hossain@msc.com	arshad.hossain@msc.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	KINDLY CHANGE TARE WT OF CONTAINER /// FBIU0500750	As Box declaration has been done, Please contact to on duty port officer.	Delhi Team
20200918000091	42 d 0 h	AUTO SMTP not received	2020-09-18 18:42:16 (Asia/Kolkata)	September	2020-10-18 17:59:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	INPPVRAIL@spntermin.als.com	INPPVRAIL@spntermin.als.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	PIPAVAV Port	Trade User	EDI	User Guidance-IGM ISSUE	AUTO SMTP not received	We have shared the file through the FTP, kindly check the same at your end.	Delhi Team
20200918000089	42 d 0 h	LPG/C.EPIC SARDINIA - E-DELIVERY ORDER NOT YET GENERATED	2020-09-18 18:42:13 (Asia/Kolkata)	September	2020-09-21 12:43:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tuticorin@antiglobalshipping.com	tuticorin@antiglobalshipping.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Tuticorin	Trade User	Application	User Guidance-EDO	LPG/C.EPIC SARDINIA - E-DELIVERY ORDER NOT YET GENERATED	You are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200918000078	42 d 1 h	FW: IGM ERROR - IMO CODE DOES NOT EXISTS- Reg	2020-09-18 17:56:05 (Asia/Kolkata)	September	2020-09-22 20:45:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuti@mmexperts.com	tuti@mmexperts.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Tuticorin	Trade User	EDI	User Guidance-IMO Searching issue	IGM ERROR- IMO CODE DOES NOT EXISTS- Reg	Out intervention is not required .	Delhi Team
20200918000076	42 d 1 h	Rs.26,17,859.00 STATUS IS PENDING	2020-09-18 17:47:24 (Asia/Kolkata)	September	2020-09-24 10:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc-kolkata@atantiglobalshipping.com	acc-kolkata@atantiglobalshipping.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Rs.26,17,859.00 STATUS IS PENDING	As checked the reported payment is showing pending in pcs x1 application. You are requested to kindly verify the same in pcs 1x application after 2-3 hrs .	Delhi Team
20200918000071	42 d 2 h	Wharfage and Plot rent paid to Paradip Port under PD Account No 57113023	2020-09-18 17:19:19 (Asia/Kolkata)	September	2020-09-24 10:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Manish.Kumar@mammoet.com	Manish.Kumar@mammoet.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Paradip	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Wharfage and Plot rent paid to Paradip Port under PD Account No 57113023	As we have checked the Reported Payment issue has been resolved. The PAYSTS File is available in the Port folder. You are requested please contact with concern port. For any query please feel free to contact us on this number 09646900614 for further assistance.	Delhi Team
20200918000062	42 d 2 h	URGENT - QNLHMDNSA2020807	2020-09-18 16:50:15 (Asia/Kolkata)	September	2020-09-22 20:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhaskar_K_bom@poseidnship.com	bhaskar_K_bom@poseidnship.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	customer want some changes in do	We are not authorized for amendment in PCS 1x application. You are requested to kindly contact to the concern port for the Amendment.	Delhi Team
20200918000058	42 d 3 h	LPG/C-GAS AL MUBARAKIAH- forward data to ICE GATE	2020-09-18 16:38:13 (Asia/Kolkata)	September	2020-09-24 21:42:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atantiglobalshipping.com	mumbai@atantiglobalshipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	LPG/C-GAS AL MUBARAKIAH- forward data to ICE GATE	As checked, the reported Vespro file is already available in ICEGATE system. You are requested to kindly check with ICEGATE team and confirm.	Delhi Team

20200918000055	42 d 3 h	PAYMENT SLIP	2020-09-18 15:43:05 (Asia/Kolkata)	September	2020-09-24 10:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	geko7@globalcargo.in	geko7@globalcargo.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want payment confirmation	As checked, the reported payment is showing successful in Pcs 1x application and required file is available in port system .	Delhi Team
20200918000049	42 d 4 h	PAYMENT PENDING	2020-09-18 14:52:17 (Asia/Kolkata)	September	2020-09-22 20:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	saravanan@chakiat.net	saravanan@chakiat.net	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Tuticorin	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	User is unable to make payment	You are requested Please share the PCS 1x Payment screen, so that we can check further.	Delhi Team
20200918000044	42 d 5 h	Re: Payment for bill no. 2020091788117937 has been made.	2020-09-18 14:38:16 (Asia/Kolkata)	September	2020-09-22 20:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exim@mitsuchem.com	exim@mitsuchem.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	user is asking for payment confirmation	We have checked the reported Payment is showing success at our end & the receipt is also generated for the same, kindly get in touch with the Port Authorities for the balance-related queries.	Delhi Team
20200918000041	42 d 5 h	Username 'lason002' login issue	2020-09-18 14:29:15 (Asia/Kolkata)	September	2020-09-22 21:05:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sales@lasons.com	sales@lasons.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	Username 'lason002' login issue	As we have check with the team your User ID is: lason002 and the mapped Email ID is: exim@lasons.com Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and click on Forgot Password? Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200918000040	42 d 5 h	Re: PORT PAYMENT STATUS	2020-09-18 14:22:11 (Asia/Kolkata)	September	2020-09-22 21:05:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	PORT PAYMENT STATUS	As checked with the team, the reported payment issue has been resolved and required file already available in the port folder, You are requested to please contact with the concern Port.	Delhi Team
20200918000033	42 d 6 h	Fwd: Vessel Profile Registration Request for vessel ELIM PEACE has been approved.	2020-09-18 13:31:04 (Asia/Kolkata)	September	2020-09-22 21:10:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	atlantickochi@gmail.com	atlantickochi@gmail.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vessel Profile Registration Request for vessel ELIM PEACE has been approved.	As checked, the reported Vespro file is already available in icgate /dgl system. You are requested to kindly check with ICEGATE/DGLL team and confirm.	Delhi Team
20200918000032	42 d 6 h	Re: MT.CORONA VOYAGE REGISTRATION NOT REFLECTED	2020-09-18 13:20:22 (Asia/Kolkata)	September	2020-09-22 21:10:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-VCN NOT REFLECTING	MT.CORONA VOYAGE REGISTRATION NOT REFLECTED	Requested CALINF is already shared with the Port.	Delhi Team
20200918000024	42 d 7 h	Container not reflecting. Coprar no. 2020091888152470 VCN-CCU12000441	2020-09-18 12:33:15 (Asia/Kolkata)	September	2020-09-22 21:15:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container not reflecting. Coprar no. 2020091888152470 VCN-CCU12000441	As we have checked the Reported COPRAR file is available in the Port folder. You are requested please contact with concern.	Delhi Team

20200918000022	42 d 7 h	LPG/ICEPIC SARDINIA - VESSEL NEWLY UPDATED IN PCS1X	2020-09-18 12:06:11 (Asia/Kolkata)	September	2020-09-22 21:15:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atianticglobalshipping.com	tuticorin@atianticglobalshipping.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Kindly send the same file from your end to ICEGATE for filing IGM & DG Lighthouse and Lightships for making payment of Indian Light House Dues.	As checked, the reported vespro file is already available in icegate/Aggl system. You are requested to kindly check with ICEGATE/DGLL team and confirm.	Delhi Team
20200918000019	42 d 7 h	REQD. PCS ID & PASSWORD AGAINST PAN NO. AABFI3767R FOR KOLKATA & HALDIA PORT	2020-09-18 11:46:09 (Asia/Kolkata)	September	2020-09-22 21:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	indpend@gmail.com	indpend@gmail.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	REQD. PCS ID & PASSWORD AGAINST PAN NO. AABFI3767R FOR KOLKATA & HALDIA PORT	As discussed with you, please find User ID is: inddep001 for Kolkata Port Trust(Kolkata Dock System) and the mapped Email ID is: indpend@gmail.com. Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA/">https://indianpcs.gov.in/PA/</a> PCS/ and click on Forgot Password? Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200918000018	42 d 7 h	Mv.GLOVIS CONDOR DUE CHENNAI PORT ON 19.09.2020 - PCS	2020-09-18 11:41:07 (Asia/Kolkata)	September	2020-09-22 21:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	glovis.chennai@cartrans.in	glovis.chennai@cartrans.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Mv.GLOVIS CONDOR DUE CHENNAI PORT ON 19.09.2020 - PCS	As checked, the reported Vespro file is already available in icegate. You are requested to kindly check with ICEGATE team and confirm.	Delhi Team
202009170000103	42 d 21 h	STILE ROCHER - SEND LINK TO ICEGATE/DGLL SITE TO UPDATE VSL DETAILS	2020-09-17 21:58:19 (Asia/Kolkata)	September	2020-09-18 22:52:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chennairoc team	Chennai (ex Madras)	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	SEND LINK TO ICEGATE/DG LL SITE TO UPDATE VSL DETAILS	As we have checked, the Vessel Profile is already available in the ICEGATE and DGLL folder.	Delhi Team
202009170000101	42 d 23 h	COPRAR and AGDORD issue	2020-09-17 20:36:05 (Asia/Kolkata)	September	2020-09-22 07:35:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Please find the attached COPRAR and AGDORD file which is not processing at our end.	As checked the mention file_in COPRAR user has entered port of loading IDBLW is port of Belawan (Indonesia), kindly update the same at port system and Agdord file are re-copied to the PMX folder after removing the extra space.	Delhi Team
202009170000098	43 d 0 h	IGM NOT SHOWING 2261856	2020-09-17 18:59:12 (Asia/Kolkata)	September	2020-09-22 13:15:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangesh.panchal@mercantshppg.com	mangesh.panchal@mercantshppg.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-IGM ISSUE	IGM NOT SHOWING 2261856	As checked IGM details are already available in the application, kindly check the IGM & VCN is linked in the application or not, if not kindly do the same & try to file the Edo.	Delhi Team
202009170000095	43 d 1 h	Port Trust Deposit (DU009)	2020-09-17 18:20:05 (Asia/Kolkata)	September	2020-09-22 07:40:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.cal@unitedliners.com	acct.cal@unitedliners.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is asking for payment confirmation	As checked, the reported payment is showing successful in Pcs 1x application and required file is available in port system.	Delhi Team

20200917000092	43 d 2 h	TUG DOLPHIN DUE KANDLA // ERROR WHILE MAKING PORT PAYMENT	2020-09-17 17:30:18 (Asia/Kolkata)	September	2020-09-22 07:40:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency.kandla@pmapl.com	agency.kandla@pmapl.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	Please be advised that we are getting Error while making Port payment Of above Tug due Kandla on 18.09.2020.	You are requested kindly re-apply for the assessment of charges again as the bank will not allow to re-initiate the payment on the same bill ref No.	Delhi Team
20200917000082	43 d 3 h	Container not reflecting. Coprar no. 2020091788100029 VCN-CCU12000441	2020-09-17 16:30:08 (Asia/Kolkata)	September	2020-09-17 17:19:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, As we have the Reported COPRAR Issue has been resolved. The COPRAR File WAS Previously available in Mumbai Port. We have regenerated the file and shared the same in KOLKATA Port.	Delhi Team
20200917000081	43 d 3 h	MV EASTERN BEGONIA // ERROR OCCURED DURING VERIFYING PAYMENT //	2020-09-17 16:14:06 (Asia/Kolkata)	September	2020-09-17 17:32:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agency.kdl@actship.com	agency.kdl@actship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User wants the Confirmation for the Payment,	User wants the Confirmation for the Payment,Asked to wait we will confirm once the same will be resolved	Delhi Team
20200917000079	43 d 3 h	MV.SHANDONG HAI DAVCN NUMBER - IXY12020091030	2020-09-17 16:06:06 (Asia/Kolkata)	September	2020-09-21 17:01:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.cb@chowgule.co.in	kandla.cb@chowgule.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-Other EDI	User is not able to Add the Voucher in PCS	User is not able to Add the Voucher in PCS, Asked to Share the remote with us.As we have Checked the User is not entering the details Correctly.	Delhi Team
20200917000078	43 d 3 h	Received incorrect CHSAE02 file	2020-09-17 16:06:04 (Asia/Kolkata)	September	2020-09-21 16:59:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol.kataporttrust.gov.in	pcs.hdc@kol.kataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Halidia	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying that they have Received incorrect CHSAE02 file	Port is Querying that they have Received incorrect CHSAE02 file,Asked that we have as it is received from the Customs.	Delhi Team
20200917000071	43 d 4 h	Cochin Port Wharfage Payment Rs.9, 04,293.00/- BY AXIS BANK LTD	2020-09-17 15:37:20 (Asia/Kolkata)	September	2020-09-21 15:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atianticglobalshipping.com	tuticorin@atianticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User wants the Confirmation for the Payment,	User wants the Confirmation for the Payment,The reported payment is in Pending State, Asked to verify the same at their end within 2-3 Hours	Delhi Team
20200917000056	43 d 4 h	REGISTER FOR DPD PD ACCOUNT	2020-09-17 15:10:15 (Asia/Kolkata)	September	2020-09-22 15:15:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lalit.rathod@yahoo.co.in	lalit.rathod@yahoo.co.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,We have Guided the User for Stake Holder Registration in Indian PCS	Delhi Team
20200917000055	43 d 4 h	payment of Rs. 25,00,000/- Please confirm whether credited with our PD Account No.: FN/PCAN/09/15	2020-09-17 15:08:14 (Asia/Kolkata)	September	2020-09-17 15:51:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Halidia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User wants the Confirmation for the Payment,	User wants the Confirmation for the Payment,The reported payment File is available in the Port folder. You are requested to kindly check with them and confirm.	Delhi Team
20200917000054	43 d 4 h	payment of Rs. 8,00,000/- with PD Account No.: FN/LCAN/15/51	2020-09-17 15:05:14 (Asia/Kolkata)	September	2020-09-17 15:51:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Halidia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User wants the Confirmation for the Payment,	User wants the Confirmation for the Payment,The reported payment File is available in the Port folder. You are requested to kindly check with them and confirm.	Delhi Team

20200917000051	43 d 4 h	RE: Reg . COARRI message Need values for some fields - Mormugao Port Trust - Goa	2020-09-17 14:51:12 (Asia/Kolkata)	September	2020-10-01 22:39:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	MGPT001	MGPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Marmagao (ex Marmugao)	Port Officer	EDI	User Guidance-Other EDI	COARRI message - Need values for some fields - Mormugao Port Trust - Goa	Delhi Team	
20200917000037	43 d 6 h	PCS Payment for OOCL India Pvt Ltd PD a/c IO017 - OOC - Rs.38,84,016/-	2020-09-17 13:12:17 (Asia/Kolkata)	September	2020-09-21 17:33:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vams.krishna@ood.com	vams.krishna@ood.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-UNABLE TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,As we have checked that the Payment is Showing Failed in PCS, Asked to wait	Delhi Team
20200917000034	43 d 6 h	m/v Navios Sun Eta Gangavaram on 20/09/2020	2020-09-17 12:59:16 (Asia/Kolkata)	September	2020-09-21 13:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@krs ons.in	agency@krs ons.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Paradip	Trade User	EDI	User Guidance-DGLL - ICEGATE	VESPRO is not Showing at DGLL	VESPRO is not Showing at DGLL.You are requested to kindly re-submit the Vessel in Vessel Profile and afterwards once it will be approved by the port, you can pay the light dues payment.	Delhi Team
20200917000031	43 d 7 h	PORT DUES & BERTH HIRE ASSESSMENT CHARGES APPROVAL NOT RECD.	2020-09-17 12:32:11 (Asia/Kolkata)	September	2020-09-21 13:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rashid@dam anishipping.com	rashid@dam anishipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying that the Vessel Assessment charges are not Approved	User is Querying that the Vessel Assessment charges are not Approved,Asked that contact to the condm port for tthe same.	Delhi Team
20200916000087	43 d 22 h	Fwd: CART IN REQUEST // GLKCCU2000008 // The Tinplate Co. of India Limited // Z130000231 // Vessel : TRANS SAMUDERA 024.	2020-09-16 21:24:12 (Asia/Kolkata)	September	2020-09-22 18:20:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sudeshna@g oodrichindia.com	sudeshna@g oodrichindia.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	coprar no it is not reflecting in the port system	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team	Delhi Team
20200916000084	43 d 23 h	COPRAR file processing issue	2020-09-16 19:55:17 (Asia/Kolkata)	September	2020-09-21 07:05:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkata porttrust.gov.in	nic@kolkata porttrust.gov.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR file processing issue	As checked the mention file.in COPRAR user has entered port of loading IDBLW is port of Belawan ( Indonesia),kindly update the same at port system.	Delhi Team
20200916000080	44 d 0 h	United Ship Chandlers.	2020-09-16 18:43:07 (Asia/Kolkata)	September	2020-09-17 10:14:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rajesh@unitedgroupindia.co.in	rajesh@unitedgroupindia.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Unable to make the payment	Asked to user kindly share the error screen or remote session support	Delhi Team
20200916000078	44 d 1 h	MT.THERESA II V.12/20 DUE AT KRISHNAPATNAM PORT - NEW VESSEL REGISTERED	2020-09-16 18:05:21 (Asia/Kolkata)	September	2020-09-20 19:20:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaportchn@airtelmail.in	seaportchn@airtelmail.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200916000077	44 d 1 h	Re: 363IN1807370920 = Cart in application	2020-09-16 18:00:21 (Asia/Kolkata)	September	2020-09-20 19:20:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200916000076	44 d 1 h	VCN NO : INVTZ120000952 PROBLEM FOR DOING BERMAN	2020-09-16 17:46:19 (Asia/Kolkata)	September	2020-09-20 20:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-BIRTHING PROBLEM	VCN NO : INVTZ120000952 PROBLEM FOR DOING BERMAN	Try now to file the Beran in the application.	Delhi Team
20200916000065	44 d 3 h	Re: !! Most Urgent !! IMO NUMBER NOT LINK WITH DGLL WEB SITE	2020-09-16 16:40:09 (Asia/Kolkata)	September	2020-09-20 19:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200916000059	44 d 3 h	PCS Aplcation not showing.MITSU CHEM PLAST LIMITED	2020-09-16 15:57:21 (Asia/Kolkata)	September	2020-09-21 11:55:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exim@mitsu chem.com	exim@mitsu chem.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User has done the Stake Holder registration and the same is not showing in Port Side	User has done the Stake Holder registration and the same is not showing in Port Side,We have recreated the details with the help of Database team	Delhi Team

20200916000048	44 d 4 h	RE-ACTIVATE THE USER ID	2020-09-16 15:25:17 (Asia/Kolkata)	September	2020-09-20 15:35:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	customerservice@mivcfs.com	customerservice@mivcfs.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200916000047	44 d 4 h	payment of Rs. 40,00,000/- as detailed below but not credited with our FNP/CAN/09/15	2020-09-16 15:24:16 (Asia/Kolkata)	September	2020-09-16 17:07:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200916000043	44 d 4 h	CHANGE FPOD AND POD	2020-09-16 15:11:14 (Asia/Kolkata)	September	2020-09-20 20:30:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	docs.ccu@travisionshipping.com	docs.ccu@travisionshipping.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	As we have checked, our intervention is not required for the same. you are requested to kindly contact to the concern Authority for the same.	As we have checked, our intervention is not required for the same. you are requested to kindly contact to the concern Authority for the same.	Delhi Team
20200916000040	44 d 4 h	CODECO & COARRI EDI files from DBG T (PCS1x and ICEGATE)	2020-09-16 15:09:14 (Asia/Kolkata)	September	2020-09-25 15:38:33 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	baranidharanrajendran@dbg.tin	baranidharanrajendran@dbg.tin	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Tuticorin	Trade User	EDI	User Guidance-Other EDI	CODECO & COARRI EDI files from DBG T (PCS1x and ICEGATE)	Our intervention is not required as icgate is working on same	Delhi Team
20200916000035	44 d 5 h	PCS WEBSITE NOT WORKING	2020-09-16 14:22:07 (Asia/Kolkata)	September	2020-09-20 17:23:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	raja.subramaniam.feeder@tech.sg	Chennai (ex Madras)	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	User Roles / Rights	User Guidance-Login	User is Querying that he is not able to Login	User is Querying that he is not able to Login,We have Guided the User that how to reset the Password	Delhi Team
20200916000031	44 d 5 h	Re: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020072984528743)	2020-09-16 14:05:04 (Asia/Kolkata)	September	2020-09-20 17:10:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	roshiniimpex2019@gmail.com	roshiniimpex2019@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password.	User is Querying for the User ID and Password.As We have Checked that the Stake Holder Registration is in Submitted State.AsKed to Contact to the Concern Port for the Same.	Delhi Team
20200916000030	44 d 5 h	X-PRESS HOGLY V-20019 - IMPORT - HAPAG	2020-09-16 13:55:23 (Asia/Kolkata)	September	2020-09-16 16:00:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to Confirm that the COPRAR is reflecting at Port End or not	User want to Confirm that the COPRAR is reflecting at Port End or not.As we have Checked that the COPRAR is available in Port Folder	Delhi Team
20200916000029	44 d 6 h	Re: PAYMENT THROUGH RAZORPAY - ACCOUNT NO.1002173-FREIGHT SYSTEMS INDIA PVT LTD.	2020-09-16 13:15:17 (Asia/Kolkata)	September	2020-09-16 13:43:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pooja.chhabra@razorpay.com	pooja.chhabra@razorpay.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	User is Querying for the Payment ID	User is Querying for the Payment ID,We have Share the Payment Id	Delhi Team
20200916000026	44 d 7 h	FW: VCN INMUN120202303 has been allotted to vessel PREDATOR.	2020-09-16 12:30:09 (Asia/Kolkata)	September	2020-09-16 14:28:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accounts@taurusship.com	accounts@taurusship.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not Showing at DG LL	VESPRO is not Showing at DG LL,Asked to re register, As the Vessel is more than 6 months Old	Delhi Team
20200916000023	44 d 7 h	MT. TSM POLARIS - IGM NUMBER 2262265 // LINE NUMBERS MISSING IN IGM //	2020-09-16 12:19:07 (Asia/Kolkata)	September	2020-09-21 13:02:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying that the BL number is not showing in PCS	User is Querying that the BL number is not showing in PCS,Asked to Contact to the Concern Port for the same	Delhi Team
20200916000022	44 d 7 h	REQUEST FOR PD ACCOUNT OF DPD CUSTOMER / NHAVA SHEVA	2020-09-16 12:15:06 (Asia/Kolkata)	September	2020-09-20 13:20:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	amlogisticsimp@gmail.com	amlogisticsimp@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,We have Guided the User for Stake Holder Registration in Indian PCS	Delhi Team



20200916000018	44 d 8 h	M.V VYAS	2020-09-16 11:21:19 (Asia/Kolkata)	September	2020-09-20 11:35:21 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ifkmarine@gmail.com	ifkmarine@gmail.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200916000017	44 d 8 h	Container not reflecting. Coprar no. 2020091687970328 VCN-CCU12000439	2020-09-16 11:12:17 (Asia/Kolkata)	September	2020-09-16 11:35:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. As we have the Reported COPRAR Issue has been resolved. The COPRAR File WAS Previously available in Mumbai Port. We have regenerated the file and shared the same in KOLKATA Port.	Delhi Team
20200916000014	44 d 8 h	JNPT PAYMENT -Rs. 19.70 Lakh- 15.09.2020	2020-09-16 10:59:16 (Asia/Kolkata)	September	2020-09-20 11:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lchandrasedka.ravana@tranzworld.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	User is not able to verify the payment, We have Verified the same from our end.	Delhi Team
20200916000010	44 d 8 h	Received incorrect CALINF & BERMAN file	2020-09-16 10:41:12 (Asia/Kolkata)	September	2020-09-20 11:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-Other EDI	Wrong format berman is received	same file has been shared to port system as input received from user	Delhi Team
20200915000104	44 d 20 h	IMO : 9290854/MV IBRAHIM JAHAN/URGENT AND IMPORTANT/	2020-09-15 22:55:22 (Asia/Kolkata)	September	2020-09-16 09:46:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	halops@bothragroup.com	halops@bothragroup.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Haldia	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	User requests for vespro file info to icegate/authorties	As we have checked, the reported VESPRO File is already available in the ICEGATE folder and CALINF file is available in port system.	Delhi Team
20200915000101	44 d 22 h	Fwd: URGENT // PCS PAYMENT MADE AGAINST PD ACCOUNT NO: RKA // RKG POLYPLAST PVT LTD	2020-09-15 21:20:07 (Asia/Kolkata)	September	2020-09-20 07:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Please send this PAYSTS urgently as same is not received by JNPT.	We have updated the Reported files from our end. You are requested to Kindly check and confirm.	Delhi Team
20200915000100	45 d 0 h	COPRAR and AGDORD file processing issue	2020-09-15 19:04:06 (Asia/Kolkata)	September	2020-09-19 20:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR and AGDORD file processing issue	Agdord file are re-copied to the PMX folder after removing the extra space & for COPRAR kindly add Port Name HAI PHONG Country Vietnam Port Code VNHPH to your POS application.	Delhi Team
20200915000098	45 d 1 h	Mv Star Sapphire (VCN - HAL12000861, IMP ROT NO. 2261860) - unable to file EDO in PCS // supplementary qty	2020-09-15 18:18:20 (Asia/Kolkata)	September	2020-09-20 11:40:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia.operations@deblines.com	haldia.operations@deblines.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	Application	User Guidance-EDO	BL number is not searching	Asked to user kindly search with line number or wait for final lgn	Delhi Team
20200915000096	45 d 1 h	Request ISO CODE CHANGE to 4500 // COPRAR - 2020091487845880// VCN-CCU12000460// TCLU7825953 //TLLU5452036	2020-09-15 17:57:15 (Asia/Kolkata)	September	2020-09-15 18:58:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200915000095	45 d 1 h	BPT A/C 2006	2020-09-15 17:44:14 (Asia/Kolkata)	September	2020-09-19 18:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jiten@thakkarshipping.in	jiten@thakkarshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200915000090	45 d 2 h	Not receiving emails from PCS for the delivery Orders issued !	2020-09-15 17:02:07 (Asia/Kolkata)	September	2020-09-20 09:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	roshan.menezes@one-line.com	roshan.menezes@one-line.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	Notification is not received in mail for edo		Delhi Team
20200915000088	45 d 2 h	NOT REFLECTING VESSEL CHARGES AT PCAN ACCOUNT HALDIA	2020-09-15 16:48:05 (Asia/Kolkata)	September	2020-09-15 19:02:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia@marinelinks.in	haldia@marinelinks.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200915000087	45 d 2 h	REQUSET FOR LOGIN ID AND PASSWORD	2020-09-15 16:41:04 (Asia/Kolkata)	September	2020-09-20 11:10:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	surendra@omnamahshivaygroup.com	surendra@omnamahshivaygroup.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User is querying for the user Id and Password	User is querying for the user Id and Password, We have share the Login Credential to user.	Delhi Team

20200915000078	45 d 3 h	Cochin Port Wharfage Payment Rs.18,35,664.00/- BY AXIS BANK LTD	2020-09-15 15:55:17 (Asia/Kolkata)	September	2020-09-19 16:25:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atiantiglobalshipping.com	tuticorin@atiantiglobalshipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	User is not able to verify the payment,As we have checked, the Reported Payment is Pending from PCS end Asked to Verify the same	Delhi Team
20200915000075	45 d 4 h	Fwd: Account Balance of IC4 as on : 29-08-2020	2020-09-15 15:37:14 (Asia/Kolkata)	September	2020-09-19 20:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjngt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment	As I checked in the system this payment was created on 14th Feb, 2020 02:52 PM and the same was captured in our system on 14th Feb, 2020 02:56 PM itself.	Delhi Team
20200915000074	45 d 4 h	RE: FUND TRANSFER FOR WHARFAGE FOR VSL ZOEY	2020-09-15 15:36:14 (Asia/Kolkata)	September	2020-09-19 15:55:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cochinaccounts@actship.com	cochinaccounts@actship.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	User is not able to verify the payment,Asked that the Payment isAs we have checked, the Reported Payment is success from PCS end and the required Payment file is already available in the Port folder. You are requested to kindly check with them and confirm.	Delhi Team
20200915000071	45 d 4 h	Port Trust Deposit (DU009)	2020-09-15 15:27:15 (Asia/Kolkata)	September	2020-09-19 20:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment	As we have checked the reported Payment is Success from PCS end, and the PAYSTS File is already available in the Port folder. You are requested to kindly check with concern port and confirm.	Delhi Team
20200915000041	45 d 5 h	MUMBAI PORT STATEMENT REQUEST	2020-09-15 14:25:23 (Asia/Kolkata)	September	2020-09-19 14:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kishah0209@gmail.com	kishah0209@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	user want to pda statement	Asked to user kindly contact to port	Delhi Team
20200915000036	45 d 5 h	RE: E-PAYMENT INTO KOLKATA PORT TRUST - A/C TOTAL TRANSPORT SYSTEM LIMITED	2020-09-15 14:10:19 (Asia/Kolkata)	September	2020-09-20 22:44:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pradip.paul@kolcpworldindia.com	pradip.paul@kolcpworldindia.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	User is not able to verify the payment,As we have checked, the Reported Payment is Pending from PCS end Asked to Verify the same after 2-3 hours	Delhi Team
20200915000035	45 d 5 h	MV. PATAGONIA DJE AT MUNDRA PORT ON 18.09.2020 // VCN NO NOT GENERATING //	2020-09-15 14:06:19 (Asia/Kolkata)	September	2020-09-19 14:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandia@mitsutor.com	kandia@mitsutor.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Allotted by the Port Authority	VCN is not Allotted by the Port Authority,Asked to contact to the Concern Port for the same, As the File is already available in Port Folder.	Delhi Team
20200915000034	45 d 5 h	RE: Account Details for PCS 1x	2020-09-15 14:00:19 (Asia/Kolkata)	September	2020-09-15 14:15:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sukumar@sa Rathiforwarding.com	sukumar@sa Rathiforwarding.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	User is not able to make the payment	User is not able to make the payment, Guided the User that how to make the Payment	Delhi Team
20200915000031	45 d 6 h	PAYMENT SLIP	2020-09-15 13:34:14 (Asia/Kolkata)	September	2020-09-19 21:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment	As we can check payment is showing success & the information is shared with the Port Authorities.	Delhi Team
20200915000024	45 d 7 h	PORT FUND TRANSFER	2020-09-15 12:28:04 (Asia/Kolkata)	September	2020-09-19 21:05:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mail@ishippingservices.com	mail@ishippingservices.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	user asking for payment confirmation	As we can check payment is showing success & the information is shared with the Port Authorities.	Delhi Team
20200915000014	45 d 8 h	Fwd: Fund Transfer through P C S - Deposit a/c No 1003397- A/C - SHREYAS SHIPPING & LOGISTICS LTD	2020-09-15 11:22:15 (Asia/Kolkata)	September	2020-09-19 19:01:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200915000009	45 d 8 h	FW: Account Balance of IC4 as on : 29-08-2020	2020-09-15 11:13:13 (Asia/Kolkata)	September	2020-09-19 11:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	purchase@indocount.com	purchase@indocount.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,Asked that the Payment is Success from PCS end and the required file is available in Port folder	Delhi Team
20200915000007	45 d 8 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-09-15 11:12:13 (Asia/Kolkata)	September	2020-09-19 14:59:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharatasa@transworld.com	muralidharatasa@transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200914000116	45 d 23 h	PAYMENT INR. 25,000/- IS SHOWING PENDING IN PCS	2020-09-14 19:49:08 (Asia/Kolkata)	September	2020-09-19 11:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	komal@ucshipping.net	komal@ucshipping.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,Asked that the Payment is in Pending State asked to verify the same at their End	Delhi Team
20200914000114	46 d 0 h	Re[7]: ILH APPLICATION FOR m.v. MESSINI V.105E ETA 20/09/2020 // captain changed ///	2020-09-14 19:30:05 (Asia/Kolkata)	September	2020-10-13 12:55:38 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ppramode@evergreen-shipping.co.in	ppramode@evergreen-shipping.co.in	PCS Support	S3	Service Request	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	user is asking for vespro file to DGLL and ILH payment	As we have checked, the reported VESPRO File is already available in the DGLL folder. For updation in any ILH Payment you need to contact with DGLL Team	Delhi Team
20200914000099	46 d 2 h	CREATED DATE SHOWING WRONG IN PCS OF VESSELS // Poseidon Shipping Agency Pvt. Ltd. USER : posei023	2020-09-14 17:31:06 (Asia/Kolkata)	September	2020-09-18 17:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pankaj_m_kd@poseidonship.com	pankaj_m_kd@poseidonship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	rotation number is not updated in pcs 1x	Asked to user kindly contact to icegate	Delhi Team
20200914000095	46 d 2 h	Port Trust Deposit (DU009)	2020-09-14 17:02:22 (Asia/Kolkata)	September	2020-09-14 17:45:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User wants the Confirmation for the Payment.	User wants the Confirmation for the Payment.The reported payment File is available in the Port folder. You are requested to kindly check with them and confirm.	Delhi Team
20200914000086	46 d 2 h	<<DPD REGISTRATION - USER NAME PASSWORD>> COMMON CODE PS2	2020-09-14 16:42:18 (Asia/Kolkata)	September	2020-09-18 17:01:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Rajendra.Sawant@dupont.com	Rajendra.Sawant@dupont.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password.	User is Querying for the User ID and Password.As per the telecom discussion with you . We have guided you that how to reset the Password.	Delhi Team
20200914000075	46 d 3 h	FW: Vessel Profile Registration Request for vessel CASTOR N has been approved.	2020-09-14 16:02:12 (Asia/Kolkata)	September	2020-09-18 16:30:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	deepak_s_bom@poseidonship.com	deepak_s_bom@poseidonship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not Showing at ICEGATE	VESPRO is not Showing at ICEGATE , the VESPRO File is already available in the ICEGATE folder. Please check with ICEGATE and confirm. Once the ICEGATE will consume the same file, it will reflect in ICEGATE.	Delhi Team
20200914000073	46 d 3 h	REGISTRATION ID & PASSWORD Tracker ID- 2019081964025349	2020-09-14 15:48:10 (Asia/Kolkata)	September	2020-09-18 16:20:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	isca490@gmail.com	isca490@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password.	User is Querying for the User ID and Password.As per the telecom discussion with you . We have guided you that how to reset the Password.	Delhi Team
20200914000069	46 d 4 h	JNPT PCS PAYMENT DTD- 14.09.2020 OF Rs 18,45,818/-	2020-09-14 15:38:08 (Asia/Kolkata)	September	2020-09-18 20:05:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	JNPT PCS PAYMENT DTD- 14.09.2020 OF Rs 18,45,818/- User is asking for payment confirmation	Payment is a success, Kindly get in touch with the Port Authorities for the credit of the same.	Delhi Team
20200914000066	46 d 4 h	CHANGING OF VESSEL NAME - REG	2020-09-14 15:21:06 (Asia/Kolkata)	September	2020-09-14 18:08:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	RameshBabu.Yellapu@iss-shipping.com	RameshBabu.Yellapu@iss-shipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vessel Name is Not Updated in Customs	Vessel Name is Not Updated in Customs,Asked that the Vessel is in Submitted State, Once the Vessel will be Approved by Port Authority, it will be Updated in Customs	Delhi Team

20200914000051	46 d 5 h	RE: MV X-PRESS KANGCHENJUNGA VOY 20037 ETA 16.09.2020	2020-09-14 14:00:13 (Asia/Kolkata)	September	2020-09-18 14:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Port Officer	EDI	User Guidance-BIRTHING PROBLEM	Port is Querying that the User is not able to do the BERTHING	Port is Querying that the User is not able to do the BERTHING. Asked that we have Update the Same from our End , Please Check and Confirm	Delhi Team
20200914000050	46 d 5 h	RE: MV X-PRESS KANGCHENJUNGA VOY 20037 ETA 16.09.2020	2020-09-14 13:53:12 (Asia/Kolkata)	September	2020-09-18 14:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Nair@x-presentsfeeders.com	Nair@x-presentsfeeders.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING. Asked that we have Update the Same from our End , Please Check and Confirm	Delhi Team
20200914000042	46 d 6 h	Status on reference ID number 2020091087531104	2020-09-14 13:26:08 (Asia/Kolkata)	September	2020-09-18 20:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Rashmee.Joshi@hlag.com	Rashmee.Joshi@hlag.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mundra Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User asking about steps of completion after state holder registration process	As discussed with your registration is yet to approve once the same is approved by the Port Authorities we will provide the user id for PCS Lx login.	Delhi Team
20200914000041	46 d 6 h	PCS Registration	2020-09-14 13:22:07 (Asia/Kolkata)	September	2020-09-18 13:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	Port is Querying for the User ID and Password for the User	Port is Querying for the User ID and Password for the User, We have created the User ID: neptw002 and the same has been mailed to user on the registered Email ID: ntwccu@gmail.com	Delhi Team
20200914000037	46 d 6 h	Final Port Of Discharge Change //	2020-09-14 13:07:04 (Asia/Kolkata)	September	2020-09-14 14:18:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to AMEND the Final Port Of Discharge Change	User want to AMEND the Final Port Of Discharge Change, As we have checked, Our intervention is not required for the same, As we are not doing any amendment from our end. You are requested to kindly contact to the concern Authority for the same.	Delhi Team
20200914000024	46 d 7 h	Fwd: Customer master GP8 is not created in FOCUS, so payment failed /resend the paysts file for bill no : 2020091187621245	2020-09-14 11:44:12 (Asia/Kolkata)	September	2020-09-18 20:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	User is asking for re-send paysts for particular bill no.	We have re-generated the same for your reference.	Delhi Team
20200914000019	46 d 8 h	+++PRIORITY PLS +++ MT CHRISTINA DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-09-14 11:16:09 (Asia/Kolkata)	September	2020-09-18 20:15:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	User is asking for vespro file shared with icegate/DGL	Vessel details are already shared with the DGLL & ICEGATE.	Delhi Team
20200914000013	46 d 8 h	Fwd: ALESSA VESSEL ASSESSMENT CHARGES	2020-09-14 11:04:07 (Asia/Kolkata)	September	2020-09-18 20:15:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Port Officer	Payment	User Guidance-Other Payment	user is not able to payment in pcs	As the previous payment is failed or pending for the approval HDFC will not allow user to redo the payment on the same bill no. to avoid double transaction, the user needs to check if the same bill no is showing in the HDFC for approval or they need to do the PDA topup.	Delhi Team
20200914000006	46 d 9 h	PAYMENT FROM PENNON SHIPPING INTO CONTAINER REVOLVING ACCOUNT No IP024CNT ON 12.09.2020: Rs 1,50,000 LESS TDS Rs 2,250	2020-09-14 10:36:23 (Asia/Kolkata)	September	2020-09-18 20:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opnaccs@pennonshipping.com	opnaccs@pennonshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment	Payment is success & receipt is also generated for the same.	Delhi Team

20200913000011	47 d 7 h	Vessel , IMO & callsign upload on Icegate & DGLL	2020-09-13 11:58:07 (Asia/Kolkata)	September	2020-09-13 12:57:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agency@sss shipping.in	agency@sss shipping.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	Vessel Profile is Not Showing at ICEGATE and DGLL	Vessel Profile is Not Showing at ICEGATE and DGLL.As we have checked, the Vessel Profile is already available in the ICEGATE folder.Once the ICEGATE will consume the same file, it will reflect in DGLL and ICEGATE. You are requested to kindly check with DGLL and ICEGATE and confirm.	Delhi Team
20200913000010	47 d 7 h	COPRAR processing issue	2020-09-13 11:46:05 (Asia/Kolkata)	September	2020-09-17 13:15:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkata porttrust.gov.in	nic@kolkata porttrust.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port is Querying the COPRAR file which is not processing at their end.	Port is Querying the COPRAR file which is not processing at their end..You are requested to kindly Check with the User. As we have received the as it is data from the user.	Delhi Team
20200913000007	47 d 8 h	Re: Payment to Kolkata Port Trust Not yet credited in account	2020-09-13 11:18:22 (Asia/Kolkata)	September	2020-09-18 08:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkata porttrust.gov.in	nic@kolkata porttrust.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	Payment	User Guidance-Paysts	Port is Querying for the PAYSTS file	Port is Querying for the PAYSTS file,Asked that the Payment is in Initiated State, Guided that asked the User to verify the same at their end	Delhi Team
20200913000001	47 d 9 h	Re: Required reset password against Haldia user ID seawy005	2020-09-13 10:03:09 (Asia/Kolkata)	September	2020-09-17 11:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	eash.hdc@kolkataporttrust.gov.in	eash.hdc@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password.	Delhi Team
20200912000032	48 d 1 h	NEFT/RTGS to Kolkata Port Trust for OOCL India Pvt Ltd PD a/c IO017	2020-09-12 18:33:21 (Asia/Kolkata)	September	2020-09-14 09:25:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shelton.more no@oodc.com	shelton.more no@oodc.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT			Delhi Team
20200912000020	48 d 7 h	VCN INNSA1BM0L0792 not reflecting in IPCS	2020-09-12 12:15:22 (Asia/Kolkata)	September	2020-09-16 14:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Port Officer	EDI	User Guidance-VCN NOT REFLECTING	VCN is not reflecting at Port	VCN is not reflecting at Port,VCN is Updated in the Application.You are requested to kindly check and confirm.	Delhi Team
20200912000019	48 d 7 h	MV MIM VANGELIS JR REGISTRATION FOR ONLINE PAYMENT ILH	2020-09-12 11:57:19 (Asia/Kolkata)	September	2020-09-17 12:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	swanshipviz ag@gmail.com	swanshipviz ag@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	Vessel Profile is Not Showing at ICEGATE and DGLL	Vessel Profile is Not Showing at ICEGATE and DGLL.As we have checked, the Vessel Profile is already available in the ICEGATE folder.Once the ICEGATE will consume the same file, it will reflect in DGLL and ICEGATE. You are requested to kindly check with DGLL and ICEGATE and confirm.	Delhi Team
20200912000017	48 d 7 h	MT ZEYNEP DUE AT SIKKA ON 15.09.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-09-12 11:41:17 (Asia/Kolkata)	September	2020-09-16 11:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interoce.in	jamnagar@interoce.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vessel Profile is Not Showing at ICEGATE	Vessel Profile is Not Showing at ICEGATE,As we have checked, the Vessel Profile is already available in the ICEGATE folder.Once the ICEGATE will consume the same file, it will reflect in ICEGATE. You are requested to kindly check with ICEGATE and confirm.	Delhi Team

20200912000011	48 d 8 h	MV.PANAMAX NEREID 2ND PART EDO	2020-09-12 10:56:10 (Asia/Kolkata)	September	2020-09-14 08:04:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	baxicon@gmail.com	baxicon@gmail.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-EDO	User is Not able to release the EDO	User is Not able to release the EDO. Asked to link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200912000007	48 d 9 h	WHARFAGE NOTING COASTAL	2020-09-12 10:07:22 (Asia/Kolkata)	September	2020-09-12 10:49:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agency@mysticshipping.com	agency@mysticshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of Wharfage Charges	User is Querying for the Approval of Wharfage Charges. Asked that the File is already available in the Port folder. Contact to the Concern port for the Same	Delhi Team
20200912000006	48 d 9 h	User Want to Update the B/L field like "DE DESTUFF TYPE"	2020-09-12 09:59:20 (Asia/Kolkata)	September	2020-09-16 10:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madhavi.shipping@gmail.com	madhavi.shipping@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	User want to Update the BL field	User want to Update the BL field. Asked to Contact to the Concern port for the same.	Delhi Team
20200912000004	48 d 9 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL M.T.PELICAN AND IMO NO. 9203332	2020-09-12 09:45:17 (Asia/Kolkata)	September	2020-09-16 10:15:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atanticglobalshipping.com	mumbai@atanticglobalshipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Allotted by the Port	VCN is not Allotted by the Port. Asked to Contact to the Concern Port for the same. As the File is Already available in Port System	Delhi Team
20200911000118	48 d 21 h	MV TR Crown / Kandla - Vessel not showing in DGLL	2020-09-11 22:35:10 (Asia/Kolkata)	September	2020-09-16 08:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.ops@benlineagencies.in	kandla.ops@benlineagencies.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vessel not showing in DGLL	As checked, the mention IMO 9322762 vessel profile last approved on 18-12-2018, prior more than a year.	Delhi Team
20200911000109	49 d 0 h	REQUEST TO MODIFY DELIVERY TYPE (DOCT TO FACTORY DESTUFF) FOR BL # ESBCN000009586	2020-09-11 19:12:18 (Asia/Kolkata)	September	2020-09-16 08:15:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madhavi.shipping@gmail.com	madhavi.shipping@gmail.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	Application	User Guidance-EDO	REQUEST TO MODIFY DELIVERY TYPE (DOCT TO FACTORY DESTUFF) FOR BL # ESBCN000009586	You are requested to share complete detail of DO if done through PCS. Also particular vessel is arrived or not, then after will check the same.	Delhi Team
20200911000087	49 d 2 h	FUND TRANSFERED, BUT COULDN'T VERIFY. KOLKATA PORT TRUST	2020-09-11 17:05:17 (Asia/Kolkata)	September	2020-09-15 17:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nib@tassgro up.com	nib@tassgro up.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200911000085	49 d 2 h	RE-FUND TRANSFER	2020-09-11 17:00:16 (Asia/Kolkata)	September	2020-09-15 18:35:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	associateskochi@gmail.com	associateskochi@gmail.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Customer is not able to verify the payment	As we can check payment is showing success & the related file already available in the port folder.	Delhi Team
20200911000083	49 d 2 h	VOUCHER FOR SSL KRISHNA - 122	2020-09-11 16:47:15 (Asia/Kolkata)	September	2020-09-11 21:16:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	meena.tsa@ransworld.com	meena.tsa@ransworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	user want to change the assessment charge	Asked to user kindly contact to port	Delhi Team
20200911000074	49 d 4 h	M.V. MERIDIAN SPIRIT >> VESSEL NOT SHOWING IN DGLL SITE	2020-09-11 15:30:22 (Asia/Kolkata)	September	2020-09-16 15:59:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jmboperation-kandla@jmbaxi.com	jmboperation-kandla@jmbaxi.com	PCS Support	S3	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESSEL NOT SHOWING IN DGLL SITE	As we can check the reported Vessel was approved in PCS1x on 21st March 2018 & now the same is showing In-Active.	Delhi Team
20200911000072	49 d 4 h	EXPORT WHARFAGE UNDER CRN NO.2020091187605241 -	2020-09-11 15:14:21 (Asia/Kolkata)	September	2020-09-11 16:11:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	dsrlogist@gmail.com	dsrlogist@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200911000070	49 d 4 h	payment issue	2020-09-11 15:10:19 (Asia/Kolkata)	September	2020-09-16 08:35:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Port Officer	Application	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked, the reported payment is showing successful in pcs 1x application and required file paysts file has been shared to port system.	Delhi Team
20200911000069	49 d 4 h	Non receipt of Pay status	2020-09-11 15:06:44 (Asia/Kolkata)	September	2020-09-15 15:45:10 (Asia/Kolkata)	PCS Support	Auto Closed	3 high	dpr	MbPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team

20200911000051	49 d 6 h	M.V. PANORIA - REQUEST FOR FORWARD VSL PARTICULARS TO ICE GATE - REG.	2020-09-11 13:23:22 (Asia/Kolkata)	September	2020-09-15 14:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@krsons.com	vizag@krsons.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200911000050	49 d 6 h	RE: Request for PCS - ID & Password / SRV LINE	2020-09-11 13:20:25 (Asia/Kolkata)	September	2020-09-15 18:40:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	importsvsp@srivallishipping.com	importsvsp@srivallishipping.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Request for PCS - ID & Password / SRV LINE	You are requested to kindly share the PAN Card details of your Organization and registered port with role so that we can check further.	Delhi Team
20200911000039	49 d 6 h	RE: CONTAINER MOVEMENT FOR B/L NO. 008AA34523 (740080036001) DT. 08.08.2020 (KLU ORGANIC LTD) ETA - 06.09.2020/Container No.WHLU2664170	2020-09-11 13:12:21 (Asia/Kolkata)	September	2020-09-14 17:44:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jnpctdpd@jnpport.gov.in	jnpctdpd@jnpport.gov.in	PCS Support	S3	Service Request	Shahwaz Akhter	PCS Support	JNPT	Port Officer	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	user want confirmation of payment	Out intervention is not required, user has confirmed as success of payment	Delhi Team
20200911000036	49 d 6 h	MV. BK ALICE - EDO PROBLEM IN CASE OF IGM AMENDMENT	2020-09-11 13:09:20 (Asia/Kolkata)	September	2020-09-15 17:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agencypdp@tmilttd.com	agencypdp@tmilttd.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	Application	User Guidance-IGM ISSUE	BL number is not searching	the reported IGM is amended after the arrival of the vessel the said amendment hasn't received from the ICEGATE	Delhi Team
20200911000033	49 d 6 h	RICHLOOM EXIM! URGENT!!!	2020-09-11 13:07:19 (Asia/Kolkata)	September	2020-09-15 18:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	skym11@gmail.com	skym11@gmail.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment	As we can check payment is showing success & the information is shared with the Port Authorities.	Delhi Team
20200911000029	49 d 6 h	payment updation for consignee RICHLOOM EXIM dpd code - RE2 port - JNPT PORT	2020-09-11 12:56:20 (Asia/Kolkata)	September	2020-10-15 13:51:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documents@niranjan856.com	niranjan856.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200911000012	49 d 8 h	Urgent!!!! urgent	2020-09-11 10:58:20 (Asia/Kolkata)	September	2020-09-15 12:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	richloomexim@gmail.com	richloomexim@gmail.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User want login credential in PCS 1x application	User want login credential in PCS 1x application, As checked and found port approve stake holder registration of user so we have create the login ID in PCS application and share to the user through mail.	Delhi Team
20200911000010	49 d 8 h	Fwd: Wharfage Charges for Penna Suraksha Voyage 33 L at Cochin	2020-09-11 10:49:18 (Asia/Kolkata)	September	2020-09-15 11:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200910000118	49 d 22 h	GENERAL PORT - COVERS WHICH PORT	2020-09-10 21:27:08 (Asia/Kolkata)	September	2020-09-10 21:41:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mail@narayanigroup.in	mail@narayanigroup.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	General Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration,We have Guide the User for Stake Holder registration	User is Querying for the Stake Holder registration	Delhi Team
20200910000105	50 d 1 h	RE: top up in our DPD account no. NC7	2020-09-10 18:21:19 (Asia/Kolkata)	September	2020-09-14 20:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@aluminumahydrate.com	info@aluminumahydrate.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	We have deposited the below amount in our DPD account no. NC7 through top up section. But the same is not showing credited yet.	Payment is verified now & the same is showing success in the application.	Delhi Team
20200910000104	50 d 1 h	RICHLOOM EXIM!!!! urgent	2020-09-10 18:17:18 (Asia/Kolkata)	September	2020-09-14 18:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	skym11@gmail.com	skym11@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password,Asked to Share the PAN number and registered in Indian PCS	Delhi Team
20200910000103	50 d 1 h	COPRAR NOT SHOWING IN PORT SITE	2020-09-10 17:56:15 (Asia/Kolkata)	September	2020-09-10 19:59:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cs.ccu@sealloyd.in	cs.ccu@sealloyd.in	PCS Support	S3	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR NOT SHOWING IN PORT SITE	We have checked the same coprar is already shared with the Port, Kindly contact the NIC Team for the same.	Delhi Team

20200910000098	50 d 2 h	top up in our DPD account no. NC7	2020-09-10 17:34:11 (Asia/Kolkata)	September	2020-09-14 19:50:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@aluminahydrate.com	info@aluminahydrate.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	top up in our DPD account no. NC7	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system..	Delhi Team
20200910000097	50 d 2 h	CARTING ORDER // BKG-7751089 // UTKAL-83	2020-09-10 17:32:11 (Asia/Kolkata)	September	2020-09-14 21:27:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops.ccu@pansialine.com	ops.ccu@pansialine.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar is not reflecting in port system.	We have checked the same coprar is already shared with the Port. Kindly contact the NIC Team for the same.	Delhi Team
20200910000094	50 d 2 h	COPRAR NO: 2020091067525447	2020-09-10 17:28:10 (Asia/Kolkata)	September	2020-09-14 19:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops.ccu@pansialine.com	ops.ccu@pansialine.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at port side	We have checked the same coprar is already shared with the Port. Kindly contact the NIC Team for the same.	Delhi Team
20200910000085	50 d 2 h	ONLINE PAYMENT	2020-09-10 17:19:08 (Asia/Kolkata)	September	2020-09-14 19:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	atif@itshipping.com	atif@itshipping.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	we have transferred 4 lacs + 1 lacs in our KOPT deposit account but till now same has not been reflected in our account.	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system..	Delhi Team
20200910000083	50 d 2 h	RE: KLJ organic Ltd. DPD code : 35V /unable to Login in IPCS portal	2020-09-10 17:06:06 (Asia/Kolkata)	September	2020-09-14 20:05:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	navin@kjinodia.com	navin@kjinodia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	KLJ organic Ltd. DPD code : 35V /unable to Login in IPCS portal	We tried to reach u multiple times but no response received from your end.	Delhi Team
20200910000082	50 d 2 h	M.V.MSC JANIS 3 -- IMO: 9134490/ CALL SIGN: D5J15 -- PLS SEND DETAILS TO ICEGATE AND DGLL	2020-09-10 17:04:06 (Asia/Kolkata)	September	2020-09-14 20:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajesh.dasari@samsarashipping.com	rajesh.dasari@samsarashipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	PLS SEND DETAILS TO ICEGATE AND DGLL	Reported Vessel is approved & already updated at the ICEGATE & DGLL Websites, kindly check the same with the ice gate & dgll team.	Delhi Team
20200910000081	50 d 2 h	RE: CARTING ORDER // BKG-7751089 // UTKAL-83	2020-09-10 16:59:06 (Asia/Kolkata)	September	2020-09-14 20:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops.ccu@pansialine.com	ops.ccu@pansialine.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not reflecting at port system	As we have checked ,the reported issue has been resolved now. Indian PCS <a href="https://indianpcs.gov.in/PA">https://indianpcs.gov.in/PA</a> . PCS is working fine. You are requested to Kindly check the same.	Delhi Team
20200910000080	50 d 2 h	PCS NOT WORKING	2020-09-10 16:58:06 (Asia/Kolkata)	September	2020-09-14 20:10:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS NOT WORKING	As we have checked ,the reported issue has been resolved now. Indian PCS <a href="https://indianpcs.gov.in/PA">https://indianpcs.gov.in/PA</a> . PCS is working fine. You are requested to Kindly check the same.	Delhi Team
20200910000079	50 d 2 h	PCS site not working !!	2020-09-10 16:56:07 (Asia/Kolkata)	September	2020-09-14 20:10:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhavnagar@interocean.in	bhavnagar@interocean.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS site not working !!	As we have checked ,the reported issue has been resolved now. Indian PCS <a href="https://indianpcs.gov.in/PA">https://indianpcs.gov.in/PA</a> . PCS is working fine. You are requested to Kindly check the same.	Delhi Team
20200910000076	50 d 2 h	Unable to login Indian PCS site	2020-09-10 16:44:23 (Asia/Kolkata)	September	2020-09-14 20:10:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	DEBAJIT.MU.KHEREJEE@coscon.com	DEBAJIT.MU.KHEREJEE@coscon.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	Unable to login Indian PCS site	As we have checked ,the reported issue has been resolved now. Indian PCS <a href="https://indianpcs.gov.in/PA">https://indianpcs.gov.in/PA</a> . PCS is working fine. You are requested to Kindly check the same.	Delhi Team



20200910000074	50 d 3 h	PCS SITE IS DOWN	2020-09-10 16:25:20 (Asia/Kolkata)	September	2020-09-14 20:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS SITE IS DOWN	As we have checked ,the reported issue has been resolved now, Indian PCS https://indianpcs.gov.in/WPA, PCS is working fine. You are requested to kindly check the same.	Delhi Team
20200910000073	50 d 3 h	Re[2]: Request to release cart in bkg no: 104000029555 // container no: GESU4390302	2020-09-10 16:24:20 (Asia/Kolkata)	September	2020-09-14 20:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Request to release cart in bkg no: 104000029555 // container no: GESU4390302	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team	Delhi Team
20200910000071	50 d 3 h	COPRAR not reflected in PORT system //COPRAR - 2020091087528544/VCN-CCU12000435//TCLU8272575//	2020-09-10 15:54:15 (Asia/Kolkata)	September	2020-09-14 20:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not reflected in PORT system //COPRAR - 2020091087528544/VCN-CCU12000435//TCLU8272575//	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team	Delhi Team
20200910000061	50 d 4 h	KLJ organic Ltd. DPD code : 35V /unable to Login in IPCS portal	2020-09-10 15:35:12 (Asia/Kolkata)	September	2020-09-14 20:20:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	navin@kjinid.a.com	navin@kjinid.a.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	KLJ organic Ltd. DPD code : 35V /unable to Login in IPCS portal	Kindly share the PAN No. of your agency as the reported ID is not available at our end.	Delhi Team
20200910000058	50 d 4 h	COPRAR not reflected in PORT system //COPRAR - 2020091087531538/VCN-CCU12000427//KKFU6730581 //	2020-09-10 15:07:08 (Asia/Kolkata)	September	2020-09-14 20:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR not reflected in PORT system //COPRAR - 2020091087531538/VCN-CCU12000427//KKFU6730581 //	As we have checked the Reported COPRAR File is available in the Port folder.	Delhi Team
20200910000054	50 d 5 h	RE: [EXTERNAL] RE: Re[4]: DO invoice against BL No. SSLQDCCUCC8134 dated 03/08/20 a/c DABUR NEPAL PVT.LTD	2020-09-10 14:30:22 (Asia/Kolkata)	September	2020-09-14 20:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	swapan.gupta@samudera.id	swapan.gupta@samudera.id	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDO	Consignee( Dabur Nepal Pvt Ltd) as well as the CHA ( Translog ship) that the attached DO is not showing in PCS System.	As discussed with your team member eDo is already delivered to the CHA, you are requested to kindly share the contact details of the CHA so that we can guide him regarding the same	Delhi Team
20200910000046	50 d 5 h	PAYMENT SLIP	2020-09-10 13:46:20 (Asia/Kolkata)	September	2020-09-10 19:04:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200910000041	50 d 5 h	RE: ***SPAM*** FW: FUND TRANSFER CONFIRMATION A/C SFL (Sea Freight & Logistics Solution )	2020-09-10 13:44:18 (Asia/Kolkata)	September	2020-09-14 18:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@seafreightlogistic.com	accounts@seafreightlogistic.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	user want to payment confirmation	Asked to user kindly contact to port system.	Delhi Team
20200910000040	50 d 5 h	Re: PD Account Balance of 11A as on : 10-09-2020 - Urgent Please.....	2020-09-10 13:44:15 (Asia/Kolkata)	September	2020-09-14 19:05:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vikass@portall.in	vikass@portall.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200910000039	50 d 5 h	How to register	2020-09-10 13:44:14 (Asia/Kolkata)	September	2020-09-14 15:15:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vinod@24x7logistics.com	vinod@24x7logistics.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200910000038	50 d 5 h	PORT CREDIT AMOUNT	2020-09-10 13:42:14 (Asia/Kolkata)	September	2020-09-14 18:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	infoccu@mercargo.in	infoccu@mercargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200910000031	50 d 6 h	* DB * ERROR REPORTED WHILE SUBMITTING EDO INTO PCS	2020-09-10 13:27:12 (Asia/Kolkata)	September	2020-09-14 18:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhishek.roychowdhury@ccu.pilship.com	abhishek.roychowdhury@ccu.pilship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	user unable to upload the edo	AS checked and user has missed multiple tab in xml the guided fill all detail.	Delhi Team
20200910000029	50 d 6 h	CHANGE OF VESSEL CALL SIGN FROM ABXT7 TO VRTO4 FOR PARIS EXPRESS VCN NO INNSA1BMOL0678	2020-09-10 13:07:09 (Asia/Kolkata)	September	2020-09-11 09:41:28 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	YourSSJNP T@iss-shipping.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	user want to change the call sign number	Asked to user kindly contact to port for changing the call sign	Delhi Team
20200910000003	50 d 9 h	NOT REFLECTING VESSEL CHARGES AT PCAN ACCOUNT HALDIA	2020-09-10 10:36:05 (Asia/Kolkata)	September	2020-09-15 12:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@mari nelinks.in	haldia@mari nelinks.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	NOT REFLECTIN G VESSEL CHARGES AT PCAN ACCOUNT HALDIA	As we can check payment is showing success & the information is shared with the Port Authorities.	Delhi Team
202009090000119	50 d 21 h	UPDATED CORRECT CALL SIGN FOR PARIS EXPRESS VRTO4	2020-09-09 22:30:11 (Asia/Kolkata)	September	2020-09-14 12:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	YourSSJNP T@iss-shipping.com	JNPT	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	JNPT	Trade User	EDI	User Guidance-Other EDI	UPDATED CORRECT CALL SIGN FOR PARIS EXPRESS VRTO4	You are requested to kindly request the Port team for the same as we don't have any rights to change.	Delhi Team
202009090000118	50 d 21 h	Fwd: PAYSTS Issue	2020-09-09 22:04:06 (Asia/Kolkata)	September	2020-09-14 09:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@co chinport.gov.in	rajeevan@co chinport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Please regenerate the below mentioned XML file as the bank reference id issue still exists for IDBI bank.		Delhi Team
202009090000113	50 d 23 h	// Manifest data amended from MBL to HBL but HBL data not reflecting in PCS //	2020-09-09 19:48:05 (Asia/Kolkata)	September	2020-09-14 13:15:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sujoy.mukherjee@one-line.com	sujoy.mukherjee@one-line.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDO	Manifest data amended from MBL to HBL but HBL data not reflecting in PCS //	As per our telecom discussion,the amendment is done after vessel arrival, and inward entry data is updated.Hence the same is not getting shared with the PCS by the ICEGATE.You are requested to please contact with the concern port for the same	Delhi Team
202009090000102	51 d 0 h	Vessel name not showing in ICEGATE Request - not able to file IGM	2020-09-09 19:15:20 (Asia/Kolkata)	September	2020-09-09 19:48:15 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	chennai@marinelinks.in	chennai@marinelinks.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vessel Profile is Not Showing at ICEGATE	Vessel Profile is Not Showing at ICEGATE.As we have checked, the Vessel Profile is already available in the ICEGATE folder.Once the ICEGATE will consume the same file, it will reflect in ICEGATE. You are requested to kindly check with ICEGATE and confirm.	Delhi Team
202009090000101	51 d 0 h	RE:m.v. LUNA II due Visakhapatnam port	2020-09-09 19:09:19 (Asia/Kolkata)	September	2020-09-14 11:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@monship.in	operations@monship.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application		As per the telecom discussion and Remote desk with you, the Vessel Profile has been Submitted successfully and the reported issue has been resolved.	Delhi Team

20200909000099	51 d 0 h	IGM no for M.V.ER FELIXSTOWE Voy- 2034/2005 IGM NO: 2261625 and IGM Date:04-09-2020 VCN/VIA: INNSA1GTOL0697 MBL : EPIRCHNSHN267761	2020-09-09 18:54:17 (Asia/Kolkata)	September	2020-09-09 22:58:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	manoj.bhalekar@in.emirat.esline.com	manoj.bhalekar@in.emirat.esline.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Trade User	EDI	User Guidance-EDO	User is Not able to release the EDO	User is Not able to release the EDO. Asked to link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200909000094	51 d 1 h	RE: Gross weight change	2020-09-09 18:16:12 (Asia/Kolkata)	September	2020-09-09 22:21:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sanjib@sdlsindia.com	sanjib@sdlsindia.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want to amend the COPRAR file	User want to amend the COPRAR file. Asked to Contact to the Concern Port for the Amendment	Delhi Team
20200909000092	51 d 1 h	FW: VCN KY12020051164 has been allotted for vessel DK ABDULRAZZAK KHALIDZAIID ALKHALID by DPT	2020-09-09 18:09:10 (Asia/Kolkata)	September	2020-09-09 20:36:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping.kandla@gac.com	shipping.kandla@gac.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	User is Continuously getting the Email from Indian PCS	User is Continuously getting the Email from Indian PCS. Asked to wait	Delhi Team
20200909000091	51 d 1 h	send the PAYSTS file for below Bill no	2020-09-09 17:54:07 (Asia/Kolkata)	September	2020-09-13 19:50:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-Paysts	Port is Querying for the PAYSTS file	Port is Querying for the PAYSTS file. We have updated the Reported files from our end. You are requested to Kindly check and confirm.	Delhi Team
20200909000084	51 d 2 h	PAYSTS file required	2020-09-09 17:29:04 (Asia/Kolkata)	September	2020-09-13 19:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	PAYSTS file required	As checked, reported payment is success and PAYSTS is available in port. please find below detail : 2020090987457473 09-09-2020 PAYSTS2020090987457473.xml	Delhi Team
20200909000083	51 d 2 h	Require Login id & password for Customer Code 63X	2020-09-09 17:16:22 (Asia/Kolkata)	September	2020-09-13 19:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	purchases@vilsonsboard.in	purchases@vilsonsboard.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Require Login id & password for Customer Code 63X	You need to register in Indian PCS, you are requested to kindly Submit the Fresh Stake Holder Registration in Indian PCS <a href="https://indianpcs.gov.in/IPA_PCS">https://indianpcs.gov.in/IPA_PCS</a> .	Delhi Team
20200909000078	51 d 2 h	RE: Required reset password against Haldia user ID seawy005	2020-09-09 17:03:20 (Asia/Kolkata)	September	2020-09-13 19:25:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkatta_imp_orts@maxiconline.com	kolkatta_imp_orts@maxiconline.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Required reset password against Haldia user ID seawy005	As discussed with you kindly reset the password by clicking on the forgot password link.	Delhi Team
20200909000074	51 d 3 h	MV Cape cross - Vessel Profile not approved	2020-09-09 16:39:20 (Asia/Kolkata)	September	2020-09-13 19:25:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.ops@benlineagencies.in	kandla.ops@benlineagencies.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO IS NOT REFLECTING AT PORT END	MV Cape cross - Vessel Profile not approved	Kindly get in touch with the Port Authorities as we don't have the right to approve or reject the same.	Delhi Team
20200909000070	51 d 3 h	FW: Required reset password against Haldia user ID seawy005	2020-09-09 16:15:12 (Asia/Kolkata)	September	2020-09-13 18:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkatta_imp_orts@maxiconline.com	kolkatta_imp_orts@maxiconline.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-Login	User is Not able to Login	User is Not able to Login. Asked to reset the Password.	Delhi Team
20200909000068	51 d 3 h	Fwd: Wharfage Charges for Penna Suraksha Voyage 33 L at Cochin	2020-09-09 16:08:11 (Asia/Kolkata)	September	2020-09-15 12:59:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Wharfage Charges for Penna Suraksha Voyage 33 L at Cochin	As we can check payment is showing success & the information is shared with the Port Authorities.	Delhi Team
20200909000062	51 d 4 h	PCS Payment verification Error	2020-09-09 15:35:06 (Asia/Kolkata)	September	2020-09-13 19:25:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sahadev.Lonari@iss-shipping.com	Sahadev.Lonari@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Payment is verified at our end & the same is showing success now.	Delhi Team
20200909000058	51 d 4 h	Unable to Verify PCS Payment Rs. 600000/- less TDS Rs. 9000/Port A/c No. IE030	2020-09-09 15:25:04 (Asia/Kolkata)	September	2020-09-13 15:40:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200909000055	51 d 4 h	PAYMENT SLIP	2020-09-09 15:16:24 (Asia/Kolkata)	September	2020-09-09 16:11:32 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	geko7@globalcargo.in	geko7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200909000035	51 d 6 h	PORT CREDIT AMOUNT	2020-09-09 13:32:07 (Asia/Kolkata)	September	2020-09-09 17:42:07 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	infoccu@mercargo.in	infoccu@mercargo.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200909000030	51 d 6 h	Need to Change VCN from IXY12020081054 to IXY12020091010	2020-09-09 13:01:23 (Asia/Kolkata)	September	2020-09-09 14:58:19 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kdl.bulk@iladharpasoo.com	kdl.bulk@iladharpasoo.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	User want to Change the VCN from IXY12020081054 to IXY12020091010	User want to Change the VCN from IXY12020081054 to IXY12020091010,Asked to Contact to the Concern Port for the Same.	Delhi Team
20200909000025	51 d 7 h	Requires vessel name as mv.Tokyo Bay in customs system instead of Ex.Name: mv.Cap Arnauti- reg.	2020-09-09 12:40:18 (Asia/Kolkata)	September	2020-09-10 15:25:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	YourSS Chennai@iss-shipping.com	YourSS Chennai@iss-shipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO-ICEGATE	User is Querying to Update the Vessel Name in Customs	User is Querying to Update the Vessel Name in Customs, Asked that the Name is Already Updated	Delhi Team
20200909000022	51 d 7 h	Gross weight change	2020-09-09 12:23:16 (Asia/Kolkata)	September	2020-10-13 12:56:54 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mktg.cal@tgstpl.com	mktg.cal@tgstpl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200909000018	51 d 7 h	PORT TRUST DEPOSIT (DU009)	2020-09-09 12:10:14 (Asia/Kolkata)	September	2020-09-13 12:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200909000013	51 d 8 h	Recived incorrect AGDORD file	2020-09-09 11:37:11 (Asia/Kolkata)	September	2020-09-13 12:15:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@katakatarporttrust.gov.in	pcs.hdc@katakatarporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong format agdord is received	informed to port as same file is updated to port as received input form user	Delhi Team
20200909000009	51 d 8 h	KINDLY AMEND VCN NO. IXY12020081054 ORIENTAL JASMINE - TO - VCN NO. IXY12020091010 ORIENTAL SAKURA	2020-09-09 10:46:21 (Asia/Kolkata)	September	2020-09-13 12:05:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhimjahir@rgroupindia.com	bhimjahir@rgroupindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	DATA CORRECTION	user want to change the vcn number	informed to user kindly contact to port	Delhi Team
20200909000007	51 d 9 h	PCS Registration	2020-09-09 10:25:17 (Asia/Kolkata)	September	2020-09-13 12:05:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manojkv@bdpint.com	manojkv@bdpint.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user want to process of stake holder	Guided to user for stakeholder registration process	Delhi Team
20200909000002	51 d 13 h	VCN NO : INVTZ120000917 PROBLEM FOR DOING BERMAN	2020-09-09 06:10:18 (Asia/Kolkata)	September	2020-09-13 19:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-BIRTHING PROBLEM	VCN NO : INVTZ120000917 PROBLEM FOR DOING BERMAN	Kindly try to file the Berthing request now, if any issue kindly revert.	Delhi Team
20200908000115	51 d 21 h	REQUEST TO RESET PASSWORD - USER ID jmlpt002 - JAK MARITIME	2020-09-08 22:39:08 (Asia/Kolkata)	September	2020-09-13 08:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayantha@jamaritime.com	jayantha@jamaritime.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	REQUEST TO RESET PASSWORD - USER ID jmlpt002 - JAK MARITIME	Kindly reset your password by clicking on the forgot password link under the login section.	Delhi Team
20200908000097	52 d 0 h	Fwd: PCS EDO Acknowledgement API - Email Issue	2020-09-08 18:45:11 (Asia/Kolkata)	September	2020-09-13 11:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ednas@portall.in	ednas@portall.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	user unable to do the edo through api		Delhi Team
20200908000093	52 d 1 h	MT TORM TORINO DUE AT SIKKA ON 10.09.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-09-08 18:20:08 (Asia/Kolkata)	September	2020-09-12 18:45:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interoce.in	jamnagar@interoce.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200908000087	52 d 1 h	MT NORD HARMONY - AT JNPT - PROFILE UPDATING IN ICEGATE (ROT NUMBER FROM ICEGATE)	2020-09-08 18:08:06 (Asia/Kolkata)	September	2020-09-12 19:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200908000079	52 d 2 h	RE: NEED TO ADD NEW EMAIL ID'S // MAJES003	2020-09-08 17:29:20 (Asia/Kolkata)	September	2020-09-12 19:01:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	robert@majesticmaritime.com	robert@majesticmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	DATA CORRECTION	User want to change the mail id	Guided to user for changing gmail id process	Delhi Team

20200908000070	52 d 3 h	Received incorrect CHSAE02 file	2020-09-08 15:56:06 (Asia/Kolkata)	September	2020-09-12 16:30:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying that they have Received incorrect CHSAE02 file	Port is Querying that they have Received incorrect CHSAE02 file. Asked that we have as it is received from the Customs.	Delhi Team
20200908000067	52 d 3 h	Vessel Profile Registration Request for vessel JANICE N has been approved.	2020-09-08 15:51:07 (Asia/Kolkata)	September	2020-09-14 16:14:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bajju@tpm-ent.com	bajju@tpm-ent.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRODGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200908000066	52 d 3 h	Fwd: PCS login -- unli40 //DISABLED	2020-09-08 15:50:04 (Asia/Kolkata)	September	2020-09-12 20:25:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangalore@unitedliners.com	mangalore@unitedliners.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	PCS login -- unli40 //DISABLED	Thank you for your request. Account is active, kindly reset the password for the first time login by clicking on forgot password link.	Delhi Team
20200908000065	52 d 3 h	FW: M.V. ABS AMELIA . VCN -2008171, IMO-9421790	2020-09-08 15:47:24 (Asia/Kolkata)	September	2020-09-08 17:27:47 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops1@bgmspl.com	ops1@bgmspl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Rotation number is not showing	Asked to user kindly contact icegate	Delhi Team
20200908000062	52 d 4 h	RE: 9/8 24130.25 5000 RE: Request for DO Invoice /// BL No.OOLU 2114562910 /// Container No. OOLU2847584 (1x20)	2020-09-08 15:24:21 (Asia/Kolkata)	September	2020-09-13 16:18:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sukalyan.sengupta@ood.com	sukalyan.sengupta@ood.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is searching in pcs but popup is coming	Asked to user kindly click on ok and process the edo	Delhi Team
20200908000056	52 d 4 h	MVJAG ROOPA : VCN Not Generated in Berth Request-reg	2020-09-08 14:57:16 (Asia/Kolkata)	September	2020-09-08 18:00:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	venkateshwara.adabala@associatehazira.amns.in	venkateshwara.adabala@associatehazira.amns.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING.As we have checked that, the Reported Issue has been resolved. Now you will be able to do the Berthing. You are requested to please check and confirm.	Delhi Team
20200908000043	52 d 6 h	Files Missing (CHPOE05)	2020-09-08 13:34:21 (Asia/Kolkata)	September	2020-09-12 16:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	CHPIO5 is not received in port edi	Edi file has been shared to port edi system	Delhi Team
20200908000041	52 d 6 h	M.V. TAN BINH 135 vessel profile	2020-09-08 13:09:20 (Asia/Kolkata)	September	2020-09-12 13:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port.ops@bgkship.in	port.ops@bgkship.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	User is Querying that the After Submission of Vessel Profile Old PNI is showing	User is Querying that the After Submission of Vessel Profile Old PNI is showing. Asked to wait for the Approval and Contact to the Concern port for the same.	Delhi Team
20200908000036	52 d 7 h	MT NORD HARMONY - AT JNPT- PROFILE UPDATING IN ICEGATE	2020-09-08 12:14:11 (Asia/Kolkata)	September	2020-09-08 13:14:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vessel Profile is Not Showing at ICEGATE	Vessel Profile is Not Showing at ICEGATE.As we have checked, the Vessel Profile is already available in the ICEGATE folder.Once the ICEGATE will consume the same file, it will reflect in ICEGATE. You are requested to kindly check with ICEGATE and confirm.	Delhi Team
20200908000026	52 d 7 h	JNPT PCS PAYMENT DTD-08.09.2020 OF Rs 75,22,763/-	2020-09-08 11:50:05 (Asia/Kolkata)	September	2020-09-12 12:50:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200908000025	52 d 7 h	RE: PCS Payment-Paradip Port Trust-IDBI bank	2020-09-08 11:47:05 (Asia/Kolkata)	September	2020-09-09 08:35:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rakesh.agasti@idbi.co.in	rakesh.agasti@idbi.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Payment verified at our end & the receipt is also generated for the same.	Delhi Team
20200908000015	52 d 9 h	REQUEST FOR CHANGE IN AUTHORISED SIGNATORY FOR POS ID BLUE123	2020-09-08 10:29:14 (Asia/Kolkata)	September	2020-09-12 20:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salesvzag@bluehorseshipping.com	salesvzag@bluehorseshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-RESET PASSWORD	REQUEST FOR CHANGE IN AUTHORISED SIGNATORY FOR POS ID BLUE123	Kindly update the email ID & Mobile No. after login into the profile.	Delhi Team

20200907000081	53 d 1 h	Our Agency Vessel MV EAGLE - Upload link to ICEGATE & DGLL	2020-09-07 18:01:14 (Asia/Kolkata)	September	2020-09-11 18:35:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tut@imperial.co.in	tut@imperial.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team	
20200907000065	53 d 2 h	FW: MV. SARAYU V. 097-VCN NBR	2020-09-07 17:18:08 (Asia/Kolkata)	September	2020-09-11 21:25:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations.kochi@mbklogistx.com	operations.kochi@mbklogistx.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN nbr of MV. SARAYU v.097 is not reflecting in the PCS (screen shot below). Kindly advise.	As we can check the reported file is already shared with the Port Team, once the same is approved by them it will be reflecting in the PCS1x application. You are requested kindly get in touch with the Port team for the VCN allotment.	Delhi Team	
20200907000048	53 d 3 h	ILH ONLINE PAYMENT ERROR	2020-09-07 16:18:19 (Asia/Kolkata)	September	2020-09-07 16:49:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accounts@overseasshippingllp.in	accounts@overseasshippingllp.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-DGLL - ICEGATE	User is Not able to Make the Payment in DGLL Site	User is Not able to Make the Payment in DGLL Site,Asked to Contact to the Concern Authority (DGLL Team) for the Same	Delhi Team	
20200907000042	53 d 4 h	RE: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020090487068827)	2020-09-07 15:31:10 (Asia/Kolkata)	September	2020-09-08 12:44:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	seascape.gujarat@gmail.com	seascape.gujarat@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	PIPAVAV Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password, As we have checked there is no any Entry showing, asked the user to wait,We have Updated the details from Our End in Database.	Delhi Team	
20200907000035	53 d 4 h	XML file Uploading Error	2020-09-07 15:13:09 (Asia/Kolkata)	September	2020-09-13 08:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mitesh.patel@odex.co	mitesh.patel@odex.co	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Tuticorin	Trade User	Application	User Guidance-Other Application	User is not able to Upload the XML	User is not able to Upload the XML	Delhi Team	
20200907000025	53 d 5 h	PCS /// EDO ERROR	2020-09-07 14:28:21 (Asia/Kolkata)	September	2020-09-11 14:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sanket.koli@molgroup.com	sanket.koli@molgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team	
20200907000020	53 d 6 h	Re: #Request to approve the Registration # PCS Stakeholder Registration Requested Re-submitted (Your Transaction ID : 2020082986736514)	2020-09-07 13:03:07 (Asia/Kolkata)	September	2020-09-22 18:04:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	user id has been created and same has been shared to user	Delhi Team	
20200907000019	53 d 6 h	Erro message	2020-09-07 12:52:06 (Asia/Kolkata)	September	2020-09-11 13:49:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	snowshipping77@gmail.com	snowshipping77@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	Application	User Guidance-Other Application	rotation number is not generated	Informed to user rotation number is updated by icegate team .	Delhi Team	
20200907000012	53 d 8 h	Re: VCN not received for vessel Stolt Sagaland - IMO No 9352200	2020-09-07 11:16:12 (Asia/Kolkata)	September	2020-09-11 11:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sanjeevg@jmbaxi.com	sanjeevg@jmbaxi.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Allotted by the Port	VCN is not Allotted by the Port,Asked to Contact to the Concern Port for the same	Delhi Team	
20200906000023	53 d 20 h	AUTO SMTP not received	2020-09-06 23:37:20 (Asia/Kolkata)	September	2020-09-13 11:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	INPPVRAIL@spnterminais.com	INPPVRAIL@spnterminais.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	PIPAVAV Port	Trade User	EDI	User Guidance-IGM ISSUE		Files are already copied to the Port folder.	Delhi Team	
20200906000012	54 d 4 h	VESPRO not register of IMO Number 9242338 vessel MT. MTM MUMBAI	2020-09-06 15:35:06 (Asia/Kolkata)	September	2020-09-10 16:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mundra@samudramarine.com	mundra@samudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vessel Profile is Not Showing at ICEGATE	Vessel Profile is Not Showing at ICEGATE	Vessel Profile is Not Showing at ICEGATE,As we have checked, the Vessel Profile is already available in the ICEGATE folder.Once the ICEGATE will consume the same file, it will reflect in ICEGATE. You are requested to kindly check with ICEGATE and confirm.	Delhi Team
20200906000008	54 d 8 h	SMTP files of IGM 2261630 incompletely received	2020-09-06 11:32:08 (Asia/Kolkata)	September	2020-09-06 15:16:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pravinmatad@jnpport.gov.in	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-IGM ISSUE	Port is Querying that the IGM 2261630 received incompletely	Port is Querying that the IGM 2261630 received incompletely, Asked to wait .We have Shared the Reported files over Emails from our end. You are requested to Kindly check and confirm.	Delhi Team	

20200906000004	54 d 9 h	Fwd: not receipt of smtp clearance	2020-09-06 09:54:13 (Asia/Kolkata)	September	2020-09-10 10:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmetad e@jnport.gov.in	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Port Officer	EDI	User Guidance-IGM ISSUE	Port is Querying that the IGM 2261185 received incompletely	Port is Querying that the IGM 2261185 received incompletely. Asked to wait we will confirm. Once the same the same is resolved	Delhi Team
20200906000001	54 d 19 h	RE: COPRAR NOT REFLECTING IN PORT SYSTEM // 5X20' TEMA // MANUAL //GANGES JUTE PRIVATE LIMITED	2020-09-06 00:04:22 (Asia/Kolkata)	September	2020-09-11 07:55:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR NOT REFLECTING IN PORT SYSTEM // 5X20' TEMA	As we have checked, the Reported COPRAR File is already available in the Port folder. You are requested to kindly check with them and confirm.	Delhi Team
20200905000068	55 d 1 h	COPRAR and STKHOL file processing issue	2020-09-05 18:13:06 (Asia/Kolkata)	September	2020-09-11 07:50:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR and STKHOL file processing issue	As checked the mention file, in COPRAR user has entered port of loading IDBLW is port of Belawan (Indonesia), kindly update the same at port system. For STKHOL, user has not entered designation in user detail. kindly contact user for the same.	Delhi Team
20200905000037	55 d 4 h	Difference in Customer Key Date Report - August	2020-09-05 15:03:16 (Asia/Kolkata)	September	2020-09-07 10:45:44 (Asia/Kolkata)	PCS Support	closed successful	2 medium	leagendmarie@gmail.com	leagendmarie@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment. Asked that the PAYSTS file is available in Port folder.	Delhi Team	
20200905000033	55 d 5 h	PAYMENT SLIP	2020-09-05 14:33:12 (Asia/Kolkata)	September	2020-09-05 15:35:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	User want payment credit information	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200905000032	55 d 5 h	Re: Mv. SPLENDORKAHSIUNG-VCN ISSUE IN PCS **urgent**	2020-09-05 14:26:12 (Asia/Kolkata)	September	2020-09-05 17:25:44 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haladia	Trade User	EDI	User Guidance-EDI MESSAGE	Callin is not received in port edi	Asked to user kindly share the cm detail	Delhi Team
20200905000030	55 d 5 h	Re: BANK RECONCILIATION for the month of 08/2020.	2020-09-05 14:19:10 (Asia/Kolkata)	September	2020-09-05 18:19:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Payment is not reflecting in pda	Paysts generated and shared to port as same informed to port user	Delhi Team
20200905000027	55 d 5 h	Re: CART IN ORDER BOOKING NO : 363IN1602820820-1 A/C ECO JUTE PVT. LTD. INV : EIL-096+097+092 (20-21)	2020-09-05 14:09:09 (Asia/Kolkata)	September	2020-09-05 16:40:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shippingbrcl@gmail.com	shippingbrcl@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	Asked to Contact to the Concern Port as the COPRAR File is available in Port folder	Delhi Team
20200905000023	55 d 5 h	Fwd: New Voyage Registration request submitted for vessel YASA SATURN.	2020-09-05 13:52:06 (Asia/Kolkata)	September	2020-09-09 15:30:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mundra@interocean.in	mundra@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	EDI	User Guidance-EDI MESSAGE	Callin is not received in port edi	Asked to user kindly share the cm detail	Delhi Team
20200905000019	55 d 6 h	Rotation Number date not getting // PAN: AABCH7319B	2020-09-05 13:04:19 (Asia/Kolkata)	September	2020-09-09 13:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kumar.Natarajan@iss-shipping.com	Kumar.Natarajan@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	rotation number is not generated	Informed to user kindly contact to icegate team.	Delhi Team
20200905000017	55 d 6 h	URGENT REQUEST TO UPDATED NEW EMAIL ID. FOR DPD CONSIGNEE: RAVAGO SHAH POLYMERS PVT LTD // DPD CODE: 62W	2020-09-05 12:55:16 (Asia/Kolkata)	September	2020-09-05 13:09:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	DATA CORRECTION	User want to change the mail id	Guided to user for changing gmail id process	Delhi Team
20200905000016	55 d 7 h	CONTAINER GROSS WEIGHT ISSUE	2020-09-05 12:35:14 (Asia/Kolkata)	September	2020-09-09 15:44:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	amrita.roy@benlineagencies.in	amrita.roy@benlineagencies.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200905000015	55 d 7 h	AS YOUR WEBSITE IS NOT OPENING TO OPEN PD ACCOUNT // DPD CODE :- ISS	2020-09-05 12:23:12 (Asia/Kolkata)	September	2020-09-07 16:19:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jay@simandharexim.com	jay@simandharexim.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Other Application	User is Querying that the Application is Not Working	User is Querying that the Application is Not Working. Asked to Check at their end As the Application is Working Fine.	Delhi Team

20200905000012	55 d 7 h	Fwd: MT NAVIGB ANDESINE AT KANDLA // /PAYMENT //	2020-09-05 11:51:09 (Asia/Kolkata)	September	2020-09-09 19:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	user want confirmation of payment	Kindly ask the user to verify the same we have created the entries in the PCS1x application.	Delhi Team
20200905000010	55 d 8 h	Below files not received by JNPT	2020-09-05 11:37:05 (Asia/Kolkata)	September	2020-09-05 15:31:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Port has received multiple file for paysts calinf	All edi files have been shared to port system	Delhi Team
20200905000004	55 d 9 h	Received Berman file from BAD	2020-09-05 10:24:13 (Asia/Kolkata)	September	2020-09-09 19:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-BIRTHING PROBLEM	Received Berman file from BAD	User has selected the QARUS1 Port for Al Ruwais Qatar Port, you are requested kindly add the same at your end & re-process the file.	Delhi Team
20200904000013	55 d 21 h	Payment Requisition // KOPT DC001 //	2020-09-04 22:33:22 (Asia/Kolkata)	September	2020-09-08 23:15:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system.	Delhi Team
20200904000010	55 d 21 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-09-04 21:42:14 (Asia/Kolkata)	September	2020-09-04 23:28:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muralidharatasa@transworld.com	muralidharatasa@transworld.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system.	Delhi Team
202009040000109	55 d 22 h	Re: PAYMENT NOT REFLECTED	2020-09-04 21:22:11 (Asia/Kolkata)	September	2020-09-05 17:53:38 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vinay@tgisindia.com	vinay@tgisindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	PAYMENT NOT REFLECTED		Delhi Team
202009040000108	55 d 22 h	Port Trust Deposit (DU009)	2020-09-04 21:15:10 (Asia/Kolkata)	September	2020-09-08 23:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system.	Delhi Team
202009040000107	55 d 22 h	Request for Change Port Of Discharge AND Final Port Of Discharge //COPRAR - 2020090487116603/VCN-CCU12000414// KKTU8168190// NYKU3337822//TCUJ2356 291 //TRHU3244709 // TRLU9382806 //	2020-09-04 20:53:06 (Asia/Kolkata)	September	2020-09-05 12:24:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Request for Change Port Of Discharge AND Final Port Of Discharge //COPRAR - 2020090487116603/VCN -	You are requested to please contact to the concern port for the Amendment.	Delhi Team
202009040000105	55 d 23 h	PCS Sight is not working	2020-09-04 20:10:20 (Asia/Kolkata)	September	2020-09-08 20:45:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mandar@simamarine.in	JNPT	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	PCS Sight is not working	PCS1X app is working fine, kindly share the error screenshot if any login related issue you are facing.	Delhi Team
202009040000103	56 d 0 h	Re: CART IN ORDER BOOKING NO .363IN1425430820-1 A/C NSI (INDIA) LIMITED INV 130	2020-09-04 19:18:12 (Asia/Kolkata)	September	2020-09-05 13:16:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shippingbrpc@gmail.com	shippingbrpc@gmail.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	container in the attached cart in order is not reflecting in port PCS system	Mention COPRAR no is reflecting at our end	Delhi Team
202009040000101	56 d 0 h	New Voyage Registration request submitted for vessel ONE CONTINUITY.	2020-09-04 19:12:10 (Asia/Kolkata)	September	2020-09-08 23:30:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhupendra.tandel@one-line.com	JNPT	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	JNPT	Port Officer	EDI	User Guidance-VCN NOT REFLECTING	VCN not reflecting at port side	The reported issue has been resolved now and required file has been shared to port system .	Delhi Team
202009040000095	56 d 1 h	amount Rs.9,75,223.00 STATUS IS PENDING	2020-09-04 18:07:21 (Asia/Kolkata)	September	2020-09-05 17:56:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acc-kolkata@atlatnrtglobalshipping.com	acc-kolkata@atlatnrtglobalshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT			Delhi Team



20200904000094	56 d 1 h	MT PS GENOVA DUE AT SIKKA ON 10.09.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-09-04 17:50:18 (Asia/Kolkata)	September	2020-09-08 20:55:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	janagar@interoce.in	janagar@interoce.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	User is asking for vespro file submission at icegate	As checked, the reported vespro profile is already available in icegate/dgll system. You are requested to kindly check with ICEGATE/DGLL team and confirm.	Delhi Team
20200904000090	56 d 2 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-09-04 17:32:16 (Asia/Kolkata)	September	2020-09-08 20:55:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is unable to verify the payment	As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200904000084	56 d 2 h	ERROR IN LIGHT DUES PAYMENT	2020-09-04 17:20:13 (Asia/Kolkata)	September	2020-09-08 20:55:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bharti.mmi@gmail.com	bharti.mmi@gmail.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	ERROR IN LIGHT DUES PAYMENT	Our intervention is not required on the same. Kindly contact the DGLL team, as the error is generated by their application.	Delhi Team
20200904000070	56 d 3 h	PCS registration	2020-09-04 15:59:20 (Asia/Kolkata)	September	2020-09-08 17:05:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	user id has been created and same has been shared to user	Delhi Team
20200904000056	56 d 4 h	PD account payment not done	2020-09-04 15:20:15 (Asia/Kolkata)	September	2020-09-08 17:05:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ajay.danewa@hindusthan.co.in	ajay.danewa@hindusthan.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-PAYMENT PROCESS	User want to payment process through pcs	guided to user for payment process	Delhi Team
20200904000038	56 d 6 h	RE: PCS Stakeholder Registration Requested Re-submitted (Your Transaction ID : 2020010672703722)	2020-09-04 13:10:15 (Asia/Kolkata)	September	2020-09-08 14:10:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nadim@etexoceanair.com	nadim@etexoceanair.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	stake holder is submitted and pending for approval from port	Delhi Team
20200904000036	56 d 6 h	MV MARMALAITA AGENCY TRANSFER	2020-09-04 13:01:15 (Asia/Kolkata)	September	2020-09-08 14:01:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@seatechindia.com	agency@seatechindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application after agency transfer	As checked the updated the vcn and same informed to user	Delhi Team
20200904000026	56 d 7 h	Re: MT SILVER HEBA AT KANDLA // MARINE VOUCHER NOT COMING AS PER PORT TARIFF // BERTH HIRE RATE //	2020-09-04 12:13:05 (Asia/Kolkata)	September	2020-09-08 12:25:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@interoce.in	kandla@interoce.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	User want to change the berth charges	informed to user kindly contact to port end	Delhi Team
20200904000025	56 d 7 h	MT.CHANCE // Forward data to ICE GATE	2020-09-04 11:59:22 (Asia/Kolkata)	September	2020-09-08 20:59:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sikka@atlantcglobalshipping.com	sikka@atlantcglobalshipping.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Forward data to ICE GATE	As we have checked, the VESPRO File is already available in the ICEGATE folder. Once the ICEGATE will consume the same file, it will reflect in ICEGATE. You are requested to please check with ICEGATE and confirm.	Delhi Team
20200904000024	56 d 7 h	VESSEL SHOWING OLD NAME IN CUSTOM EDI SYSTEM	2020-09-04 11:53:24 (Asia/Kolkata)	September	2020-09-08 15:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	otakandla@gmail.com	otakandla@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vessel name is not showing in icegate edi	Asked to user kindly share the imo number	Delhi Team
20200904000023	56 d 7 h	send below files not received by JNPT	2020-09-04 11:53:21 (Asia/Kolkata)	September	2020-09-08 16:59:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	All edi file have shared have been shared to port system	Delhi Team

20200904000022	56 d 7 h	FW: Port Community System (PCS) Your Password has been reset	2020-09-04 11:52:22 (Asia/Kolkata)	September	2020-09-09 10:52:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vinay@transphere.in	vinay@transphere.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	user is asking for reset password	As per your mail please find PSC 1x login User ID is: tranks001 and the mapped Email ID is: vasu@transphere.in Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and click on Forgot Password? Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id	Delhi Team
20200904000018	56 d 9 h	FW: Fund required for Kolkata Port Account DSD45/ SHREYAS SHIPPING AND LOGISTICS LTD//	2020-09-04 10:37:11 (Asia/Kolkata)	September	2020-09-08 12:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh@ransworld	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200904000017	56 d 9 h	COPRAR processing issue	2020-09-04 10:29:08 (Asia/Kolkata)	September	2020-09-08 21:01:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Please find the attached COPRAR file which is not processing at our.	We have checked the same at our end & found that the user hasn't mentioned the Container Agent Code while uploading the COPRAR thus the same is not getting consumed at our end.	Delhi Team
20200904000013	56 d 9 h	MV. TCI VIJAY V:16 // VESSEL RELATED CHARGES //	2020-09-04 10:14:06 (Asia/Kolkata)	September	2020-09-08 14:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@ganeshshipping.com	agency@ganeshshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200904000001	56 d 19 h	Fwd: BANK RECONCILIATION for the month of 08/2020.	2020-09-04 00:17:12 (Asia/Kolkata)	September	2020-09-08 21:01:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User asking for payment confirmation	As checked ,the mention payment bill 2020081285449391 is success and paysts is shared with port.	Delhi Team
202009030000113	57 d 1 h	RE: A/c-payment request at JNPCT-HILTI INDIA PVT LTD DPD CODE- 27C ( HLT)	2020-09-03 18:30:16 (Asia/Kolkata)	September	2020-09-04 17:00:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	support.jnpt@bom.avglolbal.in	support.jnpt@bom.avglolbal.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password,Asked to Share the PAN number	Delhi Team
202009030000109	57 d 1 h	MV AL SAQLAIN -II // VCN NOT GENERATED	2020-09-03 18:18:17 (Asia/Kolkata)	September	2020-09-07 18:35:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vikas@shreekrishnagroup.in	vikas@shreekrishnagroup.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Allotted by the Port	VCN is not Allotted by the Port,Asked to Contact to the Concern Port for the same	Delhi Team
202009030000106	57 d 1 h	Delivery Order for B/L: ZIMUIST20950133	2020-09-03 18:14:14 (Asia/Kolkata)	September	2020-09-08 09:30:21 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Jagadale.Pankaj@in.zim.com	Jagadale.Pankaj@in.zim.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-EDO	User is Not able to release the EDO	User is Not able to release the EDO,Asked to link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
202009030000104	57 d 1 h	RE: A/c-payment request at JNPCT-HILTI INDIA PVT LTD DPD CODE- 27C ( HLT)	2020-09-03 17:58:11 (Asia/Kolkata)	September	2020-09-07 20:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	support.jnpt@bom.avglolbal.in	support.jnpt@bom.avglolbal.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user is asking for pcs credential	Kindly share your agency PAN Card so that we can check further.	Delhi Team
202009030000101	57 d 2 h	TOP URGENT- UNABLE TO VERIFY PAYMENT - COK PORT PAYMENT DT: 03.09.2020	2020-09-03 17:37:08 (Asia/Kolkata)	September	2020-09-07 20:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	namratabhogal@evergreen-shipping.co.in	namratabhogal@evergreen-shipping.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is unable to verify payment	As we can check the Payment is showing failed due to Payment is pending authorization from the approver.	Delhi Team

20200903000099	57 d 2 h	MV ALSAQLAIN-II // VCN NOT GENERATED	2020-09-03 17:33:08 (Asia/Kolkata)	September	2020-09-07 20:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vikas@shreekrishnagroup.in	vikas@shreekrishnagroup.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	vessel VCN Not generated pls help sir.	As we have checked, the Reported Voyage is in Submitted state and the required file is available in the Port folder. Once the port will approve the same, VCN will be allotted. You are requested to kindly check with them and confirm.	Delhi Team
20200903000095	57 d 2 h	ROTATION NUMBER FOR VCN: INVTZ120000826 NOT UPDATED	2020-09-03 17:27:07 (Asia/Kolkata)	September	2020-09-03 22:21:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mngnr.pnm@pennonshipping.com	mngnr.pnm@pennonshipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-Other EDI	ROTATION NUMBER FOR VCN: INVTZ120000826 NOT UPDATED	Kindly Contact ICEGATE Team for the rotation no related queries.	Delhi Team
20200903000093	57 d 2 h	MV KLARA SELMER / VOUCHER	2020-09-03 16:59:22 (Asia/Kolkata)	September	2020-09-07 20:20:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.ops@benlineagencies.in	kandla.ops@benlineagencies.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	Kindly approve below voucher asap enable us to make payment today.	As checked the reported assessment is submitted in pcs 1x and pending for approval form port.	Delhi Team
20200903000090	57 d 3 h	TOP URGENT - UNABLE TO VERIFY PAYMENT - COK PORT PAYMENT DT: 03.09.2020	2020-09-03 16:40:19 (Asia/Kolkata)	September	2020-09-07 18:25:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	namratabhogal@evergreen-shipping.co.in	namratabhogal@evergreen-shipping.co.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment.Asked to Wait we will confirm once the same is resolved.As we have checked that the Payment is in Pending State. You are requested to kindly verify the same after 3-4 Hours. You are also requested to kindly share the Indian PCS Payment Screenshot so that we can check further.	Delhi Team
20200903000089	57 d 3 h	NOT CREDITED OUR PD ACCOUNT DT013 - KOLKATA	2020-09-03 16:37:19 (Asia/Kolkata)	September	2020-09-07 17:33:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anup@tglsindia.com	anup@tglsindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment.Asked that the PAYSTS file is available in Port folder.	Delhi Team
20200903000083	57 d 3 h	PD account no 2264 payment is not showing in account.	2020-09-03 15:41:10 (Asia/Kolkata)	September	2020-09-07 20:20:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	fxvlogistics.mumbai@gmail.com	fxvlogistics.mumbai@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	PD account no 2264 payment is not showing in account.	As we can check you have verified the Payment around 03-09-2020 15:14:16 & the confirmation is already sent to the Port.	Delhi Team
20200903000076	57 d 4 h	Export container not reflecting in PCS ssystem	2020-09-03 15:12:05 (Asia/Kolkata)	September	2020-09-07 15:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	asis.m@sbmapi.com	asis.m@sbmapi.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	coprar is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200903000070	57 d 5 h	FW: PAYMENT FROM PENNON SHIPPING INTO MARINE REVOLVING ACCOUNT No MP001 ON 03.09.2020: Rs 1,75,000 LESS TDS Rs 2,625	2020-09-03 14:34:19 (Asia/Kolkata)	September	2020-09-07 17:55:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opnaccs@pennonshipping.com	opnaccs@pennonshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200903000069	57 d 5 h	Light Dues unable to pay for IMO 9330501 vessel Name MV Bomar Fulgent	2020-09-03 14:27:18 (Asia/Kolkata)	September	2020-09-03 15:05:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	krishna.wanhai	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-DGLL - ICEGATE	User is Not able to Make the Payment in DGLL Site	User is Not able to Make the Payment in DGLL Site.Asked to Contact to the Concern Authority (DGLL Team) for the Same	Delhi Team
20200903000065	57 d 5 h	PAYMENT SLIP	2020-09-03 14:00:14 (Asia/Kolkata)	September	2020-09-03 14:21:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment.Asked that the PAYSTS file is available in Port folder.	Delhi Team

20200903000062	57 d 5 h	AMEND REQUEST OF TRANSSHIPMENT PORT AS SSGSIN1 / SINGAPORE	2020-09-03 13:43:10 (Asia/Kolkata)	September	2020-09-03 14:45:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mस्कartin@gmail.com	mस्कartin@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200903000059	57 d 6 h	Approval pending	2020-09-03 13:10:07 (Asia/Kolkata)	September	2020-09-07 13:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	umkkandla@gmail.com	umkkandla@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqcat is pending for approval	edl file is available in port system informed to user kindly contact to port	Delhi Team
20200903000057	57 d 6 h	MV. STAR CENTAURUS - EDO PROBLEM	2020-09-03 13:02:26 (Asia/Kolkata)	September	2020-09-07 13:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mitra.haldia@gmail.com	mitra.haldia@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	Asked to user kindly share the remote session support for reported issue	Delhi Team
20200903000044	57 d 7 h	Re: MT SILVER HEBA AT KANDLA // MARINE VOUCHER NOT COMING AS PER PORT TARIFF // BERTH HIRE RATE //	2020-09-03 12:36:20 (Asia/Kolkata)	September	2020-09-03 12:43:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	User is Querying to Change the Berth Hire Payment	User is Querying to Change the Berth Hire Payment.Asked to Contact to the Concern Port for the same	Delhi Team
20200903000043	57 d 7 h	FILE MISSING (VESPRO)	2020-09-03 12:29:18 (Asia/Kolkata)	September	2020-09-03 13:22:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Port Officer	EDI	User Guidance-VESPRO-ICEGATE	Port is Querying for the VESPRO file	Port is Querying for the VESPRO file.As we have checked that the reported file is available in port folder.You are requested to kindly and confirm.	Delhi Team
20200903000035	57 d 8 h	VCN NO:KY12020091005 - BERTH APPLICATION ERROR	2020-09-03 11:37:10 (Asia/Kolkata)	September	2020-09-07 12:05:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@atlanticglobalshipping.com	kandla@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	VCN is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200903000034	57 d 8 h	CONFIGURATION OF EMAIL IDS.	2020-09-03 11:32:09 (Asia/Kolkata)	September	2020-09-07 13:01:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	doc@jmbaxi.com	doc@jmbaxi.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	DATA CORRECTION	User want to change the mail id	Mail id updated and same informed to port user and user	Delhi Team
20200903000019	57 d 9 h	Approval to wharf age Nothing	2020-09-03 10:34:21 (Asia/Kolkata)	September	2020-09-03 10:43:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cha.info@thekirangroup.com	cha.info@thekirangroup.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS.Asked to Contact to the Concern port for the same.	Delhi Team
20200903000012	57 d 9 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL M.T. ELEGANT AND IMO NO.9123348	2020-09-03 10:10:19 (Asia/Kolkata)	September	2020-09-04 12:27:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL M.T. ELEGANT AND IMO NO.9123348	As per our telecom discussion,you are requested to re submit the voyage.as the same is rejected by the port.also check the party code is correct.	Delhi Team
20200903000003	57 d 10 h	VESPRO file needed	2020-09-03 09:19:07 (Asia/Kolkata)	September	2020-09-07 20:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO IS NOT REFLECTING AT PORT END	User is asking for vespro file	Reported Vespro share with the Port folder.	Delhi Team
20200903000001	57 d 13 h	Sub .MV EDEN BAY	2020-09-03 06:21:21 (Asia/Kolkata)	September	2020-10-13 12:58:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mail@sohomshipping.com	mail@sohomshipping.com	PCS Support	S4	Incident	Rahul Ujjena	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO		Delhi Team
20200902000098	57 d 23 h	m.v. POLA MONACO - VCN NOT APPROVED	2020-09-02 20:11:22 (Asia/Kolkata)	September	2020-09-07 09:31:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	otakandla@gmail.com	otakandla@gmail.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VCN NOT REFLECTING	m.v. POLA MONACO - VCN NOT APPROVED	The CALINF File is available in the Port folder. You are requested to Please contact with the port. Once the port will approve the same, VCN will be allotted.	Delhi Team
20200902000093	58 d 1 h	PCS EDO XML Testing [ UAT Confirmation TICKET #TID/2019/2/118533 ]	2020-09-02 18:39:05 (Asia/Kolkata)	September	2020-09-06 19:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli.in	ketan@ymli.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDO	PCS EDO XML Testing [ UAT Confirmation TICKET #TID/2019/2/118533 ]	We will test the same at our end & revert back to you if any findings related to this.	Delhi Team

20200902000092	58 d 1 h	Re: MV NAVIOS FELICITY I (IMO-9864679) - VOYAGE REGISTRATION	2020-09-02 18:38:05 (Asia/Kolkata)	September	2020-09-06 19:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-Other EDI	MV NAVIOS FELICITY I (IMO-9864679) - VOYAGE REGISTRATION recieved at haldia	Thanks for the confirmation.	Delhi Team
20200902000089	58 d 1 h	Delivery Order for B/L: ZIMUMER2043496	2020-09-02 18:09:22 (Asia/Kolkata)	September	2020-09-06 18:35:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Jagadale.Pankaj@in.zim.com	Jagadale.Pankaj@in.zim.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO,Asked to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200902000088	58 d 1 h	Delivery Order for B/L: ZIMUMER2043527	2020-09-02 18:03:20 (Asia/Kolkata)	September	2020-09-06 19:45:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Jagadale.Pankaj@in.zim.com	Jagadale.Pankaj@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200902000081	58 d 2 h	Re: MV NAVIOS FELICITY I (IMO-9864679) - VOYAGE REGISTRATION	2020-09-02 17:36:16 (Asia/Kolkata)	September	2020-09-06 18:25:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	vespro is not reflecting in port end	as checked the vespro file has been shared to port system as informed to port	Delhi Team
20200902000079	58 d 2 h	AMOUNT NOT CREDITED IN PL A/C/PD A/C NO-57119163/SHRI JAGANNATH STEELS & POWER LIMITED	2020-09-02 17:29:15 (Asia/Kolkata)	September	2020-09-06 17:45:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@jspl.co.in	accounts@jspl.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200902000062	58 d 3 h	MV NAVIOS FELICITY I (IMO 9864679) - VOYAGE REGISTRATION	2020-09-02 16:24:03 (Asia/Kolkata)	September	2020-09-06 18:30:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	liberty.haldia@gmail.com	liberty.haldia@gmail.com	PCS Support	S3	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200902000060	58 d 3 h	Payment not credited with our PD Account No.: FNL/CAN/15/51 amount to Rs. 3,60,000/-	2020-09-02 16:16:22 (Asia/Kolkata)	September	2020-09-02 18:29:31 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	chiranjeeb.chakraborty@sigroup.in	chiranjeeb.chakraborty@sigroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200902000055	58 d 4 h	PAYMENT SLIP	2020-09-02 15:17:13 (Asia/Kolkata)	September	2020-09-02 15:38:31 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200902000051	58 d 4 h	PCS Payment for OOCL India Pvt.Ltd PD a/c IO017 - OOC	2020-09-02 15:03:11 (Asia/Kolkata)	September	2020-09-04 16:32:07 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is failure after verified	Asked to user kindly share the cm detail and account statement	Delhi Team
20200902000042	58 d 5 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSELMIT.FMTEFES	2020-09-02 14:29:07 (Asia/Kolkata)	September	2020-09-06 15:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@anticglobalshipping.com	mumbai@anticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	Asked to user kindly share the cm detail	Delhi Team
20200902000024	58 d 7 h	MV Asiatic Cloud Voy 2012 (IMO 9366445)	2020-09-02 12:36:08 (Asia/Kolkata)	September	2020-09-03 15:09:14 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	sandip@tglsindia.com	sandip@tglsindia.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN for subject is not reflecting in PCS	We have checked the same & found that CALINF is already available with the Port Team, once the same is approved in the PCS1x application it will be reflecting against the request.	Delhi Team
20200902000019	58 d 7 h	Fwd: FW: New Stakeholder Rejected for : Jawaharlal Nehru Port Trust	2020-09-02 12:15:04 (Asia/Kolkata)	September	2020-09-04 22:58:00 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	wiproship@gmail.com	wiproship@gmail.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,Asked to resubmit the Stake Holder Registration	Delhi Team
20200902000015	58 d 8 h	Provide assessment charges for vessel MV.MEGHNA - VCN NO. 2004226	2020-09-02 11:39:19 (Asia/Kolkata)	September	2020-09-02 11:57:08 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	dhiraj.mhatre@aryaoffshore.com	dhiraj.mhatre@aryaoffshore.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Assessment Charges Payment	User is Querying for the Assessment Charges Payment,Asked to Contact to the Concern Port	Delhi Team

20200902000014	58 d 8 h	VCN are not reflecting in IPCS	2020-09-02 11:23:15 (Asia/Kolkata)	September	2020-09-02 13:29:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pravinmatad e@jnpport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	callinv is not reflecting in pcs	Asked to port we have not received to reported callinv file	Delhi Team
20200902000009	58 d 8 h	GROSS WEIGHT AMENDMENT REQUEST FOR CONTAINER NO MSKU2886468 AGAINST VCN NO CCU1200407	2020-09-02 11:03:13 (Asia/Kolkata)	September	2020-09-02 13:22:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mshcartin@gmail.com	mshcartin@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200902000005	58 d 9 h	MT. DIAMOND EXPRESS / Mumbai (Vcn 2009034)	2020-09-02 10:13:05 (Asia/Kolkata)	September	2020-09-06 14:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@interocean.in	mumbai@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDI MESSAGE	Reqvac is pending for approval		Delhi Team
20200902000004	58 d 9 h	Approval pending	2020-09-02 10:04:23 (Asia/Kolkata)	September	2020-09-02 12:33:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	umkkandla@gmail.com	umkkandla@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqvac is pending for approval	As checked the edi file ia available in port systems as same informed to user	Delhi Team
20200901000079	58 d 22 h	RE: CART IN ORDER // 5X20' OUT OF 10X20' TEMA // GANGES JUTE PRIVATE LIMITED // LNLUCCU6020826	2020-09-01 20:45:15 (Asia/Kolkata)	September	2020-09-02 11:14:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Banerjee.Uzzwal_zim@in.zim.com	Banerjee.Uzzwal_zim@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Some containers not showing in port system . please check and assist to reflect the same on priority.	As we have checked, the Reported COPRAR File is already available in the Port folder. You are requested to Kindly check with concern port for the same.	Delhi Team
20200901000072	59 d 1 h	PCS REGISTRATION REQUEST FOR APPROVAL	2020-09-01 18:27:13 (Asia/Kolkata)	September	2020-09-05 19:35:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia.ops@bcmlogistics.in	haldia.ops@bcmlogistics.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User want login Id and password for PCS 1x application., As create the user id in PCS application and share in user register mail ID.		Delhi Team
20200901000070	59 d 1 h	PAYSTS file not received for the below payment.	2020-09-01 18:14:11 (Asia/Kolkata)	September	2020-09-05 20:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	PAYSTS file not received for the below payment.	We have re-generated the PAYSTS as requested.	Delhi Team
20200901000068	59 d 2 h	PCS REGISTRATION REQUEST FOR APPROVAL	2020-09-01 17:39:05 (Asia/Kolkata)	September	2020-09-05 20:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia.ops@bcmlogistics.in	haldia.ops@bcmlogistics.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	PCS REGISTRATION REQUEST FOR APPROVAL	As we can check the same is under the submitted stage, once the same is approved by the Port Authorities we will provide you the User ID for the PCS1x application.	Delhi Team
20200901000067	59 d 2 h	Re: Voyage Finance Approval - correction of vessel name	2020-09-01 17:28:23 (Asia/Kolkata)	September	2020-09-05 19:30:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	EDI	User Guidance-Other EDI	Port is Querying that the VESPRO file name is not Updated in VESPRO	Port is Querying that the VESPRO file name is not Updated in VESPRO. Asked to wait we will check and Confirm	Delhi Team
20200901000051	59 d 3 h	MT IVY EXPRESS AT PARADIP PORT - VCN INPRT12000895	2020-09-01 15:46:08 (Asia/Kolkata)	September	2020-09-02 08:44:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	paradip@interocean.in	paradip@interocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is unable to verify the payment	We have tried to verify the same at our end & it still showing pending with the Bank. @ User you are requested to kindly check with your bank if the amount is deducted & not refunded to your account..	Delhi Team
20200901000043	59 d 4 h	Payment Statues	2020-09-01 15:25:23 (Asia/Kolkata)	September	2020-09-05 16:15:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prabir@majesticmaritime.com	prabir@majesticmaritime.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment	User not able to verify the payment, As checked user desktop through remote (anydesk) and verify the reported payment and checked required file available in the port folder.	Delhi Team

20200901000030	59 d 4 h	PAYMENT SLIP	2020-09-01 14:42:16 (Asia/Kolkata)	September	2020-09-01 15:19:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	geko7@globalcargo.in	geko7@globalcargo.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Halidia	Trade User	EDI	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200901000029	59 d 6 h	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINES.	2020-09-01 13:40:06 (Asia/Kolkata)	September	2020-09-05 16:15:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takane@tlineindia.com	JNPT	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment	User not able to verify the payment, As checked and reported payment has been resolved and required file available in the port folder.	Delhi Team
20200901000027	59 d 6 h	Unable to Verify PCS Payment Rs. 50000/- less TDS Rs. 7500/Port A/c No. IE030	2020-09-01 13:24:04 (Asia/Kolkata)	September	2020-09-05 16:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User not able to find Payment status.	User not able to find Payment status, As checked reported payment has been success and required file available in the port folder.	Delhi Team
20200901000026	59 d 6 h	RE: User ID and Password for PCS login // PD account CID2//	2020-09-01 13:22:24 (Asia/Kolkata)	September	2020-09-05 13:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashok2.kumar@m.dard.com	ashok2.kumar@m.dard.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked to register in Indian PCS	Delhi Team
20200901000020	59 d 7 h	COPRAR not reflected in PORT system //COPRAR - 2020090186878915/VCN-CCU12000396//TKCU1716393	2020-09-01 11:56:10 (Asia/Kolkata)	September	2020-09-01 12:32:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200901000016	59 d 8 h	send VESPRO file for IMO NO : 9737577	2020-09-01 11:13:22 (Asia/Kolkata)	September	2020-09-05 11:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the VESPRO File	Port is Querying for the VESPRO File. Asked to wait. We have updated the Reported files from our end. You are requested to Kindly check and confirm.	Delhi Team
20200901000014	59 d 8 h	FW: New Stakeholder Approved for : Jawaharlal Nehru Port Trust : Reference ID is 2020083186840735	2020-09-01 11:11:22 (Asia/Kolkata)	September	2020-09-05 20:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	umesh.pathak@lloydmail.com	umesh.pathak@lloydmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is asking for pcs credential after stake holder registration	We have created the User ID as have001 & the details are already send to the register email ID, kindly reset the password for the first time & login into an application for further process.	Delhi Team
20200831000085	60 d 0 h	RE: M.V. SPIRIT OF MUMBAI SIO35R PILOT OUTWARD MEMO	2020-08-31 19:27:09 (Asia/Kolkata)	August	2020-09-03 13:22:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	dilip.kumar.msc	Chennai (ex Madras)	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Chennai (ex Madras)	Trade User	Application	User Guidance-PILOT MEMO	outward pilot memo unable to put in PCS. Kindly do the needful	As per our telecom discussion, the reported issue has been resolved, and you have submitted pilot memo.	Delhi Team
20200831000082	60 d 0 h	unable not open pcs system	2020-08-31 18:44:22 (Asia/Kolkata)	August	2020-09-04 19:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	unable not open pcs system	As we have checked, the reported issue has been resolved. You are requested to please check and confirm.	Delhi Team
20200831000081	60 d 1 h	FILE NOT RECEIVE	2020-08-31 18:36:20 (Asia/Kolkata)	August	2020-09-03 13:25:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kandla	Port Officer	EDI	User Guidance-Other Application	REQCAC file CEN :- 2020083186853375 not received	As we have checked, the reported issue has been resolved. You are requested to please check and confirm.	Delhi Team
20200831000079	60 d 1 h	Re: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020081485666307)	2020-08-31 18:20:18 (Asia/Kolkata)	August	2020-09-04 19:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ntwccu@gmail.com	ntwccu@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is asking for pcs credential having stake holder registration	The reported registration is in the submitted stage & yet to approve by the Port Team.	Delhi Team

20200831000073	60 d 2 h	REQUIRED LOGIN ID AND PASSWORD PCS SYSTEMS FOR PAYMENT PURPOSE AGAINST GROUP CODE <675> DOSHI BROTHERS MARKETING PVT LTD	2020-08-31 17:34:11 (Asia/Kolkata)	August	2020-09-01 14:39:42 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping1@omfreight.com	shipping1@omfreight.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Use want to login id	Asked to user kindly share the pan number	Delhi Team
20200831000071	60 d 2 h	WHARFAGE QUERY- MT. SILVER MONIKA	2020-08-31 17:29:09 (Asia/Kolkata)	August	2020-09-03 13:29:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@akshatshiplog.com	operations@akshatshiplog.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	WHARFAGE QUERY- MT. SILVER MONIKA	You are requested to kindly contact to the concern port for the approval of wharfage	Delhi Team
20200831000070	60 d 2 h	AUTO SMTP not received	2020-08-31 17:24:09 (Asia/Kolkata)	August	2020-09-14 15:15:51 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	INPPVRAIL@apmterminals.com	INPPVRAIL@apmterminals.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	PIPAVAV Port	Trade User	EDI	User Guidance-Other EDI	We have not received some of SMTP for the sequence TP : 1911123 for IGM : 2261131.	Files copied to the port folder.	Delhi Team
20200831000064	60 d 2 h	send the PAYSTS file for below Bill no.	2020-08-31 16:51:23 (Asia/Kolkata)	August	2020-09-05 16:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Port Officer	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User not able to find Paysts file in port folder	User not able to find Paysts file in Port folder.	Delhi Team
20200831000058	60 d 3 h	Reg. COARRI message - Need values for some fields- Mormugao Port Trust - Goa	2020-08-31 16:01:15 (Asia/Kolkata)	August	2020-09-06 15:05:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S3	Service Request	Manish Pandey	PCS Support	Marmagao (ex Marmugao)	Port Officer	EDI	User Guidance-Other EDI	COARRI message - Need values for some fields - Mormugao Port Trust - Goa	vespro file has been shared to port system.	Delhi Team
20200831000040	60 d 5 h	Fwd: DPD Philips New Password	2020-08-31 14:21:21 (Asia/Kolkata)	August	2020-09-04 15:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	User Roles / Rights	User Guidance-Login	User want to change the mail id	Mail id updated and same informed to port user and user	Delhi Team
20200831000038	60 d 5 h	RE: DPD E-Delivery Order & Empty Letter - YMLUS232134881 / WOLSZSE20080880 / WOLSZSE20081251	2020-08-31 13:53:15 (Asia/Kolkata)	August	2020-09-04 14:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymlin	ketan@ymlin	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200831000037	60 d 5 h	Rotation number not getting	2020-08-31 13:52:15 (Asia/Kolkata)	August	2020-09-04 15:05:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kumar.Natarajan@iss-shipping.com	Kumar.Natarajan@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	rotation number is not updated in pcs 1x	Informed to user rotation number is updated by icegate team .	Delhi Team
20200831000036	60 d 5 h	MT. ROYAL JASPER	2020-08-31 13:42:13 (Asia/Kolkata)	August	2020-08-31 15:57:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agency@s2shipping.com	agency@s2shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200831000035	60 d 6 h	FW: FW: Account Balance of 11A as on : 31-08-2020 - Urgent Please.....	2020-08-31 13:33:14 (Asia/Kolkata)	August	2020-09-04 13:58:38 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Ramesh.Rane@timesgroup.com	Ramesh.Rane@timesgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	payment is showing pending asked to user kindly share the bank statement	Delhi Team
20200831000014	60 d 7 h	MV KING COTTON - PROFILE IN CUSTOMS AND DGLL	2020-08-31 11:55:16 (Asia/Kolkata)	August	2020-08-31 13:47:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@crosstradeshipping.in	operations@crosstradeshipping.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE and DGLL	Asked the User to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200831000011	60 d 7 h	Request for Change Port Of Discharge/Destination to LKSGT1 //COPRAR - 2020082486246645 //VCN - CCU12000376 // TRHU1839457//NYKU3264515//KKTU7824191 //	2020-08-31 11:46:14 (Asia/Kolkata)	August	2020-08-31 13:46:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team



20200831000007	60 d 8 h	CONTAINERS ARE NOT REFLECTING IN POMS SYSTEM// 2020083186819444	2020-08-31 10:56:07 (Asia/Kolkata)	August	2020-08-31 13:31:32 (Asia/Kolkata)	PCS Support	closed successful	2 medium	DEBAJIT.MU KHERJEE@coscon.com	DEBAJIT.MU KHERJEE@coscon.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200831000005	60 d 8 h	E PAYMENT AGAINST M.V HAN HE (V2062E) I G M NO 2260844, DT-26.0.20, LINE NO-2.3,4 VCN NO CCU12000388, A/C DB.009	2020-08-31 10:54:06 (Asia/Kolkata)	August	2020-09-04 11:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@behagoverseas.com	info@behagoverseas.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is not complete through pcs1x application as same informed to user	Delhi Team
20200829000079	62 d 1 h	- forward data to ICE GATE	2020-08-29 18:40:15 (Asia/Kolkata)	August	2020-09-02 18:59:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atanticglobalshipping.com	mumbai@atanticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200829000070	62 d 2 h	RE: Receipts Wrongly entered/not entered in case of Razorpay payments	2020-08-29 17:28:23 (Asia/Kolkata)	August	2020-09-17 08:53:51 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	Payment	User Guidance-Other Payment	Receipts Wrongly entered/not entered in case of Razorpay payments		Delhi Team
20200829000050	62 d 4 h	REQVAC File needed	2020-08-29 15:00:19 (Asia/Kolkata)	August	2020-09-02 15:30:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the REQVAC File	Port is Querying for the REQVAC File,Asked to contact to wait,We have updated the Reported files from our end. You are requested to Kindly check and confirm.	Delhi Team
20200829000045	62 d 6 h	COCHIN PCS PAYMENT RECEIPT NOT GENERATED Rs. 17,07,182.00/ ( 29.08.2020 - AXIS BANK LTD )	2020-08-29 13:39:08 (Asia/Kolkata)	August	2020-09-02 14:05:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atanticglobalshipping.com	tuticorin@atanticglobalshipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment.	Delhi Team
20200829000041	62 d 6 h	URGENT // COPRAR IS NOT REFLECTING IN PCS AGAINST 12 x 40 // BKG NO. GOSUCCU6020769 // 061 (HIPL)	2020-08-29 13:29:08 (Asia/Kolkata)	August	2020-09-02 14:30:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200829000040	62 d 6 h	// BOOKING NO: GOSUCCU6020766/- 12X40HC	2020-08-29 13:29:05 (Asia/Kolkata)	August	2020-08-29 13:49:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200829000038	62 d 6 h	RE: CART IN ORDER BOOKING NO : 2646396310 A/C A/C SKIPPER LIMITED ( ITS A 3X20 CONTAINER LOT)	2020-08-29 12:58:20 (Asia/Kolkata)	August	2020-08-29 14:11:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shelton.moreno@ood.com	shelton.moreno@ood.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200829000037	62 d 6 h	COPRAR NOT REFLECTING IN PCS	2020-08-29 12:49:19 (Asia/Kolkata)	August	2020-09-02 13:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End.Asked to wait	Delhi Team
20200829000031	62 d 7 h	RE: REQUEST FOR LINK THE IGM / ROTATION NUMBER WITH ICEGATE - MT ELM DUE CHENNAI PORT ETA ON 30.08.2020	2020-08-29 12:15:13 (Asia/Kolkata)	August	2020-09-02 12:30:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Info.jesppashing	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	Application	User Guidance-Other Application	User is Querying to link the IGM	User is Querying to link the IGM,Asked to link the same by itself	Delhi Team

20200829000022	62 d 7 h	RFCU5132535 DPD code R55 PD account id password and GTI hold	2020-08-29 11:44:08 (Asia/Kolkata)	August	2020-08-29 12:15:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exim@somaiyashipping.com	exim@somaiyashipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-Other Payment	User is Querying for the Payment Confirmation , which he has done for GTI	User is Querying for the Payment Confirmation, which he has done for GTI. Asked to Contact to the GTI team for the same.	Delhi Team
20200829000020	62 d 8 h	+++PRIORITY PLS +++ MT BRIOLETTE DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-08-29 11:38:07 (Asia/Kolkata)	August	2020-09-02 11:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-DGLL - ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200829000003	62 d 9 h	Files Not Received	2020-08-29 09:52:10 (Asia/Kolkata)	August	2020-09-02 20:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance-Other EDI	CALINF, REQVAC,REQVAC file not received	We have generated the REQCAC & REQVAC files, for CALINF ask the user to mention the Cargo Description & resubmit the same.	Delhi Team
20200828000107	63 d 0 h	+++PRIORITY PLS +++ MT ARAMON DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-08-28 19:22:12 (Asia/Kolkata)	August	2020-09-01 19:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200828000106	63 d 0 h	Re: AMENDMENT OF FINAL PORT OF DISCHARGE( FPD)	2020-08-28 19:21:11 (Asia/Kolkata)	August	2020-09-01 19:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.lardnernorth@gmail.com	prakash.lardnernorth@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200828000105	63 d 0 h	RE: AMEND TRANSSHIPMENT PORT & FPD AS LKCB	2020-08-28 18:59:08 (Asia/Kolkata)	August	2020-08-28 19:56:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200828000103	63 d 0 h	RE: Payment Requisition // KOPT DC001 //	2020-08-28 18:50:06 (Asia/Kolkata)	August	2020-08-29 01:49:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200828000102	63 d 0 h	Re: CARTIN . APL BOOKING NO - APX.0106003.JOB NO - 6336. INVOICE NO - 20 CORONA	2020-08-28 18:49:07 (Asia/Kolkata)	August	2020-08-29 01:49:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200828000096	63 d 1 h	Light Dues unable to pay for IMO 9457646 vessel Name M.V. WAN HAI 515 - VERY VERY URGENT	2020-08-28 18:16:21 (Asia/Kolkata)	August	2020-08-29 01:49:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	krishna.wanhai	Chennai (ex Madras)	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-Other EDI	Light Dues unable to pay for IMO 9457646 Vessel Name M.V. WAN HAI 515	Kindly contact the DGLL team as the error is generated by their application, the reported vessel is approved in the PCS1x & the profile is shared to the DGLL Team.	Delhi Team
20200828000090	63 d 2 h	Unable to generate payment receipts // PCS	2020-08-28 17:31:14 (Asia/Kolkata)	August	2020-09-04 19:59:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ap@one-line.com	in.ap@one-line.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance-Other Payment	User Not able to find payment status.	User Not able to find payment status. As checked and resolved the payment issue and share the required file at port	Delhi Team
20200828000089	63 d 2 h	RE: HPCL-Not able to login to indian PCS portal	2020-08-28 17:20:13 (Asia/Kolkata)	August	2020-08-28 17:44:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	MercyPriyanka.Kagitha@hpcl.in	MercyPriyanka.Kagitha@hpcl.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200828000082	63 d 2 h	KOTA RAJIN V-219	2020-08-28 16:51:10 (Asia/Kolkata)	August	2020-09-01 17:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	user want to change in coprar	Asked to user kindly contact to port for changing in coprar	Delhi Team
20200828000078	63 d 2 h	HPCL-Not able to login to indian PCS portal	2020-08-28 16:46:08 (Asia/Kolkata)	August	2020-09-14 16:47:38 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MercyPriyanka.Kagitha@hpcl.in	MercyPriyanka.Kagitha@hpcl.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200828000067	63 d 3 h	eDO error - MV Asiatic Dawn V.020 - IGM Call	2020-08-28 16:31:07 (Asia/Kolkata)	August	2020-09-01 16:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	calops@zline.in	calops@zline.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is searching in pcs but popup is coming	Informed to user this is popup from final igm yet to be receive form customs	Delhi Team

20200828000055	63 d 3 h	NEW STAKEHOLDER REGISTRATION IN PCS FOR HALDIA PORT// A/C : O HARIHARIAH AND CO	2020-08-28 16:11:21 (Asia/Kolkata)	August	2020-09-01 16:25:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rpl-ccu@greenwaysgroup.com	rpl-ccu@greenwaysgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User WANT TO LOGIN ID	user id has been created and same has been shared to user	Delhi Team
20200828000053	63 d 3 h	User ID S1224 // Company : SPIRE LOGISTICS INDIA PVT LTD	2020-08-28 16:04:22 (Asia/Kolkata)	August	2020-09-01 16:45:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	harish@spirelog.com	harish@spirelog.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200828000048	63 d 4 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-08-28 15:36:16 (Asia/Kolkata)	August	2020-09-01 16:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is spending for bank verification and asked to user kindly share the bank statement	Delhi Team
20200828000038	63 d 4 h	COPRAR processing issue	2020-08-28 14:51:08 (Asia/Kolkata)	August	2020-09-01 20:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR processing issue	Kindly update AJEIA as Port of JEBEL AII (UAE) at your POMS, the file will be processed in your application.	Delhi Team
20200828000033	63 d 5 h	Port Trust Deposit (DU003)	2020-08-28 14:24:05 (Asia/Kolkata)	August	2020-09-05 16:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User not able to find payment details.	User not able to find payment details, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200828000032	63 d 5 h	Port Trust Deposit (DU009)	2020-08-28 14:21:04 (Asia/Kolkata)	August	2020-09-05 16:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User not able to find payment details.	User not able to find payment details, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200828000026	63 d 6 h	Fwd: Fwd: ENTRUST PAYMENT DETAILS for transaction no. 2020082886603243	2020-08-28 13:38:17 (Asia/Kolkata)	August	2020-09-04 20:05:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@cochinport.gov.in	rajeevan@cochinport.gov.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	User not able to find payment details.	User not able to find payment details, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200828000014	63 d 7 h	send the PAYSTS file for below Bill no	2020-08-28 11:46:18 (Asia/Kolkata)	August	2020-09-01 20:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravimataad@jnpport.gov.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	pls send the PAYSTS file for below Bill no. 2020082786547788	We have re-send the same as requested.	Delhi Team
20200828000012	63 d 8 h	MV CYGNUS//IMO NO 9401855//NOT UPDATED IN CUSTOMS	2020-08-28 11:11:14 (Asia/Kolkata)	August	2020-09-01 14:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tristar@tristarindia.net	tristar@tristarindia.net	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200827000083	64 d 1 h	Open PD account JNPT	2020-08-27 17:44:08 (Asia/Kolkata)	August	2020-08-31 20:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Pravin.Bhalerao@hyh.com	Pravin.Bhalerao@hyh.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Open PD account JNPT	Kindly fill the stakeholder registration form & once the same is approved by the Port Authorities.	Delhi Team
20200827000078	64 d 2 h	Implementation of Transport Module- Reg.	2020-08-27 16:48:54 (Asia/Kolkata)	August	2020-08-31 20:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	3 high	karuppiah1967vt	KPL(Ennore)	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Ennore	Trade User	Application	User Guidance-Other Application	User wants Implementation of Transport Module-Reg.	The reported message is yet to configure for text ports, we have share the same to our team, once they update we will let u know.	Delhi Team
20200827000073	64 d 3 h	PD A/C.NO.57120031/TARINI MINERALS PVT LTD/PPT PL A/C	2020-08-27 16:17:15 (Asia/Kolkata)	August	2020-08-31 20:30:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pradipbehera@altradegrp.com	pradipbehera@altradegrp.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Paradip	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT		As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system.Please check and confirm.	Delhi Team
20200827000052	64 d 5 h	We are encountering problem while making online payment to ports thro PCS	2020-08-27 13:52:12 (Asia/Kolkata)	August	2020-09-01 10:09:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pd.kumaresan@benlineagencies.in	pd.kumaresan@benlineagencies.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	We are encountering problem while making online payment to ports thro PCS	Kindly check your internet connection as Axis Bank is working fine at our end & payments are happening through the same.	Delhi Team

20200827000051	64 d 5 h	Regarding Payment of Paradeep Port Dues	2020-08-27 13:50:11 (Asia/Kolkata)	August	2020-08-31 15:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	puhanpd@yahoo.co.in	puhanpcli@yahoo.co.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Paradip	Trade User	Payment	User Guidance-Other Payment	User not able to find Paysts file status.	User not able to find file status. As checked payment issue resolve and required file in the port folder	Delhi Team
20200827000049	64 d 6 h	pls advice on below // for Mundra port	2020-08-27 13:30:08 (Asia/Kolkata)	August	2020-08-31 13:55:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandia@seatechindia.com	kandia@seatechindia.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login.We have Guided the User to Reset the Password.	Delhi Team
20200827000048	64 d 6 h	RE: MT Stena Important / Kandla / Discharge - PCS NOT WORKING	2020-08-27 13:21:07 (Asia/Kolkata)	August	2020-08-27 13:54:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandia.ops@benlineagencies.in	kandia.ops@benlineagencies.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING.We have Updated the Same.Please Check and Confirm.	Delhi Team
20200827000042	64 d 7 h	FW: Pre-arrival documents - Uploading in PCS	2020-08-27 12:33:19 (Asia/Kolkata)	August	2020-08-31 20:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	INPPVPORT CONTROL@apterminal.s.com	INPPVPORT CONTROL@apterminal.s.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	PIPAVAV Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Pis provide Logging Id and Password to declare the vessel at Pipavav Port.	Kindly tell the user to file the stakeholder registration form & once the same is approved by the Port Authorities they will get the User ID from our end.	Delhi Team
20200827000032	64 d 7 h	Request to update vessel particulars in your systems (M.T. SINAR MASELA )	2020-08-27 11:54:14 (Asia/Kolkata)	August	2020-08-27 12:11:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops.tuty@jamesmackintosh.com	ops.tuty@jamesmackintosh.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200827000028	64 d 7 h	PORT BALANCE VERIFY IN PCS	2020-08-27 11:50:12 (Asia/Kolkata)	August	2020-08-31 20:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	docscu@radiant-india.net	docscu@radiant-india.net	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User are unable to verify the payment	Kindly try to verify the same with the Chrome Browser.If any issue kindly revert on the same.	Delhi Team
20200827000021	64 d 8 h	MT DENSA WHALE DUE AT SIKKA ON 01.09.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-08-27 10:51:22 (Asia/Kolkata)	August	2020-08-31 11:05:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200827000014	64 d 9 h	JNPT PCS SITE ERROR-DTD 27-08-2020 FLKSGSIN000094	2020-08-27 10:21:18 (Asia/Kolkata)	August	2020-08-31 10:46:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gbs@tassgroup.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO.Asked to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200827000005	64 d 9 h	Request ISO CODE CHANGE to 4500 // COPRAR - 2020082686424041// VCN-CCU12000396 // TCLU9620736 // CAIUB779985 // ONEUJ0004975	2020-08-27 09:47:11 (Asia/Kolkata)	August	2020-08-27 10:14:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file.Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200826000124	64 d 22 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-08-26 21:16:11 (Asia/Kolkata)	August	2020-08-31 14:20:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharat@transworld.com	muralidharat@transworld.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User not able find payment status.	User not able find payment status.	Delhi Team
20200826000122	65 d 0 h	PCS 1x through payment of 27.07.2020.(ICICI Bank)	2020-08-26 19:20:13 (Asia/Kolkata)	August	2020-08-31 11:59:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-OTHER PAYMENT ISSUE	user query for payment not credit in port account	user query for payment not credit in port account	Delhi Team
20200826000119	65 d 1 h	PCS Payment for OOCL India Pvt Ltd PD a/c IO017 - OOC	2020-08-26 18:37:06 (Asia/Kolkata)	August	2020-09-02 13:20:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	user not able to find payment status.	user not able to find payment status.	Delhi Team

20200826000118	65 d 1 h	Registration in PCS for Pipavav Port	2020-08-26 18:21:23 (Asia/Kolkata)	August	2020-08-31 09:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhavnagar@nterocean.in	bhavnagar@nterocean.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	PIPAVAV Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user query for Login ID and Password.	user query for Login ID and Password. As checked and found User done the state holder registration in PCS ix and it's submitted stage so we are suggest to the user for wait the port approval after that we will share the User Id and password.	Delhi Team
20200826000107	65 d 2 h	New Voyage Registration request submitted for vessel NOVO. // APMS VCN : 202066	2020-08-26 17:36:17 (Asia/Kolkata)	August	2020-08-30 18:40:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mundra@nterocean.in	mundra@nterocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	the voyage is submitted and pending for approval from port	Delhi Team
20200826000096	65 d 2 h	Re: Status of Your Request for registering with PCS - APPROVED!	2020-08-26 16:53:09 (Asia/Kolkata)	August	2020-08-30 20:25:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	egandhi805@gmail.com	egandhi805@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User asking credential for PCS	PFB details for your reference. gandhi001E GANDHICustoms Broker2386154@egandhi805@gmail.comMumbai Port Trust	Delhi Team
20200826000092	65 d 3 h	Stakeholder Registration as Shipping Agent for Pipavav (Victor) Port // ERROR RECEIVED //	2020-08-26 16:40:10 (Asia/Kolkata)	August	2020-08-30 20:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandia@nterocean.in	kandia@nterocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	PIPAVAV Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Stakeholder Registration as Shipping Agent for Pipavav (Victor) Port // ERROR RECEIVED //	Kindly try now to register as a SA for Pipavav Port.	Delhi Team
20200826000087	65 d 3 h	Fwd: Re[Z]: INVALID ISO CODE VALUE	2020-08-26 16:28:05 (Asia/Kolkata)	August	2020-08-30 17:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mskcartin@gmail.com	mskcartin@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200826000086	65 d 3 h	Reg VESARR and VESDEP files - Mormugao Port Trust-Goa	2020-08-26 16:20:23 (Asia/Kolkata)	August	2020-08-27 12:02:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	MGPT001	MGPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Marmagao (ex Marmugao)	Port Officer	EDI	User Guidance-EDI MESSAGE	User has developed VESARR and VESDEP files & requested to please check attached XML file .		Delhi Team
20200826000069	65 d 4 h	PAYMENT NOT REFLECTING RS-11.64.412.00 on 27.02.2020.	2020-08-26 15:40:20 (Asia/Kolkata)	August	2020-09-14 16:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkata@samudramarine.com	kolkata@samudramarine.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda		Delhi Team
20200826000068	65 d 4 h	IGM not reflecting in PCS of KOTA TENAGA v KTING0103W	2020-08-26 15:40:18 (Asia/Kolkata)	August	2020-08-26 17:24:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	BL number is not searching	Asked to user kindly search with line number or wait for final igm	Delhi Team
20200826000066	65 d 4 h	Received two incorrect CHSAE02 file in BAD folder	2020-08-26 15:15:13 (Asia/Kolkata)	August	2020-08-30 15:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the Received two incorrect CHSAE02 file in BAD folder	Port is Querying for the Received two incorrect CHSAE02 file in BAD folder,Asked that Received as It is from the Customs	Delhi Team
20200826000065	65 d 4 h	//Error - login//	2020-08-26 15:14:14 (Asia/Kolkata)	August	2020-08-26 16:00:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mgt@entrustshipping.com	mgt@entrustshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password,Asked to register in Indian PCS	Delhi Team
20200826000063	65 d 4 h	Re: PORT PAYMENT	2020-08-26 15:10:13 (Asia/Kolkata)	August	2020-08-27 11:02:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Asked to kindly share the cm detail	Delhi Team

20200826000062	65 d 4 h	CRN NO-2020082686435464-EXPORT WHARFAGE -MV VOYAGER	2020-08-26 15:08:12 (Asia/Kolkata)	August	2020-08-26 15:20:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	logistics@samudramarine.com	logistics@samudramarine.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS,Asked to Contact to the Concern port for the same.	Delhi Team
20200826000058	65 d 4 h	Mv. Belargo / AWAITING VCN NUMBER	2020-08-26 14:54:10 (Asia/Kolkata)	August	2020-09-03 13:30:34 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@ambicalogistics.com	operations@ambicalogistics.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	PCS,As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200826000054	65 d 5 h	Unable to Verify PCS Payment Rs. 300000/- less TDS Rs. 4500/Port A/c No. IE030	2020-08-26 14:07:22 (Asia/Kolkata)	August	2020-08-26 15:30:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200826000053	65 d 5 h	MV. DREAM POWER - VESSEL PROFILE APPROVAL PENDING - IMO NO. 9515175	2020-08-26 13:53:20 (Asia/Kolkata)	August	2020-08-30 14:45:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	paramasivan@samsarashipping.com	paramasivan@samsarashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	vespro approval pending from port end	vespro is submitted state and pending for approval form port	Delhi Team
20200826000043	65 d 6 h	User ID : grin001- reset our password in PCS	2020-08-26 13:31:16 (Asia/Kolkata)	August	2020-08-26 15:32:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rmpursat@graphiteindia.com	rmpursat@graphiteindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200826000041	65 d 6 h	MV WESTERN LIMA DUE CHENNAI- UPDATE VSL DETAILS IN ICEGATE AND DGLL SITE	2020-08-26 13:26:16 (Asia/Kolkata)	August	2020-08-26 15:40:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chennairoc@chennairoc.com	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200826000036	65 d 7 h	IGM not reflecting in PCS of KOTA TENAGA v KTING0103W	2020-08-26 12:40:09 (Asia/Kolkata)	August	2020-08-26 13:41:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO,Asked to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200826000033	65 d 7 h	Password and cannot login	2020-08-26 12:27:06 (Asia/Kolkata)	August	2020-08-27 13:42:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	madhuramm796@gmail.com	madhuramm796@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	User is not able to reset the Password	User is not able to reset the Password,Asked to reset the Password	Delhi Team
20200826000032	65 d 7 h	DPD code RS5 PD account id password and GTI hold	2020-08-26 12:24:05 (Asia/Kolkata)	August	2020-08-26 14:35:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exim@somaiyashipping.com	exim@somaiyashipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password,Asked the User that the Registration is in Submitted State.Once the port will approve the Registration we will share the credentials with you.	Delhi Team
20200826000027	65 d 7 h	Approval to wharf age Nothing	2020-08-26 11:48:19 (Asia/Kolkata)	August	2020-08-26 12:26:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cha.info@thekirangroup.com	cha.info@thekirangroup.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of CARGO CHARGES OF INDIAN PCS	User is Querying for the Approval of CARGO CHARGES OF INDIAN PCS,Asked to contact to the Concern port for the same	Delhi Team
20200826000020	65 d 8 h	IPCS LOGIN ISSUES /HIMACHAL C & F AGENCY PVT.LTD	2020-08-26 11:15:14 (Asia/Kolkata)	August	2020-08-27 12:30:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	himcfagency@gmail.com	himcfagency@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly contact us or provide the detail of registered port	Delhi Team
20200826000004	65 d 9 h	Fwd: send Berman file for below CRN	2020-08-26 09:45:19 (Asia/Kolkata)	August	2020-08-30 20:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	send Berman file for below CRN	We have re-shared the same as requested.	Delhi Team

20200826000003	65 d 10 h	Reg XML and XSD files for SCMTR compliance	2020-08-26 09:39:19 (Asia/Kolkata)	August	2020-08-30 20:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Marmagao (ex Marmagao)	Port Officer	EDI	User Guidance-Other EDI	User is asking for XML and XSD files for SCMTR compliance	Please find attached herewith the Sample file & XSD for the requested messages.	Delhi Team
20200825000094	65 d 23 h	HS3 ledger required from 01/04/2019 to 25/08/2020	2020-08-25 20:24:10 (Asia/Kolkata)	August	2020-08-30 08:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijit@hempshiersteel.com	abhijit@hempshiersteel.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Please share us the ledger statement of HS3 from 01/04/2019 to 25/08/2020.	As we are not maintaining ledger. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200825000088	66 d 1 h	Update correct weight Vessel : MORNING CHANT Voy. 062 IGM NO.2251423 DT.11.04.2020 ITEM NO. 20	2020-08-25 18:39:15 (Asia/Kolkata)	August	2020-08-29 20:50:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pmainp@pmapl.com	pmainp@pmapl.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	EDI	User Guidance-IGM ISSUE	Update correct weight Vessel : MORNING CHANT Voy. 062 IGM NO.2251423 DT.11.04.2020 ITEM NO. 20	We don't have the right to update or amend the details in the Edo. You are requested to kindly amend the same at your end & re-submit with the correct details.	Delhi Team
20200825000087	66 d 1 h	Waiting for approval of Assessment Cargo Stevedoring Charges of M.T. MTM SANTOS V. 45	2020-08-25 18:32:14 (Asia/Kolkata)	August	2020-08-26 09:56:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import_exp@rishishipping.com	import_exp@rishishipping.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	Waiting for approval of Assessment Cargo Stevedoring Charges of M.T. MTM SANTOS V. 45	You are requested to kindly contact to the concern port for the approval of wharfage	Delhi Team
20200825000083	66 d 1 h	Container Type Classification Code Change	2020-08-25 18:17:11 (Asia/Kolkata)	August	2020-08-25 18:32:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mktg.cal@tgstpl.com	mktg.cal@tgstpl.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file. Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200825000080	66 d 1 h	Container Type Classification Code Change	2020-08-25 17:52:07 (Asia/Kolkata)	August	2020-08-29 20:50:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mktg.cal@tgstpl.com	mktg.cal@tgstpl.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container Type Classification Code Change	You are requested to please contact to the concern port for the Amendment.	Delhi Team
20200825000069	66 d 2 h	RE: REEFER CART IN FOR BKN NO. 2645698940 / 2505	2020-08-25 17:14:21 (Asia/Kolkata)	August	2020-08-29 20:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.more.no@oocl.com	shelton.more.no@oocl.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar is not reflecting on POMS web.	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team	Delhi Team
20200825000039	66 d 5 h	RE: PAYMENT SLIP	2020-08-25 14:27:14 (Asia/Kolkata)	August	2020-08-29 15:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	User want confirmation of payment	User want confirmation of payment. Same has been checked and confirm to user that payment is success	Delhi Team
20200825000036	66 d 5 h	NEW SHIPPING AGENTS REGISTRATION FOR MUNDRA PORT	2020-08-25 14:20:13 (Asia/Kolkata)	August	2020-08-29 14:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	np@synergyseaports.com	np@synergyseaports.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Mundra Port	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	New PCS registration related	New PCS registration information given by user	Delhi Team
20200825000025	66 d 6 h	Mv Pan Kristine at Mumbai - IMO Number 9460186	2020-08-25 12:43:17 (Asia/Kolkata)	August	2020-08-29 13:01:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nikhil@pmapl.com	nikhil@pmapl.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS. As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200825000021	66 d 7 h	REQUEST FOR BANK ACCOUNT DETAILS FOR SHIVEN YARN PVT LTD(DPD CODE YS3)	2020-08-25 12:21:14 (Asia/Kolkata)	August	2020-08-29 12:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kstar1171@gmail.com	kstar1171@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly share the pan number and contact detail	Delhi Team

20200825000019	66 d 7 h	Port Trust Deposit (DU009)	2020-08-25 12:02:11 (Asia/Kolkata)	August	2020-08-25 13:08:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acctcs.ca@unitedliners.com	acctcs.ca@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200824000111	66 d 23 h	AUTO ROTATION NOT GENERATE FOR MV.IKARIA-15E	2020-08-24 20:39:21 (Asia/Kolkata)	August	2020-09-03 13:32:41 (Asia/Kolkata)	PCS Support	closed successful	2 medium	makwana.prashant@in.zim.com	makwana.prashant@in.zim.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	AUTO ROTATION NOT GENERATE FOR MV.IKARIA-15E	As checked, the rotation number is generated by icgate team .You are requested to kindly contact to icgate team for the same.	Delhi Team
20200824000108	66 d 23 h	Error in verification process.	2020-08-24 19:57:16 (Asia/Kolkata)	August	2020-08-29 11:45:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sandip.Ethape@iss-shipping.com	Sandip.Ethape@iss-shipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment	User not able to verify the payment, As reported payment issue has been resolve and required file available in the port folder same inform to the user.	Delhi Team
20200824000106	67 d 0 h	DPD code RS5	2020-08-24 18:49:24 (Asia/Kolkata)	August	2020-08-29 12:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exim@somaiyashipping.com	exim@somaiyashipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user query to enter registration date and expiry date.	user query to enter registration date and expiry date. We have guided to the user date today and expiry after 10 year.	Delhi Team
20200824000104	67 d 1 h	COPRAR Processing issue	2020-08-24 18:38:21 (Asia/Kolkata)	August	2020-08-28 20:05:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR files which are not processing at our end.	Kindly update IDBLW as Port of BELAWAN & AEJEA as a Port of Antwerp at you end.	Delhi Team
20200824000096	67 d 1 h	Account Details for PCS 1x	2020-08-24 17:55:16 (Asia/Kolkata)	August	2020-08-28 19:55:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seatradeshiping@gmail.com	seatradeshiping@gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	PIPAVAV Port	Trade User	User Roles / Rights	User Guidance-UNABLE TO LOGIN	User not able to login PCS 1x application	As checked and share the password forget process to mail.	Delhi Team
20200824000093	67 d 1 h	PAYSTS file for bill no : 2020082486243519	2020-08-24 17:41:12 (Asia/Kolkata)	August	2020-08-28 19:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	User not able find the Paysts file in port folder	User not able find the Paysts file in port folder, As checked and resend the reported bill related Paysts file in port folder.	Delhi Team
20200824000086	67 d 2 h	Not reflected Goodrich Port payment (A/C - IG03BNT) through IPAPCS	2020-08-24 17:03:07 (Asia/Kolkata)	August	2020-08-28 20:15:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200824000076	67 d 3 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-08-24 16:31:23 (Asia/Kolkata)	August	2020-08-28 20:05:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharasa@transworld.com	muralidharasa@transworld.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200824000072	67 d 3 h	SERVICE CATEGORY FOR VESSEL RELATED PAYMENT MISSING IN DROPPDOWN	2020-08-24 16:24:21 (Asia/Kolkata)	August	2020-08-28 17:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.haldia@gac.com	shipping.haldia@gac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Application	User Guidance-Other Application	vessel optin is not showing in touppd	Asked to user its disable as requested by port	Delhi Team
20200824000069	67 d 3 h	CHANGE OF TERMINAL FOR EXPRESS ATHENS VOY 0135	2020-08-24 16:07:18 (Asia/Kolkata)	August	2020-08-28 17:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	YourfSS.JNPT@iss-shipping.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to change the berth terminal in port	Asked to user kindly contact to port	Delhi Team
20200824000067	67 d 3 h	KOTA TAMPAN -585	2020-08-24 16:03:18 (Asia/Kolkata)	August	2020-08-24 16:33:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200824000062	67 d 4 h	Failure ERROR FOR Online Payment for Mumbai. PORT Via PCS PD Account A/C FREIGHT FILED MADRAS PVT LTD- Bill no 2020082486250606	2020-08-24 15:35:15 (Asia/Kolkata)	August	2020-08-28 20:05:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Nitin.Sawant@bdpint.com	Nitin.Sawant@bdpint.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is failure after verified	We have verified the same at our end & the same is showing success at our end.	Delhi Team
20200824000054	67 d 4 h	credit of payment with our PCAN: FN/PCAN/09/15 for Rs. 9,00,000/-	2020-08-24 15:21:10 (Asia/Kolkata)	August	2020-08-24 16:24:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team



20200824000053	67 d 4 h	reset password	2020-08-24 15:17:09 (Asia/Kolkata)	August	2020-08-28 15:45:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rared@teamglobal.in	rared@teamglobal.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200824000052	67 d 4 h	MT NOVO - forward data to ICEGATE/DGLL	2020-08-24 15:14:10 (Asia/Kolkata)	August	2020-08-28 15:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mundra@atianticglobalshipping.com	mundra@atianticglobalshipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-DGLL - ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE AND DGLL. Asked to re submit the Vessel Profile as the Vessel Profile is too old.	Delhi Team
20200824000051	67 d 4 h	UNABLE TO LOGIN	2020-08-24 15:04:08 (Asia/Kolkata)	August	2020-08-28 15:28:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import@purti.net	import@purti.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User is not able to Login	User is not able to Login. We have Guided the User to Reset the Password.	Delhi Team
20200824000039	67 d 5 h	Send the data to Custom // Vessel Profile Registration Request for vessel MOL CHARISMA has been approved.	2020-08-24 14:08:19 (Asia/Kolkata)	August	2020-08-28 15:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhupendra.tandel@one-line.com	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-IGM ISSUE	User is to generate Rotation Number for this vessel.	Rotation no is getting generated by the ICEGATE Team, kindly contact ICEGATE Support Team for the same.	Delhi Team
20200824000033	67 d 6 h	RE:***SPAM*** FW: FUND TRANSFER CONFIRMATION A/C SFL (Sea Freight & Logistics Solution )	2020-08-24 13:32:13 (Asia/Kolkata)	August	2020-08-28 15:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@seafreightlogistic.com	accounts@seafreightlogistic.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Payment is not completed through pcs lx application as same informed to user	Delhi Team
20200824000029	67 d 6 h	Register Port	2020-08-24 13:20:11 (Asia/Kolkata)	August	2020-08-24 15:08:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	veer@shaanmarine.com	veer@shaanmarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Port is not reflecting in vespro table	Updated the port code and same informed to user	Delhi Team
20200824000027	67 d 6 h	Re: CROSS TRADE SHIPPING - PCS REGISTRATION FOR MUNDRA PORT	2020-08-24 12:55:08 (Asia/Kolkata)	August	2020-08-24 13:05:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration. Asked that the registration is in Submitted state.	Delhi Team
20200824000025	67 d 6 h	Fwd: Deactivation of a/c- payment request at JNPT-- INFINITY LABORATORIES PVT LTD -- DPD CODE--- IL1 _____reg	2020-08-24 12:44:05 (Asia/Kolkata)	August	2020-08-28 13:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	Port is Querying for the Confirmation of Payment for the User	Port is Querying for the Confirmation of Payment for the User. Asked that the Payment is Successful from PCS end.	Delhi Team
20200824000019	67 d 7 h	RE: PAYMENT SLIP	2020-08-24 12:21:22 (Asia/Kolkata)	August	2020-08-24 13:38:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200824000018	67 d 7 h	FW: MUNDRA PCS REGISTRATION	2020-08-24 12:18:22 (Asia/Kolkata)	August	2020-08-28 12:35:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bvprasad@malaragroup.com	bvprasad@malaragroup.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked the User that the Registration is in Submitted State. Once the port will approve the Registration we will share the credentials with you.	Delhi Team
20200824000014	67 d 7 h	Re: IGM Error Code 152 153 /// MV HEBE HARMONY /// IMO NO 9780952	2020-08-24 11:55:19 (Asia/Kolkata)	August	2020-08-28 12:10:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rs@synergys.com	rs@synergys.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200824000011	67 d 7 h	VESSEL IMO NO 9452830 (MT SUPER FORTE) NOT SWOING IN DG SHIPPING SITE FOR PAYING ILH	2020-08-24 11:42:16 (Asia/Kolkata)	August	2020-08-24 17:08:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia@marielinks.in	haldia@marielinks.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. We have Checked the VESPRO is already available in DGLL folder. Asked the Use to contact to the DGLL team for the same.	Delhi Team
20200824000008	67 d 8 h	Re: Payment transfered though PCS Ref# 00821724405	2020-08-24 11:17:13 (Asia/Kolkata)	August	2020-08-28 12:10:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	imports@akr.y.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200824000003	67 d 9 h	Port Trust Deposit (DU009)	2020-08-24 10:17:23 (Asia/Kolkata)	August	2020-08-24 11:40:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acctts.ca@unitedliners.com	acctts.ca@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200822000048	69 d 2 h	FILE MISSING	2020-08-22 17:16:10 (Asia/Kolkata)	August	2020-08-26 19:15:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance-IGM ISSUE	CHPOE05 - File Missing - SB NUMBER :- 4637503	Reported files are yet to be shared by the ICEGATE because CBIC will be carrying out Pla DGFT services, Container Scanner Module services, and Compliance Information Portal will not be available. Please plan accordingly. Maintenance Activity from 2000 Hours on 21st August 2020 to 1200 Hours on 23rd August 2020, during Customs Maintenance Activity PCS services,	Delhi Team
20200822000046	69 d 3 h	Received CALINF file from Bad	2020-08-22 16:05:20 (Asia/Kolkata)	August	2020-08-24 14:19:56 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Haladia	Port Officer	EDI	User Guidance-Other Application	Received CALINF file from Bad showing error Line no 4 Invalid data THKSM1 in Last port call of VRD field	As checked, the attached CALINF file is correct. User has entered "last port call". You are requested to please add the same in your system, so that file get consume.	Delhi Team
20200822000044	69 d 4 h	change the gross weight	2020-08-22 15:39:15 (Asia/Kolkata)	August	2020-08-22 15:49:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	subrata@perma.sg	subrata@perma.sg	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file. Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200822000041	69 d 4 h	CROSS TRADE SHIPPING - PCS REGISTRATION FOR MUNDRA PORT	2020-08-22 15:17:14 (Asia/Kolkata)	August	2020-08-28 01:35:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is asking for pcs credential having state holder registration	As we have checked, the Registration is in Submitted State. Once the port will approve the Registration we will share the credentials with you.	Delhi Team
20200822000039	69 d 4 h	Recovery of I'd & PW	2020-08-22 15:16:12 (Asia/Kolkata)	August	2020-08-26 15:50:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@nikhileenterprise.com	info@nikhileenterprise.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked to register in Indian PCS	Delhi Team
20200822000036	69 d 4 h	MT SKY PLOEG AT KANDLA - BERTH REQUEST OPTION NOT WORKING IN PCS	2020-08-22 14:53:09 (Asia/Kolkata)	August	2020-08-26 15:05:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING. We have Updated the Same. Please Check and Confirm.	Delhi Team
20200822000022	69 d 7 h	PCS Payment for OOCL India Pvt Ltd PD a/c IO017 - OOC	2020-08-22 11:44:19 (Asia/Kolkata)	August	2020-08-23 21:59:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S3	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Payment done for kopt but amount not credited in PD AC	Request you to please share bank statement of debited amount, so that we can check further.	Delhi Team
20200822000020	69 d 8 h	Re: CUSTOMER_LEDGER_MAIL Line Code:SMM3 : PCS Payment of Rs.24 Lakhs dated 14.08.2020 not credited in SMM 3 RVD Account by JNPT Finance.	2020-08-22 11:33:17 (Asia/Kolkata)	August	2020-08-26 12:25:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnpt.gov.in	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File. As we can check payments are success & PAYSTS are already shared with the Port Authorities.	Delhi Team

20200822000018	69 d 8 h	+++PRIORITY PLS +++ MT FRIO DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-08-22 11:25:15 (Asia/Kolkata)	August	2020-08-26 11:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vespro is not reflecting in ICE GATE	Vespro is not reflecting in ICE GATE. As checked the Vespro file is already available in ICE GATE and same informed to user	Delhi Team
20200822000015	69 d 8 h	+++PRIORITY PLS +++ MT EAGLE MATSUYAMA DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-08-22 11:24:15 (Asia/Kolkata)	August	2020-08-26 11:40:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vespro is not reflecting in ICE GATE	Vespro is not reflecting in ICE GATE. As checked the Vespro file is already available in ICE GATE and same informed to user	Delhi Team
20200822000003	69 d 9 h	PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020082286171694)	2020-08-22 10:26:06 (Asia/Kolkata)	August	2020-08-22 14:26:34 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mundra@interocean.in	mundra@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked the User that the Registration is in Submitted State. Once the port will approve the Registration we will share the credentials with you.	Delhi Team
20200821000100	69 d 23 h	Verify Payment : 21.08.2020	2020-08-21 20:16:09 (Asia/Kolkata)	August	2020-08-22 10:48:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mandar@simarine.in	JNPT	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	As I can check some issues while verifying the same, we will check the same with MIS & let u know.	Delhi Team
20200821000095	69 d 23 h	RE: BKG NO. 2645671280 // VGM & CARTING ORDER // ECOLINE EXIM PVT.LTD. // INV NO. 21178	2020-08-21 19:48:04 (Asia/Kolkata)	August	2020-08-25 21:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.moreno@ood.com	shelton.moreno@ood.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	container number OOCU74149 60 is not showing in PCS system	We have checked the same & found that COPRAR is already generated for the given CRN No., kindly check with the PORT Authorities for the same.	Delhi Team
20200821000091	70 d 0 h	Hapag Lloyd India Pvt Ltd // PAN AABCH7319B // Location : INMUN1	2020-08-21 18:43:15 (Asia/Kolkata)	August	2020-08-25 21:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kumar.Natarajan@iss-shipping.com	Kumar.Natarajan@iss-shipping.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mundra Port	Trade User	EDI	User Guidance-Other EDI	agency code showing AABCH7319 BHZA101 instead of AABCH7319 BMUN101	As we can check the same you can update or amend the AGENCY Code before submitting for the approval.	Delhi Team
20200821000089	70 d 1 h	REQUEST TO SHARE REGISTRATION DETAILS OF INDIANPCS FOR TRANSACTION ID 2017010972542858	2020-08-21 18:21:11 (Asia/Kolkata)	August	2020-08-28 12:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	reach@nagar.kot.co.in	reach@nagar.kot.co.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	REQUEST TO SHARE REGISTRATION DETAILS OF INDIANPCS FOR TRANSACTION ID 2017010972542858	Kindly share the agency pan details so that we check the registration at our end.	Delhi Team
20200821000086	70 d 2 h	Forward data to ICE GATE	2020-08-21 17:29:24 (Asia/Kolkata)	August	2020-08-25 17:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@antiglobalshipping.com	mumbai@antiglobalshipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vespro is not reflecting in ICE GATE	Vespro is not reflecting in ICE GATE. As checked the Vespro file is already available in ICE GATE and same informed to user	Delhi Team
20200821000082	70 d 2 h	Re: PCS "Success" status report.	2020-08-21 17:25:22 (Asia/Kolkata)	August	2020-08-25 21:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bank@factitd.com	bank@factitd.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to verify the payment	Kindly verify the reported bill no, it's still showing as initiated of any issue please call undersigned.	Delhi Team
20200821000071	70 d 2 h	ERROR IN SHIPPING LINE/ AGENT NAME	2020-08-21 16:45:16 (Asia/Kolkata)	August	2020-08-28 12:35:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mngn.pnm@pennonshipping.com	mngn.pnm@pennonshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	Wrong name is showing in edo	We have checked & updated the Agency name as requested by you.	Delhi Team
20200821000056	70 d 4 h	UNABLE TO VARIIFY THE PAYMENT	2020-08-21 15:33:05 (Asia/Kolkata)	August	2020-09-11 11:02:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	poomima@caravellogistics.com	poomima@caravellogistics.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	We have checked the same with the Axis Bank Team & found that payment is still pending at your end, kindly share the Bank Statement if the same amount is debited from the account.	Delhi Team

20200821000054	70 d 4 h	PAYMENT INR. 46,000/- IS SHOWING PENDING IN PCS	2020-08-21 15:27:23 (Asia/Kolkata)	August	2020-08-21 19:42:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	komal@udshipping.net	komal@udshipping.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200821000041	70 d 5 h	RE: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 202008198593757)	2020-08-21 14:32:17 (Asia/Kolkata)	August	2020-08-25 16:35:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	brahmania@merchantshp.com	brahmania@merchantshp.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Hazira Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Stake holder is submitted state	stake holder is submitted and pending for approval from port	Delhi Team
20200821000034	70 d 6 h	Re: Registration Profile	2020-08-21 13:22:04 (Asia/Kolkata)	August	2020-08-22 00:03:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolataporttrust.gov.in	pcs.hdc@kolataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Stake holder is submitted state	stake holder is submitted and pending for approval from port	Delhi Team
20200821000031	70 d 7 h	Port Trust Deposit (DU009)	2020-08-21 12:34:19 (Asia/Kolkata)	August	2020-09-03 13:34:52 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.cal@unitedliners.com	acct.cal@unitedliners.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	PCS advice towards transfer of Rs.15,00,000.00 (Rupees Fifteen Lac Only.)	As we have checked the reported Payment is Success from PCS end, and the PAYSTS File is already available in the Port folder. You are requested to kindly check with concern port and confirm.	Delhi Team
20200821000012	70 d 8 h	FILE MISSING (CALINF)	2020-08-21 11:25:04 (Asia/Kolkata)	August	2020-08-21 12:52:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200821000008	70 d 8 h	Fwd: pan card - jsw coated for new login password	2020-08-21 11:08:23 (Asia/Kolkata)	August	2020-08-25 12:36:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	raviv.priyadarshi@sw.in	raviv.priyadarshi@sw.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	DATA CORRECTION	user want to update the mail id in pcs login	updated the mail id and asked to reset the password through pcs 1x application .	Delhi Team
20200821000003	70 d 8 h	PCS working very slow	2020-08-21 10:58:21 (Asia/Kolkata)	August	2020-08-25 12:18:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	CMSTEAM2@oocl.com	CMSTEAM2@oocl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	Unable to upload the coprar	Asked to user kindly check at your end for network	Delhi Team
20200821000002	70 d 8 h	Login error	2020-08-21 10:56:22 (Asia/Kolkata)	August	2020-08-25 12:34:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	trishalak@teamglobal.in	trishalak@teamglobal.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	Unable to upload the coprar	Asked to user pcs 1x application is working kindly check at your end	Delhi Team
20200820000089	70 d 19 h	Registration issues // PAN: AABCH7319B // Hapag Lloyd India Pvt Ltd	2020-08-20 23:48:15 (Asia/Kolkata)	August	2020-09-03 13:36:56 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kumar.Natarajan@iss-shipping.com	Kumar.Natarajan@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	PIPAVAV Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	we can't registration as SA in Pipavav port (INPAV1) . kindly advise or provide user name / password for INPAV1 location	The user is created & shared on the register email ID.	Delhi Team
20200820000078	71 d 1 h	Re: Rectification of Port Of Discharge/Destination VCN HAL12000704 COPRA NO 2020082086009555, 2020082086011444, 2020082086023044 at advance container list	2020-08-20 17:48:16 (Asia/Kolkata)	August	2020-08-20 18:36:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file,Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200820000041	71 d 6 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-08-20 13:39:22 (Asia/Kolkata)	August	2020-08-20 17:16:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

2020082000037	71 d 6 h	Excess Payment of Rs 11289.00 debited in our BANK for wharf-age payment to DEENDAYAL PORT TRUST	2020-08-20 13:22:15 (Asia/Kolkata)	August	2020-08-25 08:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@hemjyot.com	info@hemjyot.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	Excess Payment of Rs 11289.00 debited in our BANK for wharf-age payment to DEENDAYAL PORT TRUST	We have checked the same with our DB team & found that there is no double payment or double entry found in the database, thus we are not able to provide any solution on the reported issue. You are requested to kindly get in touch with Port Authorities for the credit of the extra payment made by you	Delhi Team
2020082000031	71 d 6 h	Dual Payment	2020-08-20 13:10:14 (Asia/Kolkata)	August	2020-08-24 20:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Port Officer	Payment	User Guidance-Other Payment	Two times payment has been made by Hemjyot Agency on same bill number. Bill No.:- 202003102830	As checked with the technical team we haven't found double payment or double entry in the database regarding the reported bill. Only one entry is present in the DB against the reported bill no & PAYSTS is also generated for the same.	Delhi Team
2020082000030	71 d 6 h	RE: RESET PASSWORD OF PCS SYSTEMS FOR // VERTIV ENERGY PVT LTD // GROUP CODE <18H>	2020-08-20 13:04:13 (Asia/Kolkata)	August	2020-08-24 14:10:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping1@mfreight.com	shipping1@mfreight.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
2020082000015	71 d 8 h	+++PRIORITY PLS +++ MT MAERSK NAVIGATOR DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-08-20 11:15:14 (Asia/Kolkata)	August	2020-08-25 17:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	Vespro is not reflecting in ICE GATE	Vespro is not reflecting in ICE GATE. As checked the Vespro file is already available in ICE GATE and same informed to user	Delhi Team
2020082000012	71 d 8 h	MV BBG ENDEAVOR (IMO NO : 9598189) - REQUEST VESSEL PROFILE EDIT OPTION	2020-08-20 10:53:11 (Asia/Kolkata)	August	2020-08-24 20:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops.tuticorin@wwshippingginc.com	ops.tuticorin@wwshippingginc.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Tuticorin	Trade User	Application	User Guidance-Other Application	MV BBG ENDEAVOR (IMO NO : 9598189) - REQUEST VESSEL PROFILE EDIT OPTION	As per our telecom discussion, you are requested to click on Add New button and then search for mention IMO, then after you can edit the same and submit, after the port approval it will approve.	Delhi Team
2020082000003	71 d 9 h	resend the PAYSTS file JNPT	2020-08-20 09:54:21 (Asia/Kolkata)	August	2020-08-24 14:10:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200819000095	71 d 20 h	PROVIDE CHPOI13 FILES- IGM No: 2260157	2020-08-19 23:15:17 (Asia/Kolkata)	August	2020-08-20 09:42:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	docshelpdes.kamct@adani.com	docshelpdes.kamct@adani.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mundra Port	Trade User	EDI	User Guidance-IGM ISSUE	PROVIDE CHPOI13 FILES-IGM No: 2260157		Delhi Team
20200819000093	71 d 23 h	Re[4]: Request to release cart in //container no TCNU9445477// evergreen booking no 104000026084 -----	2020-08-19 20:09:08 (Asia/Kolkata)	August	2020-08-20 10:12:32 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200819000092	71 d 23 h	Failure ERROR FOR Online Payment for Mumbai PORT Via PCS PD Account A/C FREIGHT FILED MADRAS PVT LTD- Bill no 2020081985987984	2020-08-19 20:03:07 (Asia/Kolkata)	August	2020-08-24 17:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Nitin.Sawant@bdpint.com	Nitin.Sawant@bdpint.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is failure after verified		Delhi Team
20200819000091	72 d 1 h	NEED ID / PASSWORD FOR HALDIA	2020-08-19 18:26:11 (Asia/Kolkata)	August	2020-08-23 20:01:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
20200819000072	72 d 3 h	COPRAR ISSUE	2020-08-19 16:23:12 (Asia/Kolkata)	August	2020-08-23 16:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	partha_chkrabarti@one-line.com	partha_chkrabarti@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	Asked to user kindly share the crn detail	Delhi Team

20200819000069	72 d 3 h	PAYMENT INR_25,000/- IS SHOWING PENDING IN PCS	2020-08-19 16:16:12 (Asia/Kolkata)	August	2020-08-24 09:13:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	komal@udshipping.net	komal@udshipping.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked, the reported payment is showing successful in pcs 1x application and required file has been shared to port system.	Delhi Team
20200819000065	72 d 3 h	LPG/C JAG VIRAAT - Voyage registration not showing in PCS system	2020-08-19 16:10:09 (Asia/Kolkata)	August	2020-08-23 16:35:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@atianticglobalshipping.com	haldia@atianticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN is not Reflecting in PCS	PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200819000064	72 d 3 h	RE: MT. HARI SAGAR - VCN	2020-08-19 16:09:11 (Asia/Kolkata)	August	2020-08-19 17:07:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Tirthankar.Maiti@iss-shipping.com	Tirthankar.Maiti@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200819000063	72 d 3 h	LPG/C BW ENERGY - Voyage registration not showing in PCS system	2020-08-19 16:09:08 (Asia/Kolkata)	August	2020-08-23 16:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@atianticglobalshipping.com	haldia@atianticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN is not Reflecting in PCS	PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200819000053	72 d 4 h	FW: Status of Your Request for registering with PCS - APPROVED!	2020-08-19 15:22:22 (Asia/Kolkata)	August	2020-08-23 19:45:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kpandian@beekeyen.in	kpandian@beekeyen.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	User is facing error during stake holder registration	We have shared your concern with our technical team, you are requested kindly try to register for the same after 1-2 hours.	Delhi Team
20200819000052	72 d 4 h	2020072784315867	2020-08-19 15:09:20 (Asia/Kolkata)	August	2020-08-23 18:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info.vizag@eship.in	info.vizag@eship.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Tuticorin	Trade User	User Roles / Rights	User Guidance- Login	User is Querying that he is not able to Login	User is Querying that he is not able to Login. Asked to Share the PAN number, when we found the pan card details we have share the login details and password forget process.	Delhi Team
20200819000051	72 d 4 h	Unable to Verify PCS Payment Rs. 200000/- less TDS Rs. 3000/Port A/c No. IE030	2020-08-19 14:44:16 (Asia/Kolkata)	August	2020-08-19 15:55:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200819000050	72 d 5 h	RE: PAYMENT SLIP	2020-08-19 14:35:14 (Asia/Kolkata)	August	2020-08-19 15:58:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200819000045	72 d 6 h	ROTATION NO ISSUE COSCO LINE***TOP TOP URGNT***	2020-08-19 13:28:24 (Asia/Kolkata)	August	2020-08-20 14:09:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Rohan.Patil@coscon.com	Rohan.Patil@coscon.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	EDI	User Guidance- Other EDI	user is facing issue during generate rotation no	Kindly look into this as VCN is generated but the user is not able to generate the Rotation no from the ICEGATE website.	Delhi Team
20200819000039	72 d 6 h	MT. HARI ANAND SEAFARERS OUCHER NOT APPROVED.	2020-08-19 12:59:20 (Asia/Kolkata)	August	2020-08-19 14:00:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops@malara group.com	ops@malara group.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance- Other Application	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200819000037	72 d 6 h	PLEASE CHANGE CARGO CARRIER : GENERAL CARGO / CONTAINER TO CONTAINER on a/c MTT PENERANG	2020-08-19 12:48:17 (Asia/Kolkata)	August	2020-08-19 13:55:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sovanlal.chat@terjee@samudera.id	sovanlal.chat@terjee@samudera.id	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200819000023	72 d 8 h	PAYMENT NOT REFLECTED IN PCS	2020-08-19 11:27:04 (Asia/Kolkata)	August	2020-08-23 17:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vinay@tglsindia.com	vinay@tglsindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	Unable to verify the payment	Payment is successful and required file has been shared to port system	Delhi Team
20200819000022	72 d 8 h	Bill Of Entry On Submission is not received - KPL	2020-08-19 11:22:22 (Asia/Kolkata)	August	2020-08-23 19:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	3 high	karuppiah1967@vt	KPL(Ennore)	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Ennore	Trade User	EDI	User Guidance- IGM ISSUE	Bill Of Entry On Submission is not received - KPL	Kindly provide the IGM details so that we can check the same with the ICEGATE.	Delhi Team
20200819000019	72 d 8 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-08-19 11:18:24 (Asia/Kolkata)	August	2020-08-23 13:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharat@transworld.com	muralidharat@transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200818000121	73 d 0 h	MV CALA PAGURO VCN NOJNNML120080073-- LINK TO ICEGATE	2020-08-18 19:24:09 (Asia/Kolkata)	August	2020-08-19 23:24:25 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	maheshks@merchantshp.g.com	maheshks@merchantshp.g.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	New Mangalore	Trade User	EDI	User Guidance- VESPRO-ICEGATE	User asking for sent vespro file to custom/dgll	This is to confirm you its an automatic process our interventions are not required for the same.	Delhi Team
20200818000116	73 d 1 h	FW: Permission for DPD facility from JNPCT	2020-08-18 18:22:20 (Asia/Kolkata)	August	2020-08-22 20:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@skushalchand.com	accounts@skushalchand.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance- RESET PASSWORD	user facing problem in login	Kindly reset the password by clicking on the forgot password link.	Delhi Team
20200818000113	73 d 1 h	UNABLE TO TRANSFER FUND THROUGH PCS	2020-08-18 18:12:18 (Asia/Kolkata)	August	2020-08-22 20:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharat@transworld.com	muralidharat@transworld.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO MAKE PAYMENT	UNABLE TO TRANSFER FUND THROUGH PCS	As we can check ICICI Bank is working fine & transactions are getting done on the same, kindly ask your team member to reach us so that we can support team.	Delhi Team
20200818000108	73 d 1 h	RE: MV CAS AVANCA-- VCN CANCEL - NML1111301177 -VCN CANCEL	2020-08-18 18:06:16 (Asia/Kolkata)	August	2020-08-22 20:59:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	maheshks@merchantshp.g.com	maheshks@merchantshp.g.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	New Mangalore	Trade User	Application	User Guidance- Other Application	User want to cancel VCN for correct call sign no.	You are requested to please contact to the concern port for the cancel of VCN.	Delhi Team
20200818000093	73 d 2 h	COPRAR processing issue	2020-08-18 16:47:04 (Asia/Kolkata)	August	2020-08-22 20:59:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance- COPRAR	Coprar file is not correct	We have checked the reported COPRAR user has forgotten to mentioned ISO code with the same. Kindly get in touch with user for the same.	Delhi Team
20200818000091	73 d 3 h	Sub: Unable to verify port payment for BPCL payment.	2020-08-18 16:21:21 (Asia/Kolkata)	August	2020-08-22 19:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sujatavsawant22@gmail.com	sujatavsawant22@gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance- UNABLE TO MAKE PAYMENT	User is not able to make the Payment	User is Not able to make the Payment,We have Guided the User that how to do the Payment.	Delhi Team
20200818000088	73 d 3 h	RE: COPRAR NOT REFLECT	2020-08-18 16:18:20 (Asia/Kolkata)	August	2020-08-18 17:22:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	documentation@lardnemorth.in	documentation@lardnemorth.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200818000065	73 d 5 h	PAYMENT SLIP	2020-08-18 14:38:07 (Asia/Kolkata)	August	2020-08-22 17:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance- Other Payment	User want payment status.	As checked payment is Success and required file already available in the port folder same inform to the user.	Delhi Team
20200818000063	73 d 5 h	MT,AU LEO DUE AT KRISHNAPATNAM PORT - IMO NUMBER NOT FOUND IN DGLL SITE	2020-08-18 14:35:06 (Asia/Kolkata)	August	2020-08-22 16:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaportchn@airtelmail.in	seaportchn@airtelmail.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance- EDI MESSAGE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL, As we have Checked that the VESPRO file is not Updated in PCS.Asked the User to Add the Vessel Profile in PCS.	Delhi Team
20200818000059	73 d 5 h	Re: FW: FUND TRANSFER CONFIRMATION A/C QLA(OSL SHIPPING AGENCIES(I) PVT LTD)	2020-08-18 14:18:21 (Asia/Kolkata)	August	2020-08-24 13:55:17 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	moumitaseafreightkol@gmail.com	moumitaseafreightkol@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	the reported payment was not completed through pcs 1x application .If done the payment through pcs 1x application then kindly share the pcs 1x payment snap screen.	Delhi Team
20200818000058	73 d 5 h	RE: ***SPAM*** FW: FUND TRANSFER CONFIRMATION A/C SFL (Sea Freight & Logistics Solution )	2020-08-18 13:53:30 (Asia/Kolkata)	August	2020-08-22 14:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@seafreightlogistic.com	accounts@seafreightlogistic.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	the reported payment was not completed through pcs 1x application .If done the payment through pcs 1x application then kindly share the pcs 1x payment snap screen.	Delhi Team
20200818000056	73 d 6 h	Re: Credit	2020-08-18 13:29:14 (Asia/Kolkata)	August	2020-08-22 15:10:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kdsollection@kolkataporttrust.gov.in	kdsollection@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- UNABLE TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is in Initiated State.Asked to Verify the Same.	Delhi Team

20200818000052	73 d 6 h	FW: CUSTOMER_LEDGER_MAIL Line Code:59B	2020-08-18 12:59:10 (Asia/Kolkata)	August	2020-08-22 13:40:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	admin@sai-kiran.com	admin@sai-kiran.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the Login ID and Pasword	User is Querying for the Login ID and Pasword Dear Sir, As per the telecom discussion with you, your User ID is: sai001 and the mapped Email ID is: mumimp@sai-kiran.com	Delhi Team
20200818000051	73 d 6 h	MT BELLA CIAO DUE AT SIKKA ON 24.08.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-08-18 12:49:08 (Asia/Kolkata)	August	2020-08-22 13:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@in-terocan.in	jannagar@in-terocan.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200818000049	73 d 6 h	Light dues amount for M.V.KMTC DUBAI 2005 eta: 23.08.2020	2020-08-18 12:47:10 (Asia/Kolkata)	August	2020-08-18 13:59:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rajeshsalian@ekmtc.com	rajeshsalian@ekmtc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	User is Querying that he is not able to make the DGLL Payment	User is Querying that he is not able to make the DGLL Payment. Asked to Contact to the Concern team for the same.	Delhi Team
20200818000045	73 d 6 h	IMO NO: 9263643 & VESSEL NAME : AMALFI // Fw: VCN 2008210 has been allotted for vessel AMALFI by MbPT	2020-08-18 12:45:07 (Asia/Kolkata)	August	2020-09-18 11:50:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@in-terocan.in	mumbai@in-terocan.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200818000041	73 d 7 h	MV SUZAKU (IMO : 9317377 - CALL SIGN : 3EFH6) // Send Data to ICEgate & DGLL for Vessel registration	2020-08-18 12:37:07 (Asia/Kolkata)	August	2020-08-22 14:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mundra@jm-baxi.com	mundra@jm-baxi.com	PCS Support	S3	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200818000028	73 d 7 h	MT.SC FALCON - forward data to ICE GATE	2020-08-18 12:05:20 (Asia/Kolkata)	August	2020-08-23 13:45:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@at-anticglobalshipping.com	mumbai@at-anticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200818000027	73 d 7 h	DELETE EXPORT COPRAR NO: 2020081485637342	2020-08-18 12:01:21 (Asia/Kolkata)	August	2020-08-22 14:10:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cs.ccu@seall-oyd.in	cs.ccu@seall-oyd.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200818000025	73 d 7 h	WRONGLY SUBMITTED COPRAR IN PCS	2020-08-18 11:58:20 (Asia/Kolkata)	August	2020-08-18 14:05:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cs.ccu@seall-oyd.in	cs.ccu@seall-oyd.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200818000016	73 d 8 h	RE: GROSS WEIGHT CHANGED AFTER COPRAR REFLECT	2020-08-18 11:31:15 (Asia/Kolkata)	August	2020-08-22 12:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	documentation@lardnem-orth.in	documentation@lardnem-orth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	Unable to upload the coprar	Asked to user kindly clear the cache and upload the again	Delhi Team
20200818000009	73 d 8 h	Received Incorrect COPRAR file	2020-08-18 11:12:12 (Asia/Kolkata)	August	2020-08-22 12:35:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol-kataporttrust.gov.in	pcs.hdc@kol-kataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	DATA CORRECTION	Wrong format coprar is received	Corrected the coprar and same has been shared to port edi	Delhi Team
20200818000008	73 d 8 h	KOTA TENAGA, IMO NO 9251157 unable to go payment page.	2020-08-18 11:01:11 (Asia/Kolkata)	August	2020-08-18 11:41:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sandip.das@ccu.pilship.com	sandip.das@ccu.pilship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL.As we have Checked that the Vessel Profile is Already available in the DGLL folder.Asked to Contact to the Concern Port for the same.	Delhi Team
20200818000006	73 d 9 h	VESSEL PROFILE NEED TO BE SENT TO CUSTOM'S EDI	2020-08-18 09:48:18 (Asia/Kolkata)	August	2020-08-22 21:01:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Port Officer	EDI	User Guidance-VESPRO-ICEGATE	Please provide VESPRO file to the custom's edi for the following vessel details as soon as possible.	We have checked the same vessel profile is already send to the Customs & DGLL Team, once they will consume the same it will be reflecting at their end.	Delhi Team



202008170000147	73 d 21 h	MV ORATORIO - EDO ERROR	2020-08-17 22:15:07 (Asia/Kolkata)	August	2020-08-18 09:42:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chandan@crossoceangro up.org	chandan@crossoceangro up.org	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Haldia	Trade User	EDI	User Guidance-EDO	User has received EDO for Line no 2 with wrong qty 4000 mt (actual qty is 3894mt ).	We can not cancel the EDO you need to login in pcs application ,after that goto agent delivery order under Cargo tab,then to cancel or amend the Edo, click on action button ,after then click on cancel do button or to amend click on amend button.	Delhi Team
202008170000138	74 d 0 h	MT GHIBLI DUE AT SIKKA ON 22.08.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-08-17 18:48:14 (Asia/Kolkata)	August	2020-08-21 19:20:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESSEL REGISTRATION IN CUSTOM EDI SYSTEM /	The reported vessel profile is already shared with the DGLL & ICEGATE, kindly check the same with them.	Delhi Team
202008170000137	74 d 0 h	MT COMMODORE DUE AT SIKKA ON 22.08.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-08-17 18:46:15 (Asia/Kolkata)	August	2020-08-21 19:20:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	As we have checked, the Vessel Profile is already available in the ICEGATE folder. Once the ICEGATE will consume the same file, it will reflect in ICEGATE. You are requested to please check with ICEGATE and confirm.	Delhi Team
202008170000134	74 d 1 h	Re: HALDIA PORT DEPOSIT RS 29550	2020-08-17 18:28:12 (Asia/Kolkata)	August	2020-08-21 19:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	Payment	User Guidance-Other Payment	Amount not credited to port account	Payment is pending for the user verification, kindly ask user to verify the same.	Delhi Team
202008170000121	74 d 2 h	MV. ANASTASIA S - update the vessel in Customs ICE GATE	2020-08-17 17:28:22 (Asia/Kolkata)	August	2020-08-23 18:03:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bm.tuticorin@interoce.in	bm.tuticorin@interoce.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	MV. ANASTASIA S - update the vessel in Customs ICE GATE	As checked at our end the reported Vessel is approved & details are already shared with the DGLL & ICEGATE.	Delhi Team
202008170000115	74 d 2 h	send PAYSTS file for Bill no : 2020081785751678	2020-08-17 17:11:19 (Asia/Kolkata)	August	2020-08-22 13:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Payment is not reflecting in pda		Delhi Team
202008170000110	74 d 2 h	penin030 / Payment receipt /MV Nord Biscay	2020-08-17 16:59:18 (Asia/Kolkata)	August	2020-08-17 19:11:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	psularhd@gmail.com	psularhd@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-Paysts	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202008170000106	74 d 3 h	Fwd: Fwd: PCS REGISTRATION - SAILA MARITIME LOGISTICS PVT LTD ----PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020081385540706)	2020-08-17 16:40:17 (Asia/Kolkata)	August	2020-08-21 17:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	user id as been created and same has been shared to user	Delhi Team
202008170000101	74 d 3 h	/URGENT MSG / M/T QIAN TAI 1 V.2009 DUE AT HALDIA PORT - VCN / BERMAN [IMO NO.9531727]	2020-08-17 16:12:10 (Asia/Kolkata)	August	2020-08-21 17:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@seaposvc.com	haldia@seaposvc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	As checked the voyage is in submitted and pending for approval from port after approval vcn is reflecting	Delhi Team
202008170000095	74 d 3 h	HALDIA PORT   SHYAM SEL AND POWER LIMITED   LKAN ACCOUNT PAYMENT	2020-08-17 15:45:07 (Asia/Kolkata)	August	2020-08-21 19:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	import@shyamgroup.com	import@shyamgroup.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is asking for payment confirmation	Payment is showing success & the receipt is also generated for the same. Kindly get in touch with Port Authorities for the credit of the same.	Delhi Team
202008170000092	74 d 4 h	RE: [EXTERNAL] RE: SIC-4686 RELEASE OF DPD CONTAINER MIS. BALL BEVERAGES PACKAGING INDIA PVT. LTD.DPD CODE "350" (RBC)	2020-08-17 15:35:05 (Asia/Kolkata)	August	2020-08-21 19:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Prabinth.BS@ball.com	Prabinth.BS@ball.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	As discussed with you, you are requested to kindly reset the password through pcs1x application .	Delhi Team
202008170000087	74 d 4 h	LPG/C GAS COMMERCE - Voyage registration not showing in PCS system	2020-08-17 15:00:19 (Asia/Kolkata)	August	2020-08-21 15:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@atianticglobalshipping.com	haldia@atianticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-EDI MESSAGE	Callinr is not received in port edi	callinr generated and shared to port as same informed to port user	Delhi Team

20200817000085	74 d 4 h	FW: Unable to Log in	2020-08-17 14:44:17 (Asia/Kolkata)	August	2020-08-21 20:23:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ho.ops@keavy.in	ho.ops@keavy.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User WANT TO LOGIN ID	As checked and you are requested to kindly reset the password through pcs application .	Delhi & Mumbai Team(Both)
20200817000084	74 d 4 h	Fw: ** URGENT ** Rectify the seal no. as ML-IN2499682 in the POMS portal // Container no.MNB1J351384 // Vessel: GEL FORTUNE/2012, VCN no. CCU12000345	2020-08-17 14:42:16 (Asia/Kolkata)	August	2020-10-02 13:32:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bumbain@yahoo.com	bumbain@yahoo.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200817000079	74 d 5 h	COPRA NO. 2020081785740861 // X-Press Hoogly V-017 // CONT NO. VSBU-2017067 /20'	2020-08-17 14:07:10 (Asia/Kolkata)	August	2020-08-17 14:15:44 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mktg1@seashiplogistics.com	mktg1@seashiplogistics.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User is Querying that he has Submitted the COPRAR	User is Querying that he has Submitted the COPRAR	Delhi Team
20200817000077	74 d 6 h	RE: TEU CAPACITY TO BE UPDATED -	2020-08-17 13:40:06 (Asia/Kolkata)	August	2020-08-21 14:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bijayram.rout@soocl.com	bijayram.rout@soocl.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	Vespro is not registered in pcs then asked to user kindly registered the same in pcs	Delhi Team
20200817000076	74 d 6 h	Fw: Fund Transfer not credited to beneficiary a/c	2020-08-17 13:34:08 (Asia/Kolkata)	August	2020-08-21 19:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Suresh.Shanbhag@hdfcbank.com	Suresh.Shanbhag@hdfcbank.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-WANT CONFIRMATION OF PAYMENT		Issue has been resolved by hdfc bank team	Delhi Team
20200817000069	74 d 6 h	getting empty messages from PCS	2020-08-17 13:03:21 (Asia/Kolkata)	August	2020-08-21 19:40:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-EDI MESSAGE	Port have received multiple edi files in wrong format	Kindly share the remote session for the PMX application update so that we can check the resolve the reported issue.	Delhi Team
20200817000067	74 d 6 h	MV TTT ONE// VESSEL PROFILE APPROVED IN PCS//VESSEL ARRIVED CHENNAI PORT ON 16TH AUG 2020//ILH	2020-08-17 13:02:22 (Asia/Kolkata)	August	2020-08-17 15:48:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Saravanan.T@wilhelmsen.com	Saravanan.T@wilhelmsen.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. We have Checked the VESPRO is already available in DGLL folder. Asked the Use to contact to the DGLL team for the same.	Delhi Team
20200817000063	74 d 6 h	Fwd: 57H - Re-activation of PD A/C - (SANATHAN TEXTILES PVT LTD)	2020-08-17 12:56:20 (Asia/Kolkata)	August	2020-08-21 16:54:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	dinesh_mp@sanathan.com	dinesh_mp@sanathan.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200817000058	74 d 7 h	VCN for M.V. BLPL TRUST (IMO 9119660) not found in PCS Voy no is 2015N	2020-08-17 12:26:15 (Asia/Kolkata)	August	2020-08-21 13:55:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jiten@tgsindia.com	jiten@tgsindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALNF file is already available in Port folder.	Delhi Team
20200817000055	74 d 7 h	VOYAGE REGISTRATION NOT REFLECTING ON JNPT OPERATION SCREEN	2020-08-17 12:19:13 (Asia/Kolkata)	August	2020-08-21 13:15:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idand@hmm21.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to user	Delhi Team
20200817000052	74 d 7 h	PCS ERROR PAGE	2020-08-17 11:57:10 (Asia/Kolkata)	August	2020-08-21 12:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	User is querying that the PCS site is not working.	User is querying that the PCS site is not working.As we have checked that the PCS site is Working fine.	Delhi Team
20200817000050	74 d 7 h	PCS website issue	2020-08-17 11:53:09 (Asia/Kolkata)	August	2020-08-21 12:15:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Port Officer	Application	User Guidance-PCS APPLICATION DOWN	pcs 1x application is not working	pcs 1x application is working as same informed to user	Delhi Team
20200817000049	74 d 7 h	PCS IS NOT OPENING	2020-08-17 11:43:08 (Asia/Kolkata)	August	2020-08-21 12:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	User is querying that the PCS site is not working	User is querying that the PCS site is not working.As we have checked that the PCS site is Working fine.	Delhi Team
20200817000048	74 d 7 h	UNABLE TO IOGIN IPA PCS SITE	2020-08-17 11:42:08 (Asia/Kolkata)	August	2020-08-21 12:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	DEBAJIT.MUKHERJEE@coscon.com	DEBAJIT.MUKHERJEE@coscon.com	PCS Support	S3	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	pcs 1x application is not working	as check pcs 1x application is working as same informed to user	Delhi Team

20200817000047	74 d 8 h	unable not open pcs system	2020-08-17 11:40:06 (Asia/Kolkata)	August	2020-08-21 12:25:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	User is querying that the PCS site is not working.	User is querying that the PCS site is not working.As we have checked that the PCS site is Working fine.	Delhi Team
20200817000046	74 d 8 h	PCS IS NOT OPENING	2020-08-17 11:36:07 (Asia/Kolkata)	August	2020-08-21 12:15:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	pcs 1x application is not working	pcs 1x application is working as same informed to user	Delhi Team
20200817000030	74 d 8 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-08-17 11:04:23 (Asia/Kolkata)	August	2020-08-17 12:27:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muralidhar.tsa@transworld.com	muralidhar.tsa@transworld.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Paysts	User is not able to Verify the Payment	User is not able to Verify the Payment,Asked the User to try after 3-4 Hours	Delhi Team
20200817000021	74 d 8 h	Fwd: PAYMENT INR. 50000/- NOT UPDATED IN THE LEDGER - LINE UCL1	2020-08-17 10:54:21 (Asia/Kolkata)	August	2020-08-17 11:38:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pravinmatad@jnpport.gov.in	JNPT	PCS Support	S3	Incident	Manish Pandey	PCS Support	Kandla	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200817000015	74 d 8 h	CONTAINERS ARE NOT REFLECTING IN POMS SYSTEM// 2020081685729739	2020-08-17 10:51:20 (Asia/Kolkata)	August	2020-08-21 13:15:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	DEBAJIT.MUKHERJEE@coscon.com	DEBAJIT.MUKHERJEE@coscon.com	PCS Support	S3	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200817000006	74 d 9 h	MT KIRKEHOLMEN AT KANDLA - DELAY IN APPROVAL OF ASSESSMENT IN PCS	2020-08-17 10:40:19 (Asia/Kolkata)	August	2020-08-21 11:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200817000005	74 d 9 h	MT NILUFER SULTAN AT KANDLA - DELAY IN APPROVAL OF ASSESSMENT IN PCS	2020-08-17 10:40:17 (Asia/Kolkata)	August	2020-08-21 11:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200817000003	74 d 10 h	MV HIBISCUS - PROFILE IN CUSTOMS AND DGLL	2020-08-17 09:35:10 (Asia/Kolkata)	August	2020-08-21 19:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Pls check MV HIBISCUS - PROFILE IN CUSTOMS AND DGLL	As checked ,the reported vespro profile is already available in DGLL. You are requested to kindly check with dgll team and confirm.	Delhi Team
20200816000030	74 d 22 h	Re: Ref No. 2644891710	2020-08-16 21:20:12 (Asia/Kolkata)	August	2020-08-21 07:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.moreno@ood.com	shelton.moreno@ood.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container is not reflecting at port side	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team for any changes in coprar.	Delhi Team
20200816000028	74 d 22 h	Re: Carting Order against booking number 2644891710 // 202008168572956 //	2020-08-16 21:06:10 (Asia/Kolkata)	August	2020-08-17 12:45:41 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting at port side	As we have checked, the Reported COPRAR File is already available in the Port folder.You are requested to kindly check with them and confirm.	Delhi Team
20200816000026	75 d 0 h	MT LOWLANDS HOPE/ MT BUNGA LILY DUE AT DEENDAYAL PORT (KANDLA) // VCN NO NOT GENRETING IN PCS//	2020-08-16 19:17:13 (Asia/Kolkata)	August	2020-08-17 11:06:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	VCN is not reflecting at port side	As checked, the mention voyage is in submitted state in pcs 1x application and required file has been shared to port system. After approval from port vcn will reflect in application.	Delhi Team
20200816000024	75 d 1 h	MT. RAINBOW ISLAND 88 AT KANDLA - DELAY IN APPROVAL OF ASSESSMENT IN PCS	2020-08-16 18:38:06 (Asia/Kolkata)	August	2020-08-17 07:32:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of ASSESSMENT IN PCS	User is Querying for the Approval of ASSESSMENT IN PCS,Asked to Contact to the Concern Port for the Same	Delhi Team
20200816000018	75 d 2 h	RE: New Voyage Registration request submitted for vessel AL BARRAH.	2020-08-16 17:01:11 (Asia/Kolkata)	August	2020-08-20 19:05:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.kandla@gac.com	shipping.kandla@gac.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the voyage is in Submitted state.	Delhi Team
20200816000008	75 d 8 h	MV.SHAIL AL DOHA - ILH PAYMNET ONLINE	2020-08-16 11:35:21 (Asia/Kolkata)	August	2020-08-17 10:47:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	seatrans.vizag@seatrans.co.in	seatrans.vizag@seatrans.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. As we have Checked that the VESPRO file is InActive State,Asked to Resubmit the Same	Delhi Team

20200816000007	75 d 8 h	Forgot password	2020-08-16 11:05:16 (Asia/Kolkata)	August	2020-08-21 11:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chnportoperations.dept.sci	Chennai (ex Madras)	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password/Asked to share the Contact details	Delhi Team
20200816000005	75 d 9 h	Received one BERMAN & two CHSAE02 file in our BAD folder on 14-08-2020	2020-08-16 10:28:10 (Asia/Kolkata)	August	2020-08-21 11:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying that the BERMAN & two CHSAE02 file in our BAD folder	Port is Querying that the BERMAN & two CHSAE02 file in our BAD folder	Delhi Team
20200815000044	75 d 23 h	AUTO ROTATION NOT GENERATED.. KMTc	2020-08-15 20:23:16 (Asia/Kolkata)	August	2020-08-21 11:50:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anil@ekmtc.com	anil@ekmtc.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Mundra Port	Trade User	Application	User Guidance-VCN NOT REFLECTING	VCN has updated but rotation no. still not generated at PCS.	As checked, the rotation number is generated by icegate team .You are requested to kindly contact to icegate team.	Delhi Team
20200815000037	76 d 1 h	AUTO SMTP not received	2020-08-15 17:54:11 (Asia/Kolkata)	August	2020-08-23 12:38:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	INPPVRAIL@apmterminals.com	INPPVRAIL@apmterminals.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	PIPAVAV Port	Trade User	EDI	User Guidance-IGM ISSUE	not received some of SMTP for the sequence TP :1906294 for IGM : 2259712.	Balanced files copied to the folder.	Delhi Team
20200815000036	76 d 2 h	S2 Shipping LLP - Kolkata ( Steamer Agent ) - Password Reset	2020-08-15 17:21:06 (Asia/Kolkata)	August	2020-08-21 07:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@marinesolutionz.com	info@marinesolutionz.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in PCS	As we have check, your User ID sllip001mapped with Email ID info@marinesolutionz.com Please visit the Indian PCS Website: https://indianpcs.gov.in/PA_PCS/ and click on Forgot Password?. Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200815000026	76 d 3 h	Coprar Number not reflecting in PCS system.	2020-08-15 16:28:18 (Asia/Kolkata)	August	2020-08-15 21:13:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ishan@goodrichindia.com	ishan@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder/Asked the User to contact to the Concern port for the Same.	Delhi Team
20200815000019	76 d 7 h	Getting PCS messages in wrong format	2020-08-15 12:40:22 (Asia/Kolkata)	August	2020-08-21 07:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-EDI MESSAGE	Getting PCS messages in wrong format	As checked ,the reported issue has been resolved now ,all mention files are re-copied to the port folder,kindly check and confirm. For any query and support revert on support.ipcs@nic.in	Delhi Team
20200815000006	76 d 10 h	PAYMENT INR. 50000/- NOT UPDATED IN THE LEDGER - LINE UCL1	2020-08-15 09:15:09 (Asia/Kolkata)	August	2020-08-15 11:46:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	komal@unitedshippingagency.net	komal@unitedshippingagency.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment in Ledger	User is Querying for the Confirmation of Payment in Ledger. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team

202008140000102	76 d 22 h	REVISED CART IN REQUEST /// 1X40HC NASHVILLE /// GANGES JUTE PVT. LTD.// CI0142286	2020-08-14 21:18:17 (Asia/Kolkata)	August	2020-08-21 08:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	CTA.AMART IN@cma-cgm.com	CTA.AMART IN@cma-cgm.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Container number not yet existing in coprar	As we have checked, the Reported COPRAR File is already available in the Port Folder. You are requested to kindly check with them and confirm.	Delhi Team
202008140000094	76 d 23 h	Fund Transfer not credited to beneficiary a/c	2020-08-14 19:51:24 (Asia/Kolkata)	August	2020-08-21 08:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pradeep.g@sbmapl.com	pradeep.g@sbmapl.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Fund Transfer not credited to beneficiary a/c	Issue has been resolved by the help of bank team	Delhi Team
202008140000089	77 d 1 h	FW: IGM NO not Reflecting in N4 MOL GARLAND L0566	2020-08-14 18:14:09 (Asia/Kolkata)	August	2020-08-18 20:20:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-IGM ISSUE	IGM NO not Reflecting in N4 MOL GARLAND L0566	We have sent the same as requested by you.	Delhi Team
202008140000087	77 d 1 h	Re: PCS 1x Payment	2020-08-14 17:53:05 (Asia/Kolkata)	August	2020-08-18 18:50:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Port Officer	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Port reject the state holder registration.	Port reject the state holder request to user for resubmit the state Holder registration	Delhi Team
202008140000081	77 d 2 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-08-14 17:19:21 (Asia/Kolkata)	August	2020-08-14 21:34:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202008140000071	77 d 3 h	Error in verification process.	2020-08-14 16:39:15 (Asia/Kolkata)	August	2020-08-14 17:53:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sahadev.Lonari@iss-shipping.com	Sahadev.Lonari@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202008140000070	77 d 3 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-08-14 16:37:15 (Asia/Kolkata)	August	2020-08-14 17:30:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muraidhara.tsa@transworld.com	muraidhara.tsa@transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202008140000067	77 d 3 h	Fwd: PCS registration	2020-08-14 16:31:16 (Asia/Kolkata)	August	2020-08-18 22:40:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ntwccu@gmail.com	ntwccu@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	PCS registration	Kindly go to the stakeholder registration form & fill the necessary details & submit the application, once the same is approved by the Port Authorities we will provide you the user id for the same.	Delhi Team
202008140000062	77 d 3 h	COCHIN PCS PAYMENT RECEIPT NOT GENERATED Rs.297,518.00/ ( 14.08.2020 - AXIS BANK LTD )	2020-08-14 16:20:13 (Asia/Kolkata)	August	2020-08-18 17:15:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	asked to user kindly verify the same in pcs 1x application after some	Delhi Team
202008140000058	77 d 3 h	PCS- Kolkata Payment Failure- 14th August 2020.	2020-08-14 16:14:15 (Asia/Kolkata)	August	2020-08-14 21:02:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anagha@ecoshipping.com	anagha@ecoshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is failure after verified		Delhi Team
202008140000056	77 d 4 h	Kamman Corporation - DPD Code KC7 - JNPT Confirmation.	2020-08-14 15:37:05 (Asia/Kolkata)	August	2020-08-22 15:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exim@kammangroup.com	exim@kammangroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to pda registration process	Asked to user kindly contact to port for pda	Delhi Team
202008140000055	77 d 4 h	PCS user id issue	2020-08-14 15:20:22 (Asia/Kolkata)	August	2020-08-18 16:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S3	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Reported Party is already having PCS Account as a shipping agent for Kolkata Port.	Delhi Team
202008140000054	77 d 4 h	Light Dues	2020-08-14 15:19:23 (Asia/Kolkata)	August	2020-08-14 15:49:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Aparup@xpressfeeders.com	Aparup@xpressfeeders.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGILL-ICEGATE	vespro is not reflecting in icegate/dgill	As checked the vespro file is already available in icegate/dgill and same informed to user	Delhi Team
202008140000043	77 d 5 h	Re: New Voyage Registration request submitted for vessel SEASPAN EMINENCE.	2020-08-14 14:34:15 (Asia/Kolkata)	August	2020-08-18 16:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhupendra.tandel@one-line.com	JNPT	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Callin is not received in port edi	callin generated and shared to port as same informed to user	Delhi Team
202008140000042	77 d 5 h	UNABLE TO GET ROTATION NUMBER FROM ICE GATE - TOP URGENT	2020-08-14 14:25:14 (Asia/Kolkata)	August	2020-08-18 15:50:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vravi@yml.in	vravi@yml.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	Application	User Guidance-Other Application	Rotation number is not showing	Rotation number generated by icegate as same informed to user	Delhi Team

20200814000040	77 d 6 h	FW: Payment for bill no. 2020081485614680 has been made.	2020-08-14 13:35:07 (Asia/Kolkata)	August	2020-08-18 14:01:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rapidshipping@rediffmail.com	rapidshipping@rediffmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200814000037	77 d 6 h	ERROR IN PCS- CARTING REQUEST	2020-08-14 13:11:24 (Asia/Kolkata)	August	2020-08-18 19:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.mumba@gac.com	shipping.mumba@gac.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	user unable to update the carting	Asked to user kindly update the correct date as format	Delhi Team
20200814000031	77 d 6 h	BERTHING APPLICATION :- AS SOPHIA / 004W VIA : L0584	2020-08-14 12:45:19 (Asia/Kolkata)	August	2020-08-24 12:52:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sadanandbhagat@samsarshipping.com	sadanandbhagat@samsarshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi		Delhi Team
20200814000029	77 d 7 h	FW: Vessel Profile Registration Request for vessel BALBINA has been approved.	2020-08-14 12:27:16 (Asia/Kolkata)	August	2020-08-18 20:25:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash.jatekar@feedertech.sg	JNPT	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vessel Profile Registration Request for vessel BALBINA has been approved.	As checked, the reported vespro profile is already available in icgate/dgll system. You are requested to kindly check with icgate/dgll team and confirm.	Delhi Team
20200814000010	77 d 8 h	REGARDING E-DO REGISTRATION	2020-08-14 11:09:04 (Asia/Kolkata)	August	2020-08-18 13:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lokenathageny2013@gmail.com	lokenathageny2013@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user want to process of stake holder	Asked to user kindly share the pan number and registered port	Delhi Team
20200814000008	77 d 8 h	RE: Payment at JNPT Port for Account 35P (DPD Code)	2020-08-14 11:07:07 (Asia/Kolkata)	August	2020-08-18 17:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200814000007	77 d 8 h	Re: Payment at JNPT Port for Account 35P (DPD Code)	2020-08-14 11:07:05 (Asia/Kolkata)	August	2020-08-18 14:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chandreshshipping@gmail.com	chandreshshipping@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200813000097	77 d 20 h	PCS message file issue	2020-08-13 23:37:22 (Asia/Kolkata)	August	2020-08-14 10:28:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Coprar file are coming empty or wrong format		Delhi Team
20200813000096	77 d 21 h	Re: Query in Light dues on Line payments- TOTAL TEUS vsI M.V.CASTOR N VOY. 2003 IMO NUMBER - 9334349 LINE - POSEIDON SHIPPING AGENCY PVT LTD.	2020-08-13 22:01:07 (Asia/Kolkata)	August	2020-08-14 10:06:56 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	User is asking for updation on DGLL of his vespro file info	As checked, the mention vessel castor n jmo 9334349 was approved on 01-08-2020 in pcs 1x application, for any updation further, you need to update the same in pcs 1x application, and after the approval from port for the same, the updated vessel will automatic get forward to DGLL. For any query and support, please revert on support@pcs@nic.in	Delhi Team
20200813000095	77 d 22 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-08-13 21:01:19 (Asia/Kolkata)	August	2020-08-18 07:30:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh@ransworld	Chennai (ex Madras)	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is unable to verify the payment	As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200813000092	78 d 1 h	RE: REEFER CART IN FOR BKN NO. 2644764640 / 7313 // 2020081385551598 //	2020-08-13 18:33:17 (Asia/Kolkata)	August	2020-08-17 18:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vamsikrishna@ood.com	vamsikrishna@ood.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder. Asked to check the Same.	Delhi Team
20200813000091	78 d 1 h	Coprar Number not reflecting in PCS system.	2020-08-13 18:29:18 (Asia/Kolkata)	August	2020-08-17 19:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sudeshna@goodrichindia.com	sudeshna@goodrichindia.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team

20200813000085	78 d 1 h	COPRAR NOT SHOWING FOR CNTR NO PONU7485070/40' HC COP NO2020081385549152 VCN CCU12000349	2020-08-13 18:00:11 (Asia/Kolkata)	August	2020-08-13 18:48:58 (Asia/Kolkata)	PCS Support	closed successful	2 medium	salesccu@cslindia.net	salesccu@cslindia.net	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200813000082	78 d 2 h	Not reflected in to SAP (Razorpay)	2020-08-13 17:35:09 (Asia/Kolkata)	August	2020-08-17 20:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-RAZOR PAY ISSUE	Payment not reflected on internal SAP System	Thank you for your request.PFA logs of the PAYSTS of the requested payment.	Delhi Team
20200813000081	78 d 2 h	RE: 2645491570 / Carting for 1x20' A/c Binayak Hi-Tech Engg Pvt Ltd	2020-08-13 17:35:08 (Asia/Kolkata)	August	2020-08-17 20:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.moreno@ood.com	shelton.moreno@ood.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar not reflecting at port side	As we can check the reported COPRAR is already generated & shared with the Port Authorities.	Delhi Team
20200813000074	78 d 2 h	Fwd: Deactivation of a/c-payment request at JNPCT..GIMATEX INDUSTRIES PVT LTD -- DPD CODE--- GI6 .....reg	2020-08-13 17:18:05 (Asia/Kolkata)	August	2020-08-17 17:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File.As we can check payments are success & PAYSTS are already shared with the Port Authorities.	Delhi Team
20200813000068	78 d 3 h	Re[2]: Fwd: CARTING ORDER VGM & SI for 1x20' Rio //BOOKING NO-'104000023921 //INVNO 1003004589 - container no not showing at port system	2020-08-13 16:39:19 (Asia/Kolkata)	August	2020-08-13 23:52:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipment.com	mchatterjee@evergreen-shipment.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200813000066	78 d 3 h	Re: BOOKING NO-363IN1420270820 3X20 GDYNIA (A/C-ELECTROSTEEL CASTINGS LTD)	2020-08-13 16:37:19 (Asia/Kolkata)	August	2020-08-17 17:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200813000065	78 d 3 h	Update correct voy no 125 Vessel : MORNING CHORUS v. 125 IGM NO.2259704 DT.11.08.2020	2020-08-13 16:36:19 (Asia/Kolkata)	August	2020-08-17 17:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pmaimp@pmapl.com	pmaimp@pmapl.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	User is Querying to change the Voyage number	User is Querying to change the Voyage number,ou are requested to kindly request the Port team to update the same as we don't have any rights to change.	Delhi Team
20200813000064	78 d 3 h	Today's PAYSTS / BERMAN file not received by JNPT, pls send.	2020-08-13 16:35:18 (Asia/Kolkata)	August	2020-08-17 17:35:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Port is Querying for the PAYSTS and BERMAN file	Port is Querying for the PAYSTS and BERMAN file, We have Updated the files from our end.	Delhi Team
20200813000063	78 d 3 h	JNPT PCS PAYMENT DTD-13.08.2020 OF Rs 49,08,542/-	2020-08-13 16:15:16 (Asia/Kolkata)	August	2020-08-18 18:50:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is asking for payment confirmation	As we have checked reported payment is success and required file is available at Port system.	Delhi Team
20200813000060	78 d 3 h	COPRAR not reflected in PORT system //COPRAR - 2020081385525815 //VCN CCU12000360 // KKTU6058975// SZLU9232925	2020-08-13 16:06:15 (Asia/Kolkata)	August	2020-08-13 23:48:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar is not reflecting at port side	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team	Delhi Team
20200813000055	78 d 3 h	Re: IM01052698 Re: CHPOI09 not received for INMAA1 Location	2020-08-13 15:51:12 (Asia/Kolkata)	August	2020-08-18 09:25:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	g.senthikum ar.chpt@gov.in	g.senthikum ar.chpt@gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance-IGM ISSUE	CHPOI09 not received for INMAA1 Location	We have raised this issue with ICEGATE Team as its a long pending issue due to this Users are facing lots of issues.	Delhi Team

20200813000045	78 d 5 h	PD ACCOUNT	2020-08-13 14:27:19 (Asia/Kolkata)	August	2020-08-17 20:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	imports@paraminternatioal.com	imports@paraminternatioal.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- Other Payment	User is asking about PD account balance.	Kindly get in touch with the JNPT Finance team for the credit or balance-related queries.	Delhi Team
20200813000033	78 d 6 h	RE: Implementation of new e-portal for collection of Lightdus-Regarding / Customer name - Emirates Shipping Agencies (India) Pvt Ltd	2020-08-13 13:23:12 (Asia/Kolkata)	August	2020-08-17 13:55:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Santosh.Devi.ekar@in.emiratesline.com	Santosh.Devi.ekar@in.emiratesline.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. Asked that the Registration has been rejected by the Port. Asked to re-register the Vessel Profile	Delhi Team
20200813000030	78 d 6 h	Re[4]: Cart in Order Request Booking no. 10400025207 // Carting order // AI Champdany - container no not showing at port system	2020-08-13 13:03:07 (Asia/Kolkata)	August	2020-08-14 07:48:45 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Coprar file is not showing at port end	As we have checked, the Reported COPRAR File is already available in the Port folder.	Delhi Team
20200813000026	78 d 7 h	NPP Nusantara - Vessel info	2020-08-13 12:28:21 (Asia/Kolkata)	August	2020-08-17 20:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@falconoffshore.net	operations@falconoffshore.net	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	User is asking for share vespro file to icagate	The reported Vessel profile is already shared with the ICEGATE Team.	Delhi Team
20200813000010	78 d 8 h	PAYSTS and Berman file of below not received. pls send.	2020-08-13 10:52:07 (Asia/Kolkata)	August	2020-08-17 13:55:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the PAYSTS and BERMAN file	Port is Querying for the PAYSTS and BERMAN file. We have Updated the files from our end.	Delhi Team
20200812000064	78 d 23 h	COPRAR NOT REFLECTING IN PORT SYSTEM // CON: ZMOU8841719 (40 REF)	2020-08-12 19:51:12 (Asia/Kolkata)	August	2020-08-13 10:45:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200812000061	79 d 0 h	UNABLE TO VERIFY PCS REG-	2020-08-12 19:29:09 (Asia/Kolkata)	August	2020-08-17 17:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cocinport.gov.in	ashraff@cocinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Port is Querying for the Confirmation of Payment for the User	Port is Querying for the Confirmation of Payment for the User. Asked to ask the User to verify the same. As the Payment is in Initiated State. Once the User will verify the Payment in Indian PCS (PCSIX), the PAYSTS will be generated and shared with you automatically.	Delhi Team
20200812000059	79 d 0 h	COPRAR NOT REFLECTING IN PORT SYSTEM // 6X20'GP	2020-08-12 19:28:09 (Asia/Kolkata)	August	2020-08-12 22:49:32 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200812000057	79 d 1 h	TROUBLE LOG IN IN PCS	2020-08-12 18:13:17 (Asia/Kolkata)	August	2020-08-17 13:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info.logistics@tradecongroup.in	info.logistics@tradecongroup.in	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Haladia	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User has facing issue with login in pcs	As we have check, your User ID is: tradec001 and the mapped Email ID is: info.logistics@tradecongroup.in. Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and click on Forgot Password? Your Password and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team



20200812000053	79 d 2 h	PCS SUPPORT TEAM // MT RITA M //	2020-08-12 17:06:08 (Asia/Kolkata)	August	2020-08-16 17:50:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@interocean.in	vizag@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200812000038	79 d 4 h	Re: PAYMENT CONFIRMATION	2020-08-12 15:23:13 (Asia/Kolkata)	August	2020-08-16 17:25:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200812000037	79 d 4 h	MV Anzac Pride / Kandla / Discharge / Steel Scrap - Unable to File IGM	2020-08-12 15:21:12 (Asia/Kolkata)	August	2020-08-16 15:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.ops@benlineagencies.in	kandla.ops@benlineagencies.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200812000034	79 d 4 h	RE: PAYMENT SLIP	2020-08-12 14:59:09 (Asia/Kolkata)	August	2020-08-12 15:42:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200812000033	79 d 5 h	Please assist for IMO 9193240 Lightdues payment	2020-08-12 14:40:06 (Asia/Kolkata)	August	2020-08-17 11:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	NirajPatil@maersk.com	NirajPatil@maersk.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200812000032	79 d 5 h	AMENDMENT REQUEST FOR CODE CHANGE OF Port Of Discharge/Destination & Final Port Of Discharge (FPD)	2020-08-12 13:48:20 (Asia/Kolkata)	August	2020-08-12 17:20:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mshcartin@gmail.com	mshcartin@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200812000026	79 d 6 h	MV NEW UNITY- PROFILE IN CUSTOMS AND DGLL	2020-08-12 13:31:16 (Asia/Kolkata)	August	2020-08-16 13:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200812000018	79 d 7 h	List of PCS users of KDS	2020-08-12 12:34:07 (Asia/Kolkata)	August	2020-08-12 14:33:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	Port user asking for all registered user detail		Delhi Team
20200812000017	79 d 7 h	Fwd: VERIFY PAYMENT	2020-08-12 12:32:08 (Asia/Kolkata)	August	2020-08-12 18:48:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly share the cm detail and account statement	Delhi Team
20200812000011	79 d 8 h	RE: PCS VOYAGE REGISTRATION GUIDE	2020-08-12 11:28:18 (Asia/Kolkata)	August	2020-08-16 19:39:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rjubha.sodh@mastergroups.com	rjubha.sodh@mastergroups.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	User is asking for voyage registration in pcs	As checked , the voyage for vessel Castor N is in submitted state in pcs 1x application and required file has been shared to port system After approval from port vcn will reflect in application.	Delhi Team
20200812000007	79 d 9 h	Payment Issue	2020-08-12 10:34:11 (Asia/Kolkata)	August	2020-08-17 16:21:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	internationalcargoservice123@gmail.com	internationalcargoservice123@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-PAYMENT PROCESS	User want to payment process through pcs 1x	user want to payment process through rozar pay	Delhi Team
20200812000003	79 d 9 h	CONTAINERS NOT REFLECTING IN PORT SYSTEM	2020-08-12 10:19:08 (Asia/Kolkata)	August	2020-08-16 11:15:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opskol@shalasia	opskol@shalasia	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200811000096	79 d 20 h	RE: New Stakeholder Approved for : Pipavav Port // Reference ID is 2012022305304756	2020-08-11 23:38:12 (Asia/Kolkata)	August	2020-08-16 19:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kumar.Natarajan@iss-shipping.com	Kumar.Natarajan@iss-shipping.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	PIPAVAV Port	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is asking for pcs credential	As per our telecom discussion,you are requested to submit stake holder registration for pipavav port as a shipping agent,after that as soon approval recieve from port,you will get user id in your register email id.	Delhi Team

20200811000087	80 d 1 h	Requirement of Invoice copies & reset of login id & Password regarding.	2020-08-11 17:46:19 (Asia/Kolkata)	August	2020-08-16 08:25:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kishore@hamiltonindia.in	kishore@hamiltonindia.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	Requirement of invoice copies & reset of login id & Password regarding.	Kindly reset the password details are mentioned below for your reference. hamh001HAMILTON HOUSEWARES PVT LTD\Importer\Exporter618 17474abhjjeetk@hamiltonindia.inJawaharlal Nehru Port Trust	Delhi Team
20200811000065	80 d 3 h	[Fwd: New Voyage Registration request submitted for vessel NACC POROS.]	2020-08-11 16:23:07 (Asia/Kolkata)	August	2020-08-16 08:25:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kochi@interocan.in	kochi@interocan.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN not reflecting at port side	As checked at our end the VCN is yet to approve by the Port Authorities as the reported file is already generated & copied to the Port folder.	Delhi Team
20200811000064	80 d 3 h	COPRAR processing issue	2020-08-11 16:22:06 (Asia/Kolkata)	August	2020-08-16 08:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance- COPRAR	COPRAR file which is not processing at our end.	We have checked the reported COPRAR, no such issue found related to file format.You are requested to Kindly Check with the User. As we have received the as it is data from the user.	Delhi Team
20200811000061	80 d 3 h	Fwd: PCS LOGIN PROBLEM	2020-08-11 16:11:06 (Asia/Kolkata)	August	2020-08-16 08:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	New Mangalore	Port Officer	User Roles / Rights	User Guidance- Login	PCS LOGIN PROBLEM	We have checked with the user its working fine in the Internet explorer but not working with Chrome might be some issue with the local system, we guide them to clean install the chrome browser & recheck the same.	Delhi Team
20200811000052	80 d 5 h	Regarding OTP not coming for reset password - Account Details for PCS 1x	2020-08-11 14:37:11 (Asia/Kolkata)	August	2020-08-16 08:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	htshahcoradha@gmail.com	htshahcoradha@gmail.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	Regarding OTP not coming for reset password	OTP is getting delivered to email only, requested user to kindly go to forgot password link & try to reset the password.	Delhi Team
20200811000039	80 d 6 h	Request for new pcs id/password - Tuticorn port Streamer agent log in	2020-08-11 13:15:22 (Asia/Kolkata)	August	2020-08-15 13:25:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@frontiershipping.co.in	accounts@frontiershipping.co.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Tuticorn	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,Asked to Do the Fresh Registration in Indian PCS	Delhi Team
20200811000030	80 d 6 h	Not getting E-DOfrom steamer company to KOPT directly in the name of CHA, S & S Logistics,Kol- 700089 (ID: S0469).Dear Sir,	2020-08-11 12:48:19 (Asia/Kolkata)	August	2020-08-15 13:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sandslogistics95@gmail.com	sandslogistics95@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,Asked to Do the Fresh Registration in Indian PCS	Delhi Team
20200811000024	80 d 7 h	Re: Verify the PCS payment of 08.07.2020 for Rs. 5,64,570.00	2020-08-11 12:16:10 (Asia/Kolkata)	August	2020-08-11 13:55:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- USER CONFIRMATION OF PAYMENT	Port is Querying for the Confirmation of Payment for the User	Port is Querying for the Confirmation of Payment for the User,Asked to wait We will ConfirmPAYSTS has shared with the Port. You are requested to kindly check the same at your end.	Delhi Team
20200811000021	80 d 7 h	VESPRO AND CALINF XML NOT RECEIVED AT PARADIP PORT TRUST PCS	2020-08-11 12:01:08 (Asia/Kolkata)	August	2020-08-15 12:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Paradip	Trade User	EDI	User Guidance- EDI MESSAGE	Port is Querying for the VESPRO and CALINF File	Port is Querying for the VESPRO and CALINF File, Asked to wait	Delhi Team
20200811000020	80 d 7 h	MT NACC POROS- NOT REFLECTING IN ICE GATE / DGLL .	2020-08-11 11:59:07 (Asia/Kolkata)	August	2020-08-15 12:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kochi@interocan.in	kochi@interocan.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance- VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200811000019	80 d 7 h	Top Urgent - PCS Login issue	2020-08-11 11:52:07 (Asia/Kolkata)	August	2020-08-15 12:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Selvakumar.Mahalingam@nag.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	User is not able to Login	User is not able to Login,We have Guided the User to Reset the Password.	Delhi Team

20200811000013	80 d 8 h	Fwd: id used for message exchange with PCS	2020-08-11 11:08:20 (Asia/Kolkata)	August	2020-08-16 08:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	Application	User Guidance-Other Application	User is asking for configuration of user for message exchange	As we check the kopt001 is configured for Message Exchange from POMS to PCS1x.	Delhi Team
20200811000008	80 d 9 h	REQUIRED USER & PASSWORD - PCS Payment -DPD CODE - JK1, MS1 KIRIT AND BROTHERS	2020-08-11 10:34:17 (Asia/Kolkata)	August	2020-08-15 10:50:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vipul745@yahoo.co.in	vipul745@yahoo.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. We have Shared the User ID and Asked to reset the Password	Delhi Team
20200811000005	80 d 9 h	MAJESTIC MARITIME PVT LTD/KOLKATA PORT TRUST/4.92,500.00 DR	2020-08-11 10:05:11 (Asia/Kolkata)	August	2020-08-11 11:44:42 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	prabir@majesticmaritime.com	prabir@majesticmaritime.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is Initiated State and has to verify the same. We have Verified the same from Our end.	Delhi Team
20200810000121	81 d 1 h	Re: Vessel is not recognised with IMO No. in On Line Payment	2020-08-10 18:24:12 (Asia/Kolkata)	August	2020-08-14 18:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. As we have checked that the VESPRO file is Not Updated in PCS, Asked the User to Add the Vessel Profile in PCS.	Delhi Team
20200810000119	81 d 2 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-08-10 17:40:05 (Asia/Kolkata)	August	2020-08-10 18:26:22 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment. We have Verified the Same from Our End.	Delhi Team
20200810000112	81 d 2 h	Error while applying Rotation Number	2020-08-10 16:44:17 (Asia/Kolkata)	August	2020-08-11 09:39:31 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	sanket.koli@molgroup.com	sanket.koli@molgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200810000094	81 d 3 h	RE: PAYMENT SLIP	2020-08-10 15:52:09 (Asia/Kolkata)	August	2020-08-10 16:05:13 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200810000071	81 d 4 h	PCS payment verify and generate to "Success" status of Rs. 100.00 (Dated. 27.07.2020)	2020-08-10 15:05:22 (Asia/Kolkata)	August	2020-08-16 08:35:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is asking for verification of payment	Kindly verify the reported transaction if any issue while verifying the same kindly revert so that we can guide u regarding this.	Delhi Team
20200810000070	81 d 4 h	Re: CART IN ORDER BOOKING NO : 363IN1261120720-1 - A/C HOWRAH FERROUS LIMITED INV HFL3/E093 - NAPLES	2020-08-10 14:56:21 (Asia/Kolkata)	August	2020-08-10 20:46:12 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200810000068	81 d 4 h	Received file from Bad of CHSAE02	2020-08-10 14:46:19 (Asia/Kolkata)	August	2020-08-14 15:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong CHSAE02 is received	We have checked the same at our end & compare it with the XML files received from Customs & found that we have shared as it is received from the customs.	Delhi Team
20200810000059	81 d 5 h	SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD. - USER ID & PASSWORD	2020-08-10 14:25:16 (Asia/Kolkata)	August	2020-08-14 14:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	logistic@seatrans.co.in	logistic@seatrans.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200810000057	81 d 5 h	IMO error for ILH Payment	2020-08-10 14:24:16 (Asia/Kolkata)	August	2020-08-14 16:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	NirajPatil@maersk.com	NirajPatil@maersk.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team

20200810000056	81 d 5 h	Fwd: Implementation of PCS 1x - Terminal Integration - Reg.	2020-08-10 14:17:15 (Asia/Kolkata)	August	2020-08-16 08:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nalini@kplmail.in	nalini@kplmail.in	PCS Support	S3	Service Request	Vikas Sharma	PCS Support	Ennore	Port Officer	Application	User Guidance- PMX ISSUE	Implementation of PCS 1x - Terminal Integration - Reg.	We have checked the same & found PMX is working fine with the Adani Error Terminal & files are getting transfer to their folder.	Delhi Team
20200810000027	81 d 7 h	IMO Number Link with DGLL	2020-08-10 12:06:16 (Asia/Kolkata)	August	2020-08-10 15:59:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping.paradip@gac.com	shipping.paradip@gac.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200810000026	81 d 7 h	JNPT // credit not received in PDA	2020-08-10 12:03:16 (Asia/Kolkata)	August	2020-08-14 13:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.mum1@lancermarine.in	accts.mum1@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200809000013	82 d 3 h	CHANGE TERMINAL JNPT TO BMCT IN VCN PCS SYSTEM FOR VESSEL M.V.XIN PU DONG VOY-245 VIA	2020-08-09 16:20:19 (Asia/Kolkata)	August	2020-08-10 10:00:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Rohan.Patil@coscon.com	Rohan.Patil@coscon.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-Other Application	User want to terminal for vessel berthing to BMCT i/o JNPT.	User want to terminal for vessel berthing to BMCT i/o JNPT. Asked to Contact to the Concern Port for the same	Delhi Team
20200809000012	82 d 3 h	Re: DANU BHUM / 436E -- VCN:CCU12000351 // COPRAR NOT REFLECTING IN POMS	2020-08-09 15:51:15 (Asia/Kolkata)	August	2020-08-09 17:09:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200809000008	82 d 8 h	RE: UNABLE TO PAY ILH DUE ON DGLL WEBSITE FOR XPRESS GANGES IMO 9301093	2020-08-09 11:27:16 (Asia/Kolkata)	August	2020-08-13 11:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajesh.r@btfeeders.com	rajesh.r@btfeeders.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL, As we have Checked that the VESPRO file is not Updated in PCS. Asked the User to Add the Vessel Profile in PCS.	Delhi Team
20200809000001	82 d 10 h	RE: Permission for DPD facility from JNPCT	2020-08-09 08:52:13 (Asia/Kolkata)	August	2020-08-14 11:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpctpd@jnpct.gov.in	jnpctpd@jnpct.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Port Officer	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Port is Querying from the Stake Holder Registration Procedure. As per the telecom discussion with Mr. Ajay Upreja Sir from S. KUSHALCHAND INTERNATIONAL PVT.LTD. We have Guided him about the Procedure that how to Submit the Stake Holder Registration.	Port is Querying from the Stake Holder Registration Procedure. As per the telecom discussion with Mr. Ajay Upreja Sir from S. KUSHALCHAND INTERNATIONAL PVT.LTD. We have Guided him about the Procedure that how to Submit the Stake Holder Registration.	Delhi Team
20200808000048	82 d 23 h	COPRAR processing issue	2020-08-08 20:17:17 (Asia/Kolkata)	August	2020-08-12 20:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port is Querying for the COPRAR file with error log file which is not processing at their end.	Port is Querying for the COPRAR file with error log file which is not processing at their end. You are requested to Kindly Check with the User. As we have received the as it is data from the user.	Delhi Team
20200808000043	83 d 0 h	PAN : AABCH7319B // Hapag-Lloyd India Pvt Ltd	2020-08-08 18:57:06 (Asia/Kolkata)	August	2020-08-13 10:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Varun.Trivedi@iss-shipping.com	Varun.Trivedi@iss-shipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Hazira Port	Trade User	User Roles / Rights	User Guidance-Login	User is not able to register in Indian PCS	User is not able to register in Indian PCS	Delhi Team
20200808000031	83 d 3 h	MV KOTA KAYA 0191W-VCN-INMUN120201823 (NON GENERATE ROTTATION NUMBER )	2020-08-08 16:02:19 (Asia/Kolkata)	August	2020-08-13 10:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Amjath.Kumar@mun.pilsnip.com	Amjath.Kumar@mun.pilsnip.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	EDI	User Guidance-DGLL - ICEGATE	User is Querying that the Rotation number has not generated. Ask them to check with the legcate team as the same is generated by the legcate only	User is Querying that the Rotation number has not generated. Ask them to check with the legcate team as the same is generated by the legcate only	Delhi Team
20200808000027	83 d 4 h	Re: X-PRESS GODAVARI V-20016	2020-08-08 14:42:07 (Asia/Kolkata)	August	2020-08-08 14:54:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	Port has given confirmation for coprar	Delhi Team
20200808000026	83 d 4 h	Payment of Rs. 2,50,000/- with FNPCAN/13/98 but not credited please check	2020-08-08 14:41:06 (Asia/Kolkata)	August	2020-08-08 15:34:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@oifgroup.in	chiranjeeb.chakraborty@oifgroup.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200808000024	83 d 5 h	RE: Deactivation of a/c-payment request at JNPCT-VILAS TRANSCORE LTD -- DPD CODE--- VT4 -----reg - NEED USER ID AND PSWD FOR TOPPING UP PD ACC	2020-08-08 14:12:21 (Asia/Kolkata)	August	2020-08-12 14:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mudrrallogists@gmail.com	mudrrallogists@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance- WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200808000021	83 d 6 h	Coprar Number not reflecting in PCS system.	2020-08-08 13:19:15 (Asia/Kolkata)	August	2020-08-08 16:14:41 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ishan@goodrichindia.com	ishan@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200808000018	83 d 7 h	Received Incorrect STKHOL file	2020-08-08 12:33:06 (Asia/Kolkata)	August	2020-08-12 13:05:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance- EDI MESSAGE	Wrong format stkhol is received	We have checked the same. User has mentioned the same email ID as it forwarded to you	Delhi Team
20200808000003	83 d 8 h	FW: ACTIVATION OF M/S. AVI GLOBAL (DPD CODE 56E)	2020-08-08 11:11:15 (Asia/Kolkata)	August	2020-08-11 11:09:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jnptdpd@jnport.gov.in	jnptdpd@jnport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200807000133	83 d 20 h	Ad code registration	2020-08-07 22:50:26 (Asia/Kolkata)	August	2020-08-08 12:14:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	frontlineship03@gmail.com	frontlineship03@gmail.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Mumbai	Trade User	Application	User Guidance- Other Application	Ad code registration from customs	As checked ,You are requested to kindly contact to customs for AD registration detail.	Delhi Team
20200807000132	83 d 21 h	Re: CART IN REQUEST 035TH SHIPMENT KARI OUT - PO# 4500144214 KOLKATA TO NEW YORK// 1X40' HC // EXP/20/0070 // BOOKING NO. 363IN1275570820	2020-08-07 22:39:21 (Asia/Kolkata)	August	2020-08-12 07:45:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- COPRAR	Container not reflecting at port end	As checked the reported coprar file is available in port system. You are requested to kindly contact to nic team	Delhi Team
20200807000130	83 d 23 h	RE:////TOP URGENT//// RE: CAPE MORETON - IMO 9308405 Payment of Light Dues	2020-08-07 20:29:21 (Asia/Kolkata)	August	2020-08-12 07:45:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajubha.sodha@mastergrups.com	rajubha.sodha@mastergrups.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Payment	User Guidance- Other Payment	User has not received light pay payment copy having payment done	You are requested to please contact with DGLL team for the confirmation of ILH payment.	Delhi Team
20200807000124	83 d 23 h	Not reflected Goodrich Port payment (A/C - IGO3BCNT) through IPAPCS	2020-08-07 19:58:20 (Asia/Kolkata)	August	2020-08-08 07:48:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S3	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Paysts	Not reflected Goodrich Port payment (A/C - IGO3BCNT) through IPAPCS	As we have checked the Reported Payment issue has been resolved. The PAYSTS File is available in the Port folder. You are requested please contact with concern.	Delhi Team
20200807000120	84 d 0 h	FINAL PORT OF DISCHARGE	2020-08-07 19:13:09 (Asia/Kolkata)	August	2020-08-08 10:27:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- Other EDI	Our intervention not required	Guided to user that our intervention not required. kindly contact concern port	Delhi Team
20200807000119	84 d 0 h	M.V.BOMER RADIANT - CONTAINER VESSEL NOT REFLECTED IN DGLL WEB.	2020-08-07 18:42:06 (Asia/Kolkata)	August	2020-08-12 10:10:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	francis@mbklogistix.com	francis@mbklogistix.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Application	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked ,the reported vespro profile is already available in icagate/dgll system. You are requested to kindly check with icagate/dgll team and confirm.	Delhi Team
20200807000116	84 d 1 h	CARREQ and COPRAR message file issue	2020-08-07 18:15:20 (Asia/Kolkata)	August	2020-08-12 09:50:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S3	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Wrong format coprar is received	We have checked the reported COPRAR, no such issue found related to file format. & CARREQ changes yet to configure on production, once the changes deployed ,reported issue will get resolved.	Delhi Team
20200807000113	84 d 1 h	PAYMENT NOT SHOWING IN JNPCT. A/C : TS LINES.	2020-08-07 17:51:18 (Asia/Kolkata)	August	2020-08-12 11:20:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takane@tslineindia.com	JNPT	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT		As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200807000109	84 d 1 h	M/V GREAT PERSEUS - IMO 9490600 ILH DATA NOT FOUND	2020-08-07 17:50:30 (Asia/Kolkata)	August	2020-08-12 08:05:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@taurusship.com	accounts@taurusship.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vespro is not reflected at DGLL	As checked the reported vessel is not updated in pcs 1x application. You are requested to kindly update the vessel in pcs 1x application.After approval form port vessel will automated reflect in dgll.	Delhi Team
20200807000108	84 d 1 h	PAYMENT SLIP	2020-08-07 17:50:28 (Asia/Kolkata)	August	2020-08-08 08:07:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Haladia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User want confirmation of payment in pcs	As checked. Your payment is successful and the amount is showing at our end against the bill number 2020080785132385 present in the trailing mail in the attached file you have shared.	Delhi Team
20200807000107	84 d 1 h	RE: ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-08-07 17:50:26 (Asia/Kolkata)	August	2020-08-08 08:10:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mktgfcf.kol@lancermarine.in	mktgfcf.kol@lancermarine.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	Payment is reflecting at port system. For any query and support please feel free to contact us about the same on +91 96469 00614 or pcssupport@portal.in	Delhi Team
20200807000104	84 d 1 h	RE: FW: Account Balance of 35P as on : 06-08-2020	2020-08-07 17:50:22 (Asia/Kolkata)	August	2020-08-08 15:26:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	salva@ashland.com	salva@ashland.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is asking for login credential in pcs	We have tried to reach you but number was not responding ,you are requested to kindly reset the password through pcs1x application .The other will go on registered mail id . User id - intri001 Registered mail id :- salva@ashland.com	Delhi Team
20200807000103	84 d 1 h	Light due Payment Challan Copy	2020-08-07 17:50:21 (Asia/Kolkata)	August	2020-08-08 08:23:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Vilas.Kale@hlag.com	JNPT	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User want light due payment challan copy	As checked and for dgll receipt or payment challan kindly contact to DGLL.	Delhi Team
20200807000100	84 d 1 h	FW: Vessel Profile Registration Request for vessel Front Defender has been approved.	2020-08-07 17:49:28 (Asia/Kolkata)	August	2020-08-12 08:30:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bharatvaria@iss-shipping.com	bharatvaria@iss-shipping.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	Vespro not reflecting at icegate	As checked the reported vespro profile is already available in icegate/dgll system .You are requested to kindly check with icegate/dgll team and confirm.	Delhi Team
20200807000098	84 d 1 h	MV SIMA GISELLE-0004 / IMO -9704661 / PCSVCN-INMUN120201924	2020-08-07 17:49:26 (Asia/Kolkata)	August	2020-08-15 09:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mahesh@mbklogistixpl.com	mahesh@mbklogistixpl.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	Rotation No not reflecting in PCS.	As checked,The reported rotation no is allotted by the icegate team .We have same shared to icegate team and waiting for reply form icegate .	Delhi Team
20200807000092	84 d 1 h	Account statement.	2020-08-07 17:49:20 (Asia/Kolkata)	August	2020-08-12 10:30:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashish@imkex.com	ashish@imkex.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200807000091	84 d 1 h	RE: PAYMENT SLIP	2020-08-07 17:49:19 (Asia/Kolkata)	August	2020-08-08 09:36:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200807000090	84 d 1 h	Re: HALDIA PORT DEPOSIT RS 29550	2020-08-07 17:48:30 (Asia/Kolkata)	August	2020-08-08 09:37:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Port Officer	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200807000089	84 d 1 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	2020-08-07 17:48:28 (Asia/Kolkata)	August	2020-08-08 09:52:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200807000088	84 d 1 h	JNPT PCS PAYMENT DTD-06.08.2020 OF Rs 49,49,073/-	2020-08-07 17:48:27 (Asia/Kolkata)	August	2020-08-12 09:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200807000086	84 d 1 h	Unable to Login PCS application // Reference ID is 2019083064749211 // PAN no. AAACK8385P	2020-08-07 17:48:24 (Asia/Kolkata)	August	2020-08-12 09:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mmszhr@mstergroups.com	mmszhr@mstergroups.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Hazira Port	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200807000085	84 d 1 h	Re: ACTIVATION OF M/S. AVI GLOBAL (DPD CODE 56E)	2020-08-07 17:48:23 (Asia/Kolkata)	August	2020-08-12 09:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnctdpd@jnport.gov.in	jnctdpd@jnport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200807000083	84 d 1 h	RE: RESET PASSWORD (Mangalore)	2020-08-07 17:48:20 (Asia/Kolkata)	August	2020-08-12 10:48:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Anju.Nair@mnersk.com	Anju.Nair@mnersk.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200807000079	84 d 1 h	Re: PCS Login Credentials	2020-08-07 17:47:29 (Asia/Kolkata)	August	2020-08-12 09:55:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nkilpvttd@gmail.com	nkilpvttd@gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200807000077	84 d 1 h	Re: IMO NO 9785691 NOT REFLECTION IN DGLL SITE FOR MAKING ILH PAYMENT // URGENT URGENT	2020-08-07 17:47:26 (Asia/Kolkata)	August	2020-08-12 09:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@shanchart.com	info@shanchart.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200807000076	84 d 1 h	PCS PAYMENT DETAILS AGAINST PD ACCOUNT: SB4 // SARLA PERFORMANCE FIBERS LTD // CONT NO: FTAU1146432	2020-08-07 17:47:25 (Asia/Kolkata)	August	2020-08-12 09:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200807000075	84 d 1 h	Vessel Profile Registration Request for vessel BARI has been approved.	2020-08-07 17:47:24 (Asia/Kolkata)	August	2020-08-12 20:01:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ravi.chavan@interocan.in	ravi.chavan@interocan.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200807000074	84 d 1 h	RE: MV. SINO OCEAN/ ILH/ DAHEJ / IMO NO. 9408255	2020-08-07 17:47:23 (Asia/Kolkata)	August	2020-08-12 09:25:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	brahmania@merchantshp.g.com	brahmania@merchantshp.g.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200807000073	84 d 1 h	MT EXPRESS - IMO 9185891 - ILH PAYMENT ISSUE (URGENT)	2020-08-07 17:47:20 (Asia/Kolkata)	August	2020-08-12 10:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaport@seaport.in.net	seaport@seaport.in.net	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked vespro last updated on 2019 then guided to user kindly update the vessel in pcs 1x application	Delhi Team
20200807000071	84 d 1 h	PCS REGISTRATION/MITSU CHEM PLAST LIMITED/CODE-MC9	2020-08-07 17:47:17 (Asia/Kolkata)	August	2020-08-12 09:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exim@mitsuchem.com	exim@mitsuchem.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user want to process of stake holder	Guided to user for stakeholder registration process	Delhi Team
20200807000070	84 d 2 h	REQUESTING FOR ID AND PASSWORD FOR NEW STAKEHOLDER REGISTRATION	2020-08-07 17:27:14 (Asia/Kolkata)	August	2020-08-12 09:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info.logistics@tradecongroup.in	info.logistics@tradecongroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user want to process of stake holder	Guided to user for stakeholder registration process	Delhi Team
20200807000061	84 d 2 h	RE: Need Delivery Order against BL NO. MEDJAU553072	2020-08-07 16:47:11 (Asia/Kolkata)	August	2020-08-12 10:20:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kartick.ccu@faimacs.com	kartick.ccu@faimacs.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	User has not received the edo from liner	Asked to user kindly share the do number	Delhi Team
20200807000058	84 d 3 h	NEW VESSEL REGISTRATION MV.MCP BILBAO, IMO: 9322889, CALL SIGN: 9MRR86	2020-08-07 16:37:12 (Asia/Kolkata)	August	2020-08-12 17:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sovanlal.chatterjee@samudera.id	sovanlal.chatterjee@samudera.id	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200807000044	84 d 3 h	RE: MV. AVANG DATE SEND TO ICE GATE & DGLL DEPARTMENTS	2020-08-07 16:16:24 (Asia/Kolkata)	August	2020-10-07 12:20:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@ambicalogistics.com	operations@ambicalogistics.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200807000034	84 d 3 h	PCS Error while applying Carting Request.	2020-08-07 15:56:21 (Asia/Kolkata)	August	2020-08-11 17:55:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sanket.koli@molgroup.com	sanket.koli@molgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	User unable to upload the coprar	Asked to user kindly update the safety date as format	Delhi Team
20200807000026	84 d 4 h	Request ISO CODE CHANGE TO 4500 // COPRAR - 2020080685063851/ VCN-CCU12000320/ CAIU9203124	2020-08-07 15:16:20 (Asia/Kolkata)	August	2020-08-07 15:59:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200807000025	84 d 4 h	FW: AEG-049- Abu Ali Al Ajini Services Trading LLC ( Documentation)	2020-08-07 15:16:18 (Asia/Kolkata)	August	2020-08-11 17:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sales@anandcontrol.com	sales@anandcontrol.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to registration number	Asked to kindly contact to customs for ad registration	Delhi Team

20200807000024	84 d 4 h	Request ISO CODE CHANGE to 2231 // COPRAR - 2020080484923357 // VCN-CCU12000320// SZLU3637274	2020-08-07 14:56:12 (Asia/Kolkata)	August	2020-08-11 15:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200807000023	84 d 5 h	Need to register company on Indian pcs site.	2020-08-07 14:26:08 (Asia/Kolkata)	August	2020-08-11 15:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	niineimport@gmail.com	niineimport@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user wan to process of stake holder	Guided to user for stakeholder registration process	Delhi Team
20200807000019	84 d 6 h	Received Incorrect CHSAEQ2 file	2020-08-07 12:55:16 (Asia/Kolkata)	August	2020-08-11 17:55:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Halidia	Port Officer	EDI	User Guidance-EDI MESSAGE	port has chsae002 wrong edi	as checked and informed to port as same file is updated in port system which was received form customs	Delhi Team
20200806000092	85 d 0 h	COPRAR and CARREQ message parsing issue	2020-08-06 19:12:24 (Asia/Kolkata)	August	2020-08-10 20:55:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Other Application	Port is Querying for the COPRAR and CARREQ message parsing issue	Port is Querying for the COPRAR and CARREQ message parsing issue,We have check no issue found with the Port file, kindly update port code at your end & process the same.	Delhi Team
20200806000091	85 d 0 h	CARREQ and COPRAR file processing issue	2020-08-06 18:48:21 (Asia/Kolkata)	August	2020-08-10 20:59:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Other Application	Port is Querying for the CARREQ and COPRAR file processing issue,We have checked the reported COPRAR no such issue found related to file format, & CARREQ changes yet to configure on production, once the changes deployed you will not get any error after this.	Delhi Team	
20200806000057	85 d 4 h	RE: JNPT terminal balance amount confirmation	2020-08-06 15:26:15 (Asia/Kolkata)	August	2020-08-11 19:59:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finrevct@jnpport.com	finrevct@jnpport.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200806000049	85 d 4 h	send the PAYSTS file of bill no 2020080584971146 & BERMAN NO	2020-08-06 14:46:06 (Asia/Kolkata)	August	2020-08-07 20:00:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the PAYSTS file and BERMAN	Port is Querying for the PAYSTS file and BERMAN	Delhi Team
20200806000046	85 d 5 h	Fwd: Papers required for PCS registration.	2020-08-06 14:36:08 (Asia/Kolkata)	August	2020-08-10 21:05:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-Login	Port is Querying for the User ID and Password for the User	Port is Querying for the User ID and Password for the User,You have approved the below User as a Bank for PCS1x application, as per our knowledge user is not belongs to any kind of bank or such organization.	Delhi Team
20200806000038	85 d 6 h	URGENT    MV VINAYAK    CALLING AT SAGAR ANCHORAGE    VCN NOT GENERATING    CALINF DETAILS NOT SHOWING IN PCS SYSTEM	2020-08-06 13:15:14 (Asia/Kolkata)	August	2020-08-11 20:01:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	backoffice@alapparcarrriers.net	backoffice@alapparcarrriers.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS,As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200806000034	85 d 6 h	JNPCT // Payment // DPD through PCS	2020-08-06 12:55:10 (Asia/Kolkata)	August	2020-08-11 20:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exim@bestvaluechem.com	exim@bestvaluechem.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team



20200805000109	86 d 0 h	COPRAR File Upload Problem	2020-08-05 19:17:17 (Asia/Kolkata)	August	2020-08-07 17:49:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anjansarkar@seahorsegroup.co.in	anjansarkar@seahorsegroup.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-COPRAR		User is not able to Upload the COPRAR file.As we have Checked that the attached COPRAR file is not in Correct format. You are requested to kindly check the attached Error Screenshot and request you to re-upload the same.	Delhi Team
20200805000103	86 d 1 h	PAYSTS file of bill no : 2020080595002456 (IDBI) send without prefix bank code to Bank Ref Number	2020-08-05 18:37:10 (Asia/Kolkata)	August	2020-08-12 10:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnpport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200805000081	86 d 2 h	Vessel Profile Registration Request for vessel BARI has been approved.	2020-08-05 17:16:19 (Asia/Kolkata)	August	2020-08-09 18:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ravi.chavan@interoceain.in	ravi.chavan@interoceain.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DG LL	VESPRO is not showing at ICEGATE and DGLL , We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200805000069	86 d 4 h	Bill No.: 2020080484887865	2020-08-05 15:36:04 (Asia/Kolkata)	August	2020-08-06 18:51:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@olsgroup.in	chiranjeeb.chakraborty@olsgroup.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haladia	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is pending from Bank end. Asked to Verify after 2-3 Hours	Delhi Team
20200805000054	86 d 5 h	change of transhipment port code for container nos. GATU8765335/40'hq & WHLU5425518/40'hq	2020-08-05 14:00:11 (Asia/Kolkata)	August	2020-08-07 17:47:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	dc@seashipiogistics.com	dc@seashipiogistics.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file.Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200805000048	86 d 6 h	Fwd: MV. AENEAS / ILH / HAZIRA / IMO NO. 9650626	2020-08-05 13:32:07 (Asia/Kolkata)	August	2020-08-09 14:01:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-DG LL - ICEGATE	User is Querying for that the Vessel is registered with Indian PCS or not	User is Querying for that the Vessel is registered with Indian PCS or not,Asked that the Vessel is Registered	Delhi Team
20200805000047	86 d 6 h	IMO NO. 9728681 / VESSEL NAME: MV GREAT VISION	2020-08-05 13:29:06 (Asia/Kolkata)	August	2020-08-11 19:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai16@interoceain.in	mumbai16@interoceain.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DG LL	VESPRO is not showing at ICEGATE and DGLL , We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200805000035	86 d 6 h	Not reflected Goodrich Port payment (A/C - IGO3BCNT) through IPA PCS	2020-08-05 12:41:21 (Asia/Kolkata)	August	2020-08-05 14:13:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200805000031	86 d 7 h	PCS Payment of Rs. 45,00,000/- for OOCL India Pvt Ltd PD a/c IO017 - OOC	2020-08-05 12:20:17 (Asia/Kolkata)	August	2020-08-07 19:57:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vamsi.krishna@ood.com	vamsi.krishna@ood.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is failure.As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system .	Delhi Team
20200804000115	87 d 1 h	PAYSTS file for below bill no. not received. Pls resend.	2020-08-04 18:01:10 (Asia/Kolkata)	August	2020-08-08 19:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team

20200804000108	87 d 1 h	JNPT PCS SITE ERROR-DTD 04-08-2020 FLKSGSIN000077	2020-08-04 17:47:09 (Asia/Kolkata)	August	2020-08-08 19:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gbs@tassgro up.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200804000101	87 d 2 h	TOP URGENT // COPRAR MISSING IN PORT SYSTEM //CNTR No.TRHU3056949 BKG NO # GOSUCCU6020595	2020-08-04 16:56:22 (Asia/Kolkata)	August	2020-08-08 17:30:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200804000089	87 d 3 h	Re: Mt Sanmar Sonnet (V-2012) - Marine Dues Payment	2020-08-04 16:38:19 (Asia/Kolkata)	August	2020-08-04 19:23:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Port Officer	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	Port is Querying for the Confirmation of Payment for the User	Port is Querying for the Confirmation of Payment for the User	Delhi Team
20200804000084	87 d 3 h	Re: CONTAINER Vessel at Mundra Port - Mv XIAMEN # 2023 -not able to pay ILH payment due to Error Please select valid type of ship	2020-08-04 16:05:13 (Asia/Kolkata)	August	2020-08-05 10:43:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops.mundra @pmapl.com	ops.mundra @pmapl.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate/dgll and same informed to user	Delhi Team
20200804000080	87 d 4 h	RE:PCS system Log in Issue	2020-08-04 15:39:09 (Asia/Kolkata)	August	2020-08-04 17:35:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jnptd@dport.gov.in	jnptd@dport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User not able to login in PCS 1x application	User not able to login in PCS 1x application, As checked user login in IE so we are suggest to user please logging the application in Google chrome and share the password forget process also.	Delhi Team
20200804000076	87 d 4 h	RE:PAYMENT SLIP	2020-08-04 15:23:06 (Asia/Kolkata)	August	2020-08-08 15:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@glob alcargo.in	gekol7@glob alcargo.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	User not able to find payment status.	User not able to find payment status, As checked and found payment si success and reported file available in the port folder same inform to the user.	Delhi Team
20200804000053	87 d 6 h	Re: COPRAR NO-2020072684275061 UNABLE TO CHECK THE COPRAR/CONTAINER NO IN POMS ONLINE SERVICE/UNABLE TO GTE IN	2020-08-04 13:03:06 (Asia/Kolkata)	August	2020-08-04 13:41:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkata porttrust.gov.in	nic@kolkata porttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked to check the Same.	Delhi Team
20200804000052	87 d 6 h	CRN NO-2020080484893622-IMPOR T WHARFAGE - MT. DAISY JNPT	2020-08-04 13:00:04 (Asia/Kolkata)	August	2020-08-04 16:35:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	logistics@sa mudramarine.com	logistics@sa mudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS.As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted.You are requested to please check with them and confirm.	Delhi Team
20200804000049	87 d 6 h	MT LOYALTY - Voyage registration not showing in PCS System	2020-08-04 12:46:23 (Asia/Kolkata)	August	2020-08-04 14:36:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia@atlan ticglobalship ping.com	haldia@atlan ticglobalship ping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted.You are requested to please check with them and confirm.	Delhi Team
20200804000045	87 d 7 h	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINES.	2020-08-04 12:35:21 (Asia/Kolkata)	August	2020-08-08 13:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takan e@ttslineindia.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200804000036	87 d 7 h	+++PRIORITY PLS +++ MT ISABELLA DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-08-04 12:04:16 (Asia/Kolkata)	August	2020-08-08 12:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@inte rocean.in	vadinar@inte rocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate and same informed to user	Delhi Team

20200804000035	87 d 7 h	FW: MV BAYERN SJ(MO :9070424) AT KANDLA ON 02.08.20-IMO NOT SHOWING IN DGLL SITE LEADING TO DIFFICULTIES IN MAKING ONLINE PAYMENT OF INDIAN LIGHT DUES	2020-08-04 11:53:15 (Asia/Kolkata)	August	2020-08-08 12:15:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountskdll@dbcgujarat.com	accountskdll@dbcgujarat.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro was not updated in pcs lx application same informed to user	Delhi Team
20200804000031	87 d 7 h	FW: MV BARBOUNY(IMO :8602385) AT KANDLA ON 03.08.20-IMO NOT SHOWING IN DGLL SITE LEADING TO DIFFICULTIES IN MAKING ONLINE PAYMENT OF INDIAN LIGHT DUES	2020-08-04 11:44:17 (Asia/Kolkata)	August	2020-08-08 12:15:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountskdll@dbcgujarat.com	accountskdll@dbcgujarat.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro was not updated in pcs lx application same informed to user	Delhi Team
20200804000030	87 d 7 h	KOTA TABAH, IMO NO 9281358 and KOTA RIA ,IMO NO 9296339	2020-08-04 11:44:14 (Asia/Kolkata)	August	2020-08-10 09:59:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sandip.das@ccu.pilship.com	sandip.das@ccu.pilship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro was not updated in pcs lx application same informed to user	Delhi Team
20200804000021	87 d 8 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL MV SN GLORY	2020-08-04 11:25:10 (Asia/Kolkata)	August	2020-08-08 11:59:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200804000006	87 d 8 h	RE-ERROR WHILE SELECTING TYPE OF SHIP	2020-08-04 10:43:05 (Asia/Kolkata)	August	2020-08-04 10:50:51 (Asia/Kolkata)	PCS Support	closed successful	2 medium	deepak@radiant-india.net	deepak@radiant-india.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. As we have Checked that the VESPRO file is not Updated in PCS,Asked the User to Add the Vessel Profile in PCS.	Delhi Team
20200803000064	88 d 3 h	VESSEL NAME CHANGE - MT.BLOSSOM - REG	2020-08-03 15:58:16 (Asia/Kolkata)	August	2020-08-07 16:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping@rajaagencies.in	shipping@rajaagencies.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200803000059	88 d 4 h	RE: PAYMENT SLIP	2020-08-03 15:22:11 (Asia/Kolkata)	August	2020-08-03 15:38:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200803000033	88 d 6 h	ERROR WHILE SELECTING TYPE OF SHIP	2020-08-03 13:37:16 (Asia/Kolkata)	August	2020-08-07 17:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	deepak@radiant-india.net	deepak@radiant-india.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	Vespro is not registered in pcs then asked to user kindly registered the same in pcs	Delhi Team
20200803000030	88 d 6 h	PCS Test Payment for OOCL India Pvt Ltd PD a/c IO017 - OOC	2020-08-03 13:11:13 (Asia/Kolkata)	August	2020-08-03 17:19:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vamsi.krishna@oocl.com	vamsi.krishna@oocl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	payment is failure after verified		Delhi Team
20200803000023	88 d 7 h	Payment Made ( 29.07.2020 )Through PCS - MV LIVITA - CCU 12000292	2020-08-03 12:09:22 (Asia/Kolkata)	August	2020-08-03 17:05:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	koikata@interocean.in	koikata@interocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200803000010	88 d 8 h	+++ RDO CONCEPTION / IMO NO. - 9306158 +++	2020-08-03 10:52:11 (Asia/Kolkata)	August	2020-08-07 11:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mskjnt@merchantshpg.com	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200803000007	88 d 8 h	Re: IGM NO NOT REFLECTING IN N4 VESSEL mv W501 L0503	2020-08-03 10:43:08 (Asia/Kolkata)	August	2020-08-07 16:45:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	IGM is not reflecting	IGM is not reflecting,Asked to Contact to Wait we will confirm Once the same is resolved	Delhi Team

20200803000005	88 d 9 h	Imo Details	2020-08-03 10:28:06 (Asia/Kolkata)	August	2020-08-07 11:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	General Port	Port Officer	EDI	User Guidance-DGLL-ICEGATE	VESPRO is not showing at DGLL	Checked that the VESPRO file is not updated in PCS, Asked the User to Add the Vessel Profile in PCS.	Delhi Team
20200803000004	88 d 9 h	Light Dues unable to pay for IMO 9457658 vessel Name M.V. WAN HAI 516 - VERY VERY URGENT	2020-08-03 10:23:06 (Asia/Kolkata)	August	2020-08-03 17:49:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	krishna.wanhai	Chennai (ex Madras)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is already available in DGLL folder. Asked the User to contact to the DGLL team for the same.	Delhi Team
20200801000043	89 d 22 h	Problem in CARREQ message file	2020-08-01 21:19:14 (Asia/Kolkata)	August	2020-08-06 09:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-Other Application	Port is Querying that there is Problem in CARREQ message file, Asked to Wait	Port is Querying that there is Problem in CARREQ message file, Asked to Wait	Delhi Team
20200801000042	89 d 22 h	MT SI CHOU ZHI LU V.2007 (EX NAME - MT ARMONIA) IMO 9562350 - NAME CHANGE	2020-08-01 20:58:11 (Asia/Kolkata)	August	2020-08-06 08:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaport@seaport.in.net	seaport@seaport.in.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200801000027	90 d 4 h	REQUEST PASSWORD	2020-08-01 15:19:22 (Asia/Kolkata)	August	2020-08-05 16:15:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@seagreen.in	agency@seagreen.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs then guided to user for reset password process	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200801000025	90 d 4 h	MT. BHUREEMAS - UNABLE TO FILE THE IGM DUE TO 1ST VOY IN INDIAN WATER	2020-08-01 14:51:17 (Asia/Kolkata)	August	2020-09-03 13:37:36 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkata@samudramarine.com	kolkata@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate and same informed to user	Delhi Team
20200801000022	90 d 5 h	MT TEAM BRAVO DUE AT KANDLA TO LOAD STEEL PIPE / UNABLE TO VERIFY THE WHARFAGE RECEIPT	2020-08-01 14:29:15 (Asia/Kolkata)	August	2020-08-01 18:44:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200801000021	90 d 5 h	Re: MV GLAMOR DUE KANDLA ON 04.08.2020 // ILH PAYMENT //	2020-08-01 14:17:12 (Asia/Kolkata)	August	2020-08-07 15:20:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate/dgll and same informed to user	Delhi Team
20200801000019	90 d 6 h	PORT TRUST DEPOSIT (DU009)	2020-08-01 13:08:22 (Asia/Kolkata)	August	2020-08-01 14:46:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acctt.cal@unitedliners.com	acctt.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200801000018	90 d 6 h	RE: X-PRESS HOOGLY V-20016	2020-08-01 13:06:22 (Asia/Kolkata)	August	2020-08-01 14:46:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200801000006	90 d 8 h	Confirmation of payment of a/c-payment request at JNPCT-- SHELL INDIA MARKETS PVT LTD 17) [-]	2020-08-01 10:57:23 (Asia/Kolkata)	August	2020-08-01 20:42:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Mangesh.Hande@bdpint.com	Mangesh.Hande@bdpint.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment as the Payment is Showing Failed	User is Querying for the Confirmation of Payment as the Payment is Showing Failed	Delhi Team
20200801000005	90 d 9 h	JNPT LEDGER DETAILS WRONGLY MENTION - LINE UCL3	2020-08-01 10:28:19 (Asia/Kolkata)	August	2020-08-01 11:11:58 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bhavik@uclshipping.net	bhavik@uclshipping.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, Asked to contact to the Concern Port for the same.	Delhi Team
20200731000110	90 d 22 h	Re: MT FREE SEA ETA BEDI PORT, INDIA // ERROR IN ILH WEBSITE	2020-07-31 20:52:17 (Asia/Kolkata)	July	2020-08-06 08:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate/dgll and same informed to user	Delhi Team

20200731000102	91 d 0 h	[Fwd: MV FRANBO PROGRESS - CHANGE OF VOYAGE NUMBER DUE TO ERROR]	2020-07-31 18:53:17 (Asia/Kolkata)	July	2020-08-05 14:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@interocan.in	vizag@interocan.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	user want to change thevcn in pcs	Asked to user kindly provide the port approval for changing in vcn	Delhi Team
20200731000082	91 d 2 h	RE: IMO Number Link with DGLL	2020-07-31 17:27:05 (Asia/Kolkata)	July	2020-08-04 20:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.paradip@gac.com	shipping.paradip@gac.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Paradip	Trade User	EDI	User Guidance-DGLL-ICEGATE	User not able to find IMO No. in PCS 1x.	User not able to find vessel in PCS 1x. As checked reported vessel is not approve by port, once port approve the vessel and same inform to the user.	Delhi Team
20200731000057	91 d 4 h	RE: Re[Z]: CART IN ORDER: BKG#2644255780: INVOICE ISPO70/20-21	2020-07-31 15:27:06 (Asia/Kolkata)	July	2020-07-31 16:15:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shelton.moreno@oecd.com	shelton.moreno@oecd.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200731000055	91 d 4 h	Unable to Verify PCS Payment Rs. 200000/- less TDS Rs. 3000/Port A/c No. IE030	2020-07-31 15:24:06 (Asia/Kolkata)	July	2020-07-31 16:16:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200731000054	91 d 4 h	RE: PAYMENT SLIP	2020-07-31 15:21:06 (Asia/Kolkata)	July	2020-07-31 16:17:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Application	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200731000053	91 d 4 h	Error while payment	2020-07-31 15:14:27 (Asia/Kolkata)	July	2020-08-04 15:40:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	srgroupco@gmail.com	srgroupco@gmail.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Unable to make the payment	Asked to user kindly do the payment with new bill number	Delhi Team
20200731000050	91 d 4 h	clarification for registration at indianpcs.gov.in(stakeholders details)	2020-07-31 15:12:05 (Asia/Kolkata)	July	2020-08-04 16:15:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anna@paraminternational.com	anna@paraminternational.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user want to process of stake holder	Guided to user for stakeholder registration process	Delhi Team
20200731000046	91 d 4 h	IMO NO. 9457763 / VESSEL NAME: ATHIRI	2020-07-31 14:58:22 (Asia/Kolkata)	July	2020-08-05 16:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@interocan.in	mumbai@interocan.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200731000043	91 d 5 h	PCS- Kolkata Payment Failure- 31st July 2020.	2020-07-31 14:24:20 (Asia/Kolkata)	July	2020-07-31 17:40:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anagha@ecoshipping.com	anagha@ecoshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	payment is failure after verified		Delhi Team
20200731000040	91 d 5 h	Payment Pending Status - Amrut Dredging & Shipping Ltd. (User Id - adasi001)	2020-07-31 13:42:11 (Asia/Kolkata)	July	2020-08-05 12:02:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	info@amrutdredging.com	info@amrutdredging.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	informed to user payment is failure in pcs 1x and amount will revert in debited account	Delhi Team
20200731000038	91 d 6 h	Rectification of gross wt booking no 104000023727 vcn no CCU12000301 copra no 2020072984534565	2020-07-31 13:15:07 (Asia/Kolkata)	July	2020-07-31 18:34:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200731000023	91 d 7 h	Reset password	2020-07-31 12:22:19 (Asia/Kolkata)	July	2020-08-04 12:50:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sunil@aashirvadshipping.com	sunil@aashirvadshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200731000022	91 d 7 h	FW: Payment for bill no. 2020072884410556 has been made.	2020-07-31 12:19:19 (Asia/Kolkata)	July	2020-08-04 12:50:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@jcfworld.com	info@jcfworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200731000020	91 d 7 h	CALINF file for vessel IMO NO : 9143673 and Voy NO: RIL122020 not received	2020-07-31 12:11:17 (Asia/Kolkata)	July	2020-08-04 12:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200731000018	91 d 7 h	Approval pending.	2020-07-31 11:50:15 (Asia/Kolkata)	July	2020-07-31 12:21:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	umkkandla@gmail.com	umkkandla@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200731000011	91 d 8 h	WHARFAGE QUERY- MT. OPEC VICTORY V.08	2020-07-31 10:56:08 (Asia/Kolkata)	July	2020-07-31 12:07:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@akshatshiplog.com	operations@akshatshiplog.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200731000010	91 d 8 h	RE:***SPAM*** FW: FUND TRANSFER CONFIRMATION A/C SFL (Sea Freight & Logistics Solution )	2020-07-31 10:56:07 (Asia/Kolkata)	July	2020-08-04 11:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@seafreightlogistic.com	accounts@seafreightlogistic.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User want to confirmation for pda spymnet	user has not completed this payment through pcs 1x application.	Delhi Team

20200731000009	91 d 8 h	DPD ACCOUNT - E RECEIPT	2020-07-31 10:53:07 (Asia/Kolkata)	July	2020-08-04 11:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Manish.Tandon@jubl.com	Manish.Tandon@jubl.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User not able to find payment details.	User not able to find payment details, As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200731000007	91 d 9 h	Received incorrect PAYSTS files in BAD folder	2020-07-31 10:33:23 (Asia/Kolkata)	July	2020-08-04 11:20:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol.kataporttrust.gov.in	pcs.hdc@kol.kataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Port Officer	EDI	User Guidance-Paysts	Wrong paysts is received	informed to port user has selected to Ir and eb for payment	Delhi Team
20200730000085	92 d 1 h	UPDATE PROFILE OF IMO NO-9105968 WITH NEW VESSEL NAME - OEL BANGLADESH WITH NEW CALL SIGN-3FTCB IN ICEGATE - REG	2020-07-30 17:49:11 (Asia/Kolkata)	July	2020-08-03 18:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chennai@atantiglobalshipping.com	chennai@atantiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200730000070	92 d 2 h	MV SANTA SURIA NAREE VESSEL NAME UPDATATION - MOST URGENT	2020-07-30 17:06:08 (Asia/Kolkata)	July	2020-08-03 18:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	navship.para.dip@gmail.com	navship.para.dip@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200730000068	92 d 2 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPA PCS	2020-07-30 16:57:05 (Asia/Kolkata)	July	2020-07-30 17:39:44 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200730000059	92 d 4 h	Imo Detail Not Found	2020-07-30 15:26:10 (Asia/Kolkata)	July	2020-08-03 15:59:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdies-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	Vespro is not registered in pcs then asked to user kindly registered the same in pcs	Delhi Team
20200730000057	92 d 4 h	JNPT PCS PAYMENT DTD-30.07.2020 OF Rs 22,63,413/-	2020-07-30 15:11:09 (Asia/Kolkata)	July	2020-08-03 15:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200730000056	92 d 4 h	payment verification	2020-07-30 15:06:08 (Asia/Kolkata)	July	2020-08-03 15:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@neologistics.org	accounts@neologistics.org	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200730000030	92 d 7 h	CALINF XML NOT RECEIVED AT PARADIP PORT TRUST PCS	2020-07-30 12:23:04 (Asia/Kolkata)	July	2020-08-03 14:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the CALINF File	Port is Querying for the CALINF File,We have Updated the Reported files from our end.You are requested to please check and confirm.	Delhi Team
20200730000018	92 d 7 h	PORT CODE FOR CHATTOGRAM	2020-07-30 11:54:20 (Asia/Kolkata)	July	2020-08-03 13:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accelvizag@gmail.com	accelvizag@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	User is Querying that the CHATTOGRAM is not added in the List	User is Querying that the CHATTOGRAM is not added in the List.As we have checked that the reported Port is already added in the List. You are requested to please check and confirm	Delhi Team
20200730000013	92 d 8 h	login id & Password regarding.	2020-07-30 11:32:16 (Asia/Kolkata)	July	2020-08-11 17:13:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kishore@hamiltonindia.in	kishore@hamiltonindia.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password	Delhi Team
20200730000010	92 d 8 h	Maersk Kinloss / VCN INNSA1NSOL0435 is not reflecting to update Berthing.	2020-07-30 11:23:15 (Asia/Kolkata)	July	2020-07-31 12:09:34 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mskjnt@mechchantshpg.com	JNPT	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-BERTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING,We have Updated the Same,Please Check and Confirm.	Delhi Team
20200730000008	92 d 8 h	Received file from Bad of CHSAE02	2020-07-30 10:59:12 (Asia/Kolkata)	July	2020-08-03 12:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol.kataporttrust.gov.in	pcs.hdc@kol.kataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong format CHSAE02 is received	We have checked the same at our end & compare it with the XML files received from Customs & found that we have shared as it is received from the customs.	Delhi Team
20200730000005	92 d 8 h	MV PENGUIN ISLAND   HALDIA PORT   SHYAM SEL AND POWER LIMITED   PORT CHARGES PAYMENT	2020-07-30 10:47:10 (Asia/Kolkata)	July	2020-08-11 10:26:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import@shyamgroup.com	import@shyamgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

2020073000003	92 d 9 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL MT.ELEGANT	2020-07-30 10:33:08 (Asia/Kolkata)	July	2020-08-03 10:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@antiglobalshipping.com	mumbai@antiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
2020073000001	92 d 17 h	Rotation number not auto generate	2020-07-30 01:51:10 (Asia/Kolkata)	July	2020-08-10 14:25:22 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Kumar.Natarajan@liss-shipping.com	Kumar.Natarajan@liss-shipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-Other Application	User want to update roation number	As checked we are not authorized to generate the rotation no., you are requested please contact ICEGATE team for same.	Delhi Team
20200729000073	93 d 5 h	PCS PAYMENT 29.07.2020, IDIBI THROUGH.	2020-07-29 14:23:07 (Asia/Kolkata)	July	2020-08-02 14:40:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200729000072	93 d 6 h	paysts issue on 29.07.2020	2020-07-29 13:39:20 (Asia/Kolkata)	July	2020-08-02 14:10:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@cochinport.gov.in	rajeevan@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	DATA CORRECTION	Wrong paysts is received	Paysts generated and shared to port as same informed to port user	Delhi Team
20200729000061	93 d 6 h	PCS BERTH REQUEST VCN NO NOT OPENED .	2020-07-29 13:15:37 (Asia/Kolkata)	July	2020-09-04 10:48:12 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	opsvizag@seawaysindia.com	opsvizag@seawaysindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200729000058	93 d 6 h	jnpt receipt -Rs. 24.62,500/-	2020-07-29 13:09:16 (Asia/Kolkata)	July	2020-08-02 14:45:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lchandrasedk.ravana@transworld.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200729000043	93 d 6 h	Mv.Bonthi II V.720 - Unable to submit Berth request VCN No. TUT2000519	2020-07-29 12:43:13 (Asia/Kolkata)	July	2020-08-02 13:30:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	steamer@sharinc.in	steamer@sharinc.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	Application	User Guidance-BERTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING.We have Updated the Same.Please Check and Confirm.	Delhi Team
20200729000042	93 d 7 h	PCS system error reg. // VCN INNSA1BTOL7267 - NOT REFLECTING IN BERTHING	2020-07-29 12:01:09 (Asia/Kolkata)	July	2020-08-21 17:45:05 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mumbai@samudramarine.com	mumbai@samudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-BERTHING PROBLEM	User is not able to release the BERMAN	User is not able to release the BERMAN.As we have checked that, the Reported Issue has been resolved. Now you will be able to do the Berthing. You are requested to please check and confirm.	Delhi Team
20200729000038	93 d 7 h	TKM GLOBAL LOGISTICS LTD // NEW REGISTRATION IN PCS KOLKATA	2020-07-29 11:56:04 (Asia/Kolkata)	July	2020-08-02 12:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sukanta.manana@tmlltd.com	sukanta.manana@tmlltd.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,Asked to Do the Fresh Registration in Indian PCS	Delhi Team
20200728000125	94 d 0 h	RE: CARGO ARRIVAL NOTICE REINHARD SCHEPERS V-068 VCN:CCU12000258	2020-07-28 18:46:11 (Asia/Kolkata)	July	2020-08-01 19:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Ghosh.Prabir@in.zim.com	Ghosh.Prabir@in.zim.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO.As per the Telecom discussion with you the Reported EDO issue has been resolved.Now you are able to release the EDO.	Delhi Team
20200728000118	94 d 2 h	Port Trust Deposit (DU009)	2020-07-28 17:25:20 (Asia/Kolkata)	July	2020-08-01 17:40:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acctts.cal@unitedliners.com	acctts.cal@unitedliners.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User not able to find payment details.	As checked payment is success and required file already available in the port folder and same inform to the user.	Delhi Team
20200728000090	94 d 3 h	URGENT // COPRAR NOT REFLECTING IN SYSTEM // Container No. TGBU2539297	2020-07-28 16:07:07 (Asia/Kolkata)	July	2020-08-01 16:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200728000088	94 d 3 h	M.V" CAPE TAWELA" IMO 9782302 LH DATA NOT FOUND	2020-07-28 15:57:06 (Asia/Kolkata)	July	2020-08-01 19:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@taurusship.com	accounts@taurusship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-DGLL - ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. As we have Checked that the VESPRO file is not Updated in PCS,Asked the User to Add the Vessel Profile in PCS.	Delhi Team
20200728000087	94 d 3 h	CALINF AND VESPRO XML NOT RECEIVED AT PARADIP PORT TRUST PCS	2020-07-28 15:50:05 (Asia/Kolkata)	July	2020-08-01 16:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Port Officer	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200728000082	94 d 4 h	FW: Permission for DPD facility from JNPCT	2020-07-28 15:14:19 (Asia/Kolkata)	July	2020-08-01 15:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pgrao@jnport.gov.in	pgrao@jnport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team

20200728000070	94 d 4 h	MT ATHENIA V.A200707 DUE AT HALDIA PORT (IMO NO 9498951)	2020-07-28 14:54:17 (Asia/Kolkata)	July	2020-08-01 15:50:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@seaport.in.net	haldia@seaport.in.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
20200728000061	94 d 5 h	Reg. PCS user details - Mormugao Port Trust- Goa	2020-07-28 14:35:13 (Asia/Kolkata)	July	2020-08-01 14:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	Marmagao (ex Marmugao)	Port Officer	Application	User Guidance-Other Application	port user want to all user detail	User detail file has been shared to port user	Delhi Team
20200728000059	94 d 5 h	RE: Unable to issue PCS EDO against BI No OOLU4105994850 ; Line No - 80 ; VCN : CCU12000291 ; IMPORT ROTATION NO : Z258344/20	2020-07-28 14:25:15 (Asia/Kolkata)	July	2020-08-01 15:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sukalyan.sen gupta@oocl.com	sukalyan.sen gupta@oocl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	BL number is not searching	BL is not searching in pcs while number do then guided to user kindly search with line number	Delhi Team
20200728000039	94 d 6 h	RE: PAYMENT SLIP	2020-07-28 12:52:18 (Asia/Kolkata)	July	2020-07-28 13:31:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200728000028	94 d 7 h	PCS Support	2020-07-28 12:21:14 (Asia/Kolkata)	July	2020-08-01 13:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bala.vaithianathan@dbgt.in	bala.vaithianathan@dbgt.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Tuticorin	Port Officer	Application	User Guidance-Other Application	Port is Querying to avail SFTP folder and few access to the above said platform for exchange of our trade documents to PCS 1X platform. Asked to Share the Custodian Code	Port is Querying to avail SFTP folder and few access to the above said platform for exchange of our trade documents to PCS 1X platform. Asked to Share the Custodian Code	Delhi Team
20200728000018	94 d 8 h	paysts issue	2020-07-28 11:12:04 (Asia/Kolkata)	July	2020-08-01 11:45:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@chinport.gov.in	rajeevan@chinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	DATA CORRECTION	Wrong paysts is received with incorrect bank id	Paysts generated and shared to port as same informed to port user	Delhi Team
20200727000160	94 d 23 h	Reference ID is 2020071683514729 : New Stakeholder Approved for : Vizag Port	2020-07-27 20:30:12 (Asia/Kolkata)	July	2020-07-31 21:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mahesh@jakmaritime.com	mahesh@jakmaritime.com	PCS Support	S4	Service Request	Rahul Ujjenia	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in PCS	User want login credential for user. User id created and same has been mailed to the user	Delhi Team
20200727000107	95 d 2 h	RE: 363IN1064630720-TRLU6663076 /40HC - KOLKATA - VALENCIA - CARTING ORDER REG - ASG LEATHER	2020-07-27 16:49:23 (Asia/Kolkata)	July	2020-07-27 17:34:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200727000104	95 d 2 h	MT BASTIA DUE AT SIKKA ON 08.08.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-27 16:49:18 (Asia/Kolkata)	July	2020-07-31 17:10:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocian.in	jannagar@interocian.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200727000076	95 d 4 h	FILE MISSING	2020-07-27 15:21:05 (Asia/Kolkata)	July	2020-07-31 17:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Port Officer	EDI	User Guidance-Other EDI	Calinf is not received in port edi		Delhi Team
20200727000069	95 d 4 h	CALL SIGN TRA079 ERROR FOR IGM / LIGHT DUES PROBLEM FOR Vessel (IMO Number: 9159816 and Vessel : MT A STAR - PCS has been Submitted	2020-07-27 14:53:22 (Asia/Kolkata)	July	2020-07-27 16:13:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops@skslc.com	ops@skslc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-DG LL - ICEGATE	VESPRO is not showing at ICEGATE AND DG LL	VESPRO is not showing at ICEGATE and DG LL . We have Checked the VESPRO is rejected by Port Authority. Asked to Add the VESPRO Again	Delhi Team



20200727000063	95 d 5 h	MT LOYALTY - Voyage registration not showing in PCS System	2020-07-27 14:39:19 (Asia/Kolkata)	July	2020-07-31 15:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@atlantictglobalshipping.com	haldia@atlantictglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to user	Delhi Team
20200727000062	95 d 5 h	MV ECOATLANTIC // VCN NUMBER NOT REFLECTING IN BERMAN	2020-07-27 14:30:18 (Asia/Kolkata)	July	2020-07-27 16:01:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sreebinni@gmail.com	sreebinni@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team	
20200727000052	95 d 6 h	Re: Fw: Re[2]: BILL SHOWING IN YOUR SYSTEM BUT NOT MAIL THE BILL TO OUR OFFICE	2020-07-27 13:28:09 (Asia/Kolkata)	July	2020-07-28 13:49:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mshakil@evergreen-shipping.co.in	mshakil@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	user want to port bill	Asked to user kindly contact to port for bill	Delhi Team
20200727000051	95 d 6 h	AGDORD file processing issue	2020-07-27 13:16:07 (Asia/Kolkata)	July	2020-07-31 14:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-EDO	Wrong format agdord is received	As checked and informed to port user has not updated the pod in agdord	Delhi Team
20200727000046	95 d 6 h	CRN NO- 2020072784292385 - IMPORT WHARFAGE - MT FANFARE	2020-07-27 12:57:04 (Asia/Kolkata)	July	2020-07-31 13:50:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	logistics@samudramarine.com	logistics@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200727000043	95 d 6 h	CALINF XML FILE NOT RECEIVED AT PARADIP PORT PCS	2020-07-27 12:47:23 (Asia/Kolkata)	July	2020-07-31 15:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Port Officer	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi		Delhi Team
20200727000032	95 d 7 h	Waiting for PW & ID for PCS Payment gate way- New Stakeholder Registration Request Submitted (Pending With Port For Approval)	2020-07-27 11:42:14 (Asia/Kolkata)	July	2020-07-27 12:10:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pnayak@jatiachemicals.com	pnayak@jatiachemicals.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked the User that the Registration has been rejected. Asked to resubmit the same.	Delhi Team
20200727000020	95 d 8 h	MT TORM STRONG // ERROR RECEIVED UPON VERIFY OF PAYMENT RECEIPT //	2020-07-27 11:15:10 (Asia/Kolkata)	July	2020-07-31 12:10:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200727000013	95 d 9 h	USER ID AND PASSWORD FOR PAN: AABCT2760J-m/s. TRANS ASIAN SHIPPING SERVICES PRIVATE LIMITED	2020-07-27 10:20:21 (Asia/Kolkata)	July	2020-07-29 09:06:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pvg@tassgroup.com	pvg@tassgroup.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. As per the telecom discussion with you, we have guided you that how to do the Stake Holder Registration.	Delhi Team
20200727000012	95 d 9 h	SUB: MV. MANDARIN GLORY - VCN IN POS REGARDING- IMO 9433547	2020-07-27 10:17:21 (Asia/Kolkata)	July	2020-07-31 10:30:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency.pravshipping@gmail.com	agency.pravshipping@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS. As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
20200727000009	95 d 9 h	Port Trust Deposit (DU009)	2020-07-27 09:53:21 (Asia/Kolkata)	July	2020-07-27 11:13:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acct.s.cal@unitedliners.com	acct.s.cal@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200727000002	95 d 10 h	Files Not Received (REQCAC)	2020-07-27 09:37:14 (Asia/Kolkata)	July	2020-07-27 09:57:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the REQCAC File	Port is Querying for the REQCAC File	Delhi Team
20200727000001	95 d 10 h	File Not Received (REQVAC)	2020-07-27 09:33:14 (Asia/Kolkata)	July	2020-07-27 09:56:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the REQVAC File	Port is Querying for the REQVAC File.	Delhi Team

20200726000019	96 d 5 h	M.V.A IDEFIX IMO: 9354662 / CALL SIGN:9HA3908 -- PLS SEND CORRECT DETAILS TO ICEGATE AND DGLL - TO PAY THE ILH	2020-07-26 14:17:23 (Asia/Kolkata)	July	2020-07-30 14:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opsvizag.sea.com@merchantshp.com	opsvizag.sea.com@merchantshp.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	User not able to find Vespro file in DGLL and ICEGATE	User not able to find Vespro file, As checked and found required vespro file already available in the DGLL	Delhi Team
20200726000013	96 d 8 h	VCN FOR VESSEL MORGENSTOND II ARRIVAL KANDLA	2020-07-26 11:27:17 (Asia/Kolkata)	July	2020-07-30 12:05:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@gainfraport.com	info@gainfraport.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS,As we have checked that the CALNF file is already available in Port folder.	Delhi Team
20200726000001	96 d 9 h	Received incorrect AGDORD file on 25th July	2020-07-26 10:11:05 (Asia/Kolkata)	July	2020-07-30 13:40:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haladia	Trade User	EDI	User Guidance-EDO	Port is Querying for the AGDORD File	Port is Querying for the AGDORD File.	Delhi Team
20200725000100	97 d 0 h	Required login credentials.	2020-07-25 19:11:09 (Asia/Kolkata)	July	2020-07-29 20:40:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	parvej@ornatesolar.com	parvej@ornatesolar.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User want Login Credential in PCS 1x	User want Login Credential in PCS 1x, As checked and share the User ID and password reset process in PCS1x Application.	Delhi Team
20200725000063	97 d 3 h	resend PAYSTS file for bill no : 2020072584220380	2020-07-25 16:34:05 (Asia/Kolkata)	July	2020-07-29 20:40:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Port Officer	Payment	User Guidance-OTHER PAYMENT ISSUE	User not find paysts file	User not find paysts file, As checked and resend the paysts file to port folder.	Delhi Team
20200725000057	97 d 3 h	MV GREENWICH EAGLE - PROFILE IN DGLL	2020-07-25 16:24:04 (Asia/Kolkata)	July	2020-07-29 20:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crosstradeshipping.in	operations@crosstradeshipping.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	User not able to find Vespro file.	User not able to find Vespro file, As checked and found required vespro file already available in the DGLL	Delhi Team
20200725000055	97 d 4 h	Re: UNABLE TO MAKE PAYMENT IN ILH	2020-07-25 15:06:13 (Asia/Kolkata)	July	2020-07-29 15:35:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crosstradeshipping.in	operations@crosstradeshipping.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200725000037	97 d 6 h	M.V.X.PRESS HOOGLY VOY - 20015	2020-07-25 13:37:19 (Asia/Kolkata)	July	2020-07-25 13:42:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Arun.Samadar@iss-shipping.com	Arun.Samadar@iss-shipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file,Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200725000026	97 d 6 h	Delivery Order for B/L: GOSUM70159//PLHQ4868478//GOSUSEL7030576	2020-07-25 12:59:14 (Asia/Kolkata)	July	2020-07-29 13:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Jagadale.Pankaj@in.zim.com	Jagadale.Pankaj@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	edo is not reflecting in port login	same file has been shared to port system	Delhi Team
20200725000025	97 d 6 h	COPRAR file processing issue	2020-07-25 12:56:13 (Asia/Kolkata)	July	2020-07-29 13:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port has received coprar in wrong format	As checked and informed to port user has not updated the pod in coprar	Delhi Team
20200725000019	97 d 7 h	Change Service Category "Cargo" instated of "HM" Port a/c No D1012	2020-07-25 12:21:08 (Asia/Kolkata)	July	2020-07-29 12:45:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jcmaccinfo@gmail.com	jcmaccinfo@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Paysts	User want change in service cat.in paysts	Asked to user kindly provide the port approval for changing in paysts	Delhi Team
20200725000011	97 d 8 h	RE: SITE ERROR// IN DGLL // URGENT	2020-07-25 11:01:16 (Asia/Kolkata)	July	2020-07-29 13:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@scorpioship.com	accounts@scorpioship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	vespro is submitted state and pending for approval form port	Delhi Team
20200725000007	97 d 8 h	Change Service Category Cargo instated of HM	2020-07-25 10:42:14 (Asia/Kolkata)	July	2020-07-25 14:55:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jcmaccinfo@gmail.com	jcmaccinfo@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Paysts	user want to change in paysts for services cat.	Asked to user kindly provide the port approval for changing in paysts	Delhi Team
20200724000160	98 d 1 h	URGENT // COPRAR MISSING IN PORT SYSTEM // CONTAINER NO : TCKU1639300 / 20'DV	2020-07-24 18:07:21 (Asia/Kolkata)	July	2020-07-29 09:20:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200724000150	98 d 2 h	NEED TO BE CHANGE OF EXPORT ADVANCE CONTAINER LIST OF COPRAR NO 202007248416960	2020-07-24 17:22:14 (Asia/Kolkata)	July	2020-07-31 15:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aniruddha.shipping@anglogoldy.com	aniruddha.shipping@anglogoldy.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team

20200724000145	98 d 2 h	Payment of Rs. 14,00,000/- as details attached with our FNP/CAN/09/15	2020-07-24 17:04:11 (Asia/Kolkata)	July	2020-07-25 10:00:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@o-sigroup.in	chiranjeeb.chakraborty@o-sigroup.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200724000144	98 d 2 h	RE: FW: Account Balance of 35P as on : 16-07-2020	2020-07-24 17:01:13 (Asia/Kolkata)	July	2020-07-28 18:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salva@ashland.com	salva@ashland.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
20200724000143	98 d 2 h	Payment of Rs. 1,00,000/- as attached with our L/CAN/15/51	2020-07-24 17:01:11 (Asia/Kolkata)	July	2020-07-25 09:58:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@o-sigroup.in	chiranjeeb.chakraborty@o-sigroup.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200724000137	98 d 3 h	Re: MV ZHE HAI 2-PROFILE IN CUSTOMS AND DGLL	2020-07-24 16:38:09 (Asia/Kolkata)	July	2020-07-28 16:55:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200724000132	98 d 3 h	M.V.OEL PROGRESS VOY - 2014	2020-07-24 16:34:07 (Asia/Kolkata)	July	2020-07-24 19:28:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Arun.Samadar@iss-shipping.com	Arun.Samadar@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200724000129	98 d 3 h	RE: BL NO. YMLUW160372447 DT. 27/05/2020 Container No. FFAU1299054 (1X 40' FCL)	2020-07-24 16:18:05 (Asia/Kolkata)	July	2020-07-31 17:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli n	ketan@ymli n	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200724000128	98 d 3 h	Application for PD account - Kamman Corporation - DPD Code - KC7.	2020-07-24 16:15:07 (Asia/Kolkata)	July	2020-08-14 15:09:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exim@kammangroup.com	exim@kammangroup.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200724000126	98 d 3 h	RE: BL NO. YMLUW160372447 DT. 27/05/2020 Container No. FFAU1299054 (1X 40' FCL)	2020-07-24 16:06:23 (Asia/Kolkata)	July	2020-07-31 17:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@shreeeship.com	mumbai@shreeeship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	Do is not reflecting in pcs 1x	Asked to kindly share the cm detail	Delhi Team
20200724000120	98 d 3 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-07-24 15:55:21 (Asia/Kolkata)	July	2020-07-28 16:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermanie.in	aurang@lancermanie.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200724000113	98 d 3 h	forgot pass word	2020-07-24 15:51:24 (Asia/Kolkata)	July	2020-07-28 17:40:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	karthashshipping.in@gmail.com	karthashshipping.in@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
20200724000110	98 d 3 h	COPRAR MISSING IN PORT SYSTEM // CONTAINERS NO- ZIMU125756 /20'	2020-07-24 15:48:20 (Asia/Kolkata)	July	2020-07-28 16:55:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200724000109	98 d 3 h	Fwd: PCS - REGISTRATION	2020-07-24 15:46:22 (Asia/Kolkata)	July	2020-07-24 16:55:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	user id as been created and same has been shared to user	Delhi Team
20200724000091	98 d 4 h	RE: PAYMENT SLIP	2020-07-24 15:06:14 (Asia/Kolkata)	July	2020-07-24 15:22:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200724000089	98 d 4 h	NEW VESSEL REGISTRATION MV. MTT TAWAU. I.M.C. 9126869. CALL SIGN : 9MQB6	2020-07-24 14:55:12 (Asia/Kolkata)	July	2020-07-28 15:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sovanlal.chat terjee@samu derajid	sovanlal.chat terjee@samu derajid	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200724000080	98 d 5 h	Can not access balance amount	2020-07-24 14:09:09 (Asia/Kolkata)	July	2020-07-24 14:49:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jbanejee@fo glagroup.com	jbanejee@fo glagroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Application	User Guidance-Other Application	Unable get the pda balance	ASKED TO USER KIDLY CONTACT TO PORT FOR THE SAME	Delhi Team
20200724000073	98 d 5 h	Registration for DPD CODE ALLOTTED	2020-07-24 14:00:03 (Asia/Kolkata)	July	2020-07-28 14:45:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	marketing@bharatchemicals.net	marketing@bharatchemicals.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly contact us or provide the detail of pan card	Delhi Team

20200724000072	98 d 5 h	IGM no for M.V.RHL CALLIDITAS VOY 20305-2025 IGM NO: 2258174 & Date:22.07.2020 VCN/VIA: INNSA1BM0L0465	2020-07-24 13:47:22 (Asia/Kolkata)	July	2020-07-28 20:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manojbhalekar@in.emirateline.com	manojbhalekar@in.emirateline.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching in pcs then guided to user kindly link vcn with igm	Delhi Team
20200724000037	98 d 8 h	MV ZHE HAI 2- PROFILE IN CUSTOMS AND DGLL	2020-07-24 11:36:27 (Asia/Kolkata)	July	2020-07-28 11:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRODGLL-ICEGATE	vespro is not reflecting in icegate/dgll	Vespro is not registered in pcs then asked to user kindly registered the same in pcs	Delhi Team
20200724000024	98 d 8 h	AMENDMENT REQUEST FOR CONTAINER DETAILS IN PCS SYSTEM	2020-07-24 11:10:18 (Asia/Kolkata)	July	2020-07-28 11:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mshcartin@gmail.com	mshcartin@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200724000018	98 d 8 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL	2020-07-24 10:52:15 (Asia/Kolkata)	July	2020-07-28 12:01:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200724000017	98 d 8 h	Unable to generate E-do in PCS for VESSELWAN HAI 508 V- 174 IGM No -- 2258153	2020-07-24 10:47:14 (Asia/Kolkata)	July	2020-07-28 12:59:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	deepak_c@wanhai.com	deepak_c@wanhai.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching in pcs then guided to user kindly link vcn with igm	Delhi Team
20200724000005	98 d 9 h	CONTAINER NOT REFLECTING IN NIC HDC / COPRAR NO- 2020072384113819//Permission for Manual Copara entry for Dock/In at HDC .	2020-07-24 10:13:10 (Asia/Kolkata)	July	2020-08-22 00:27:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gshaw.avana@transworld.com	gshaw.avana@transworld.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haladia	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200723000065	99 d 3 h	PORT BALANCE UPDATE	2020-07-23 15:50:23 (Asia/Kolkata)	July	2020-07-27 15:59:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	docsccu@radiant-india.net	docsccu@radiant-india.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200723000063	99 d 4 h	COCHIN PCS PAYMENT RECEIPT NOT GENERATED Rs. 20,71,791.00/- ( 23.07.2020 - AXIS BANK LTD )	2020-07-23 15:29:19 (Asia/Kolkata)	July	2020-07-23 17:25:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is pending from Bank end. Asked to Verify after 2-3 Hours	Delhi Team
20200723000056	99 d 4 h	Received file from Bad of CARREQ	2020-07-23 15:10:16 (Asia/Kolkata)	July	2020-07-27 15:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong carreq is received		Delhi Team
20200723000051	99 d 4 h	ISSUE REGARDING POMS ONLINE SERVICES	2020-07-23 14:52:14 (Asia/Kolkata)	July	2020-07-23 15:35:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Arun.Samadar@iss-shipping.com	Arun.Samadar@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200723000049	99 d 4 h	RE: BL NO. YMLUW160372447 DT. 27/05/2020 Container No. FFAU1299054 (1X 40' FCL)	2020-07-23 14:47:13 (Asia/Kolkata)	July	2020-07-30 18:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@shreeeship.com	mumbai@shreeeship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	Do is not reflecting in pcs 1x	Asked to kindly share the cm detail after that we can check the same	Delhi Team
20200723000043	99 d 5 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-07-23 14:01:06 (Asia/Kolkata)	July	2020-07-27 14:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharat@transworld.com	muralidharat@transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200723000038	99 d 6 h	COPRAR processing issue	2020-07-23 13:34:21 (Asia/Kolkata)	July	2020-07-27 13:59:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Wrong format coprar is received	As checked and informed to port user has not updated the correct pod in coprar	Delhi Team
20200723000033	99 d 6 h	COPRAR file processing issue	2020-07-23 13:21:19 (Asia/Kolkata)	July	2020-07-27 13:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Wrong format coprar is received	As checked and informed to port user has not updated the container agent code in coprar	Delhi Team

20200723000032	99 d 7 h	resend the PAYSTS file for bill no : 2020072384034195	2020-07-23 12:40:13 (Asia/Kolkata)	July	2020-07-27 13:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance- Paysts	Paysts is not reflecting in port	as checked and informed to port payment is spending for verify in pcs lx application due to this paysts is not shared to port	Delhi Team
20200723000029	99 d 7 h	Reg- Unberthing(UNBERT) message received incorrectly	2020-07-23 12:37:54 (Asia/Kolkata)	July	2020-07-27 14:05:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance- EDI MESSAGE	Port is Querying for that the they received Reg- Unberthing(UNBERT) message incorrectly	Port is Querying for that the they received Reg- Unberthing(UNBERT) message incorrectly,Asked t wait we are checking	Delhi Team
20200723000024	99 d 7 h	Rectification of Type Of Cargo as Frozen Cargo VCN NO CCL12000287, ref. no. 2020072384035661, cont no. BMOU9231738 BOOKING NO. 104000020639	2020-07-23 12:23:11 (Asia/Kolkata)	July	2020-07-23 13:16:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200723000023	99 d 7 h	PCS USER ID AND PASSWORD ///DPD CODE .13N	2020-07-23 12:17:11 (Asia/Kolkata)	July	2020-07-27 13:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeev@kennigtton.com	rajeev@kennigtton.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly share the pan number and contact detail	Delhi Team
20200723000011	99 d 8 h	CUSTOM FILE NOT RECEIVED	2020-07-23 11:40:04 (Asia/Kolkata)	July	2020-07-24 10:22:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S3	Incident	Manish Pandey	PCS Support	Kandla	Port Officer	EDI	User Guidance- EDI MESSAGE	Port is Querying for the CHPOE05 file	Port is Querying for the CHPOE05 file,Asked to wait we are checking from the Customs, Due to some technical issue files that are not getting shared by the Customs, they have resolved the issue now the files are getting shared by them. You are requested to kindly wait for some time the same will be delivered to Port folder through PMX.	Delhi Team
20200723000008	99 d 8 h	Received file from Bad of Coprar	2020-07-23 11:23:22 (Asia/Kolkata)	July	2020-07-27 13:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance- COPRAR	Wrong format coprar is received	As checked and informed to port user has not updated the container agent code in coprar	Delhi Team
20200723000007	99 d 8 h	Received file from Bad of CHSAE02	2020-07-23 11:18:21 (Asia/Kolkata)	July	2020-07-27 11:45:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Port Officer	EDI	User Guidance- EDI MESSAGE	Port is Querying for that they have received file from Bad of CHSAE02	Port is Querying for that they have received file from Bad of CHSAE02, Asked to wait	Delhi Team
20200722000129	100 d 2 h	RE: Vessel Profile Registration Request for vessel E R FRANCE has been rejected.	2020-07-22 17:35:20 (Asia/Kolkata)	July	2020-07-27 10:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jitendra_g_bom@aissamaritime.in	jitendra_g_bom@aissamaritime.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- Other Application	vcn is rejectedis showing	Asked to port kindly contact to port for approval	Delhi Team
20200722000124	100 d 2 h	VESSEL NAME SHOWING WITH DIFFERENT NAME IN JNPT FINANCE (i.e BUNGA KANTAN DUA INSTEAD OF SEA FORTUNE.)	2020-07-22 17:20:18 (Asia/Kolkata)	July	2020-07-27 12:20:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance- EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200722000112	100 d 2 h	DPD E-Delivery Order & Empty Letter - YMLUW160372447	2020-07-22 17:07:17 (Asia/Kolkata)	July	2020-07-26 18:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli n	ketan@ymli n	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200722000084	100 d 3 h	Re: For Updation	2020-07-22 16:30:11 (Asia/Kolkata)	July	2020-07-26 18:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	user id as been created and same has been shared to user	Delhi Team

20200722000081	100 d 3 h	Password Reset	2020-07-22 16:16:08 (Asia/Kolkata)	July	2020-07-26 16:35:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mcsal.ops@seahorsegroup.co.in	mcsal.ops@seahorsegroup.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200722000077	100 d 4 h	Re: Credit not given for the payment of INR 10,83,500/- made on 18.06.2020 - PRD3	2020-07-22 15:28:21 (Asia/Kolkata)	July	2020-07-26 15:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chandanagerwal@jnport.gov.in	chandanagerwal@jnport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200722000076	100 d 4 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/-Port A/c No. IE030	2020-07-22 15:26:23 (Asia/Kolkata)	July	2020-07-26 15:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200722000071	100 d 5 h	Fwd: CORRECTION FOR TRANSSHIPMENT PORT & FINAL DESTINATION	2020-07-22 14:36:13 (Asia/Kolkata)	July	2020-07-22 15:02:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	safcartin@gmail.com	safcartin@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200722000070	100 d 5 h	PAYMENT NOT REFLECTED IN PCS	2020-07-22 14:34:14 (Asia/Kolkata)	July	2020-07-23 11:54:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vinay@tglsindia.com	vinay@tglsindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment, as the Payment is Showing Failure	User is Querying for the Confirmation of Payment, as the Payment is Showing Failure. Asked to Wait we have written the mail to bank. The reported Payment is showing success now & the receipt is also shared with the Port.	Delhi Team
20200722000054	100 d 6 h	Port Trust Deposit (DU003)	2020-07-22 13:29:24 (Asia/Kolkata)	July	2020-07-22 15:09:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200722000052	100 d 6 h	REGISTRATION IN PCS SYSTEM FOR HALDIA DOCK COMPLEX	2020-07-22 12:53:18 (Asia/Kolkata)	July	2020-10-19 16:16:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@riverredgshipping.in	documentation@riverredgshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	user want to process of stake holder	Guided to user for stakeholder registration process	Delhi Team
20200722000037	100 d 8 h	MV. CHANG SHENG - update the vessel in Customs ICE GATE	2020-07-22 11:29:07 (Asia/Kolkata)	July	2020-07-26 12:01:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bm.tuticorin@intercocean.in	bm.tuticorin@intercocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/gll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200722000020	100 d 8 h	HOW TO REGISTER IN INDIAN PCS FOR PAYMENT IN JNPT TERMINAL - LINE CODE IS UCL3	2020-07-22 11:12:26 (Asia/Kolkata)	July	2020-07-30 13:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhavik@uclsipping.net	bhavik@uclsipping.net	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	user want to statholder registration process	Guided to user for stakeholder registration process	Delhi Team
20200721000122	101 d 3 h	ONLINE PORT PAYMENT THRU PCS	2020-07-21 16:06:10 (Asia/Kolkata)	July	2020-07-25 16:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla.cb@chowgule.co.in	kandla.cb@chowgule.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO MAKE PAYMENT	user unable to make the paymnet	Asked to user kindly make the payment with new bill number	Delhi Team
20200721000097	101 d 5 h	PCS Payment.	2020-07-21 14:25:13 (Asia/Kolkata)	July	2020-07-25 14:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rapidshipping@rediffmail.com	rapidshipping@rediffmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200721000090	101 d 5 h	Export Load COPRAR error for VCN no. CCU12000293 Asiatic Moon.	2020-07-21 13:53:08 (Asia/Kolkata)	July	2020-07-21 15:42:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Chowdhury. Progyan@in.zim.com	Chowdhury. Progyan@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- EDI MESSAGE	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200721000081	101 d 6 h	could not make payment.	2020-07-21 13:25:23 (Asia/Kolkata)	July	2020-07-25 14:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rapidshipping@rediffmail.com	rapidshipping@rediffmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO MAKE PAYMENT	User is not able to make the Payment	User is Not able to make the Payment, We have Guided the User that how to do the Payment.	Delhi Team

20200721000055	101 d 7 h	CORRECTION TO BE MADE IN THE PAYMENT OF SCI URA	2020-07-21 12:32:15 (Asia/Kolkata)	July	2020-07-25 13:01:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sh.damle@sclico.in	sh.damle@sclico.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	wrong vcn is updated in payment	Asked to user kindly contact to port for changing the vcn	Delhi Team
20200721000054	101 d 7 h	MV AMITIS 1 - forward data to ICE GATE	2020-07-21 12:28:14 (Asia/Kolkata)	July	2020-07-25 12:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atiantiglobalshipping.com	mumbai@atiantiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate and same informed to user	Delhi Team
20200721000047	101 d 7 h	MT BOTAFOGO DUE AT SIKKA ON 28.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-21 12:18:13 (Asia/Kolkata)	July	2020-07-25 12:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@inerocean.in	jamnagar@inerocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200721000031	101 d 7 h	CRN NO-2020072083828151 - EXPORT WHARFAGE -MT GENUINE HERCULES	2020-07-21 11:49:08 (Asia/Kolkata)	July	2020-07-25 12:25:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	logistics@samudramarine.com	logistics@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	Reqcac is pending for approval	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200721000028	101 d 8 h	MV AMITIS 1 - Profile in PCS system to approve	2020-07-21 11:32:05 (Asia/Kolkata)	July	2020-07-25 12:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atiantiglobalshipping.com	mumbai@atiantiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO IS NOT REFLECTING AT PORT END	vespro is not reflecting in port end		Delhi Team
20200721000015	101 d 8 h	Received file from BAD of CHSAE02	2020-07-21 11:06:22 (Asia/Kolkata)	July	2020-07-25 12:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haladia	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for that they Received file from BAD of CHSAE02	Port is Querying for that they Received file from BAD of CHSAE02.We have received the reported file as it is from the customs, that's why we are not able to change anything.	Delhi Team
20200721000006	101 d 9 h	Need user name and password required RISHIROOP POLYMERS PVT LTD (RP4) at JNPCT.....reg	2020-07-21 10:40:17 (Asia/Kolkata)	July	2020-07-25 11:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	hbhatia@rishiroop.com	hbhatia@rishiroop.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPCT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password,Asked the User to register in in Indian PCS	User is Querying for the User ID and Password,Asked the User to register in in Indian PCS	Delhi Team
20200721000004	101 d 9 h	INVTZ120000610 // IMO NO. 9279616 // IGM not reflecting in PCS for submitting EDO's	2020-07-21 09:43:10 (Asia/Kolkata)	July	2020-07-25 11:15:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@samudramarine.com	vizag@samudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO.Asked to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200721000003	101 d 10 h	E-MAIL ID CHANGE REQ	2020-07-21 09:07:04 (Asia/Kolkata)	July	2020-07-26 12:10:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Ramesh.Ganesan@coscon.com	Ramesh.Ganesan@coscon.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	User Roles / Rights	User Guidance-Login	User want to Update the Email ID	User want to Update the Email ID,Asked to share the Port Approval Mail,We have Updated the Email ID: Ramesh.Ganesan@coscon.com , against the User ID: cosco080.	Delhi Team
20200721000002	101 d 10 h	USER ID & PASSWORD	2020-07-21 08:41:19 (Asia/Kolkata)	July	2020-07-26 10:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ranujayam@yahoo.com	ranujayam@yahoo.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPCT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password,Asked to register in Indian PCS	Delhi Team
20200720000060	102 d 4 h	RE: CART-IN REQUEST FOR 11 x 40 // CCU-HCMC // BKG # 2643830140 // 043 (HIPL) // 2020072083785687 //	2020-07-20 15:18:21 (Asia/Kolkata)	July	2020-07-24 15:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vamsi.krishna@oocl.com	vamsi.krishna@oocl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200720000057	102 d 4 h	URGENT ----- PCS NOT SHOWING OUR NAME: SAILA SHIPPING AND LOGISTICS SERVICES	2020-07-20 14:42:15 (Asia/Kolkata)	July	2020-07-24 16:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ssiscuu@gmail.com	ssiscuu@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user name is not showing in pcs 1x	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team

20200720000056	102 d 5 h	Re[2]: Fwd: BKG NO: 104000020701 // Kolkata TO Saint Petersburg, RUSSIA // 1X20'	2020-07-20 14:27:13 (Asia/Kolkata)	July	2020-07-20 15:28:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee@evergreen-shipment.com	mchatterjee@evergreen-shipment.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200720000048	102 d 5 h	CONTAINERS ARE NOT REFLECTING IN POMS SYSTEM// 2020072083795690 / 2020072083802828 / 2020072083805210	2020-07-20 14:19:16 (Asia/Kolkata)	July	2020-07-20 14:57:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	DEBAJIT.MU.KHERJEE@coscon.com	DEBAJIT.MU.KHERJEE@coscon.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200720000045	102 d 5 h	payment verification	2020-07-20 14:17:12 (Asia/Kolkata)	July	2020-07-24 14:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@nlogistics.org	accounts@nlogistics.org	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment,We have Verified the Same from Our End.	Delhi Team
20200720000042	102 d 5 h	COPRAR NOT SHOWING IN PORT SYSTEMS PER KOTA RAKAN V.001 ----- 22 X20'	2020-07-20 13:50:08 (Asia/Kolkata)	July	2020-07-24 14:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ankita@expresswayshipping.com	ankita@expresswayshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200720000022	102 d 7 h	Security Deposit Confirmation - Noma Infrastructure Pvt. Ltd.	2020-07-20 12:31:16 (Asia/Kolkata)	July	2020-07-24 13:25:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	oceanfreight@atfreight.org	oceanfreight@atfreight.org	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, Asked to share the Bank statement.	Delhi Team
20200720000021	102 d 7 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	2020-07-20 12:22:15 (Asia/Kolkata)	July	2020-07-20 14:35:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200719000009	103 d 7 h	Received Incorrect PAISPS file	2020-07-19 12:06:15 (Asia/Kolkata)	July	2020-07-24 10:25:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for that they received Received Incorrect PAISPS file	Port is Querying for that they received Received Incorrect PAISPS file,Asked to wait	Delhi Team
20200718000108	103 d 22 h	MT EVANGELIA L DUE AT KANDLA TO LOAD STEEL PIPE / UNABLE TO VARIFY THE WHARFAGE RECEIPT	2020-07-18 21:28:21 (Asia/Kolkata)	July	2020-07-19 10:46:38 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200718000085	104 d 3 h	payment status pending and not reflected inSAP	2020-07-18 16:15:14 (Asia/Kolkata)	July	2020-07-22 16:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rjasevan@cochinport.gov.in	rjasevan@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200718000066	104 d 5 h	Received incorrect COPRAR file	2020-07-18 14:28:19 (Asia/Kolkata)	July	2020-07-21 11:31:42 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	DATA CORRECTIO N	Wrong format coprar is received	Corrected the coprar and same has been shared to port edi	Delhi Team
20200718000065	104 d 5 h	CAPTAIN NICHOLAS ML (HALL12000536) // PANS	2020-07-18 14:17:17 (Asia/Kolkata)	July	2020-07-22 15:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@samsarashipping.com	haldia@samsarashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Application	User Guidance-Other Application	User unable to submit the pre arrival notification	Asked to user kindly share the remote session support for reported issue	Delhi Team
20200718000063	104 d 5 h	CONTAINERS ARE NOT REFLECTING IN POMS SYSTEM// 2020071883684492	2020-07-18 13:59:14 (Asia/Kolkata)	July	2020-07-22 15:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	DEBAJIT.MU.KHERJEE@coscon.com	DEBAJIT.MU.KHERJEE@coscon.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team



20200718000062	104 d 5 h	ROTATION NO NOT REFLECTING FOR VESSELER TEXAS	2020-07-18 13:56:13 (Asia/Kolkata)	July	2020-07-22 14:10:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kishorgharat@msc.com	kishorgharat@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200718000061	104 d 5 h	RE: ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-07-18 13:47:12 (Asia/Kolkata)	July	2020-07-19 19:38:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	expfcl.kol@lancernmaine.in	expfcl.kol@lancernmaine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200718000057	104 d 6 h	Restore my ID	2020-07-18 13:39:22 (Asia/Kolkata)	July	2020-07-24 11:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vaibhavshippingvizag@gmail.com	vaibhavshippingvizag@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	User Roles/ Rights	User Guidance- RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200718000002	104 d 9 h	Received incorrect COPRAR & CHSAE02 file	2020-07-18 10:19:12 (Asia/Kolkata)	July	2020-07-21 11:33:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance- COPRAR	Port is Querying that the the have received Received incorrect COPRAR & CHSAE02 file	Port is Querying that the the have received Received incorrect COPRAR & CHSAE02 file	Delhi Team
20200717000149	105 d 0 h	Re: WAITING FOR APPROVAL WHARFAGE CHARGES VESSEL NAME : M.T. STOLT APAL GIP028	2020-07-17 18:52:13 (Asia/Kolkata)	July	2020-07-17 19:11:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Port Officer	Application	User Guidance- Other Application	Wharfage approval pending from port	Port has given confirmation for approval	Delhi Team
20200717000147	105 d 0 h	WAITING FOR APPROVAL WHARFAGE CHARGES VESSEL NAME : M.T. STOLT APAL GIP028	2020-07-17 18:47:12 (Asia/Kolkata)	July	2020-07-21 19:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	import_expo rt@rishishipping.com	import_expo rt@rishishipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance- EDI MESSAGE	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS.As we have checked that the reported file is available in port folder.You are requested to kindly contact to the concern port for the same.	Delhi Team
20200717000143	105 d 1 h	Not reflected Goodrich Port payment (AVC - IGO38CNT) through IPAPCS	2020-07-17 18:20:09 (Asia/Kolkata)	July	2020-07-18 08:28:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200717000138	105 d 1 h	INCORRECT CONTAINER DETAILS IN EDO FROM IPAPCS	2020-07-17 18:06:09 (Asia/Kolkata)	July	2020-07-21 19:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	calimpservd ept@sci.co.in	calimpservd ept@sci.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- Other Application	wrong bl is reflecting while edo	IGM file Container ISO code showing 2200 only thus the same is reflecting in the eDO and also attached the bl snap which was received through icegate .	Delhi Team
20200717000128	105 d 2 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-07-17 17:37:23 (Asia/Kolkata)	July	2020-07-22 09:40:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharat sa@transworld.com	muralidharat sa@transworld.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify the payment	User not able to verify the payment, As checked reported payment issue has been resolve and required file available in the port folder same inform to the user.	Delhi Team
20200717000124	105 d 2 h	UNABLE TO VERIFY THE RECEIPT	2020-07-17 17:27:20 (Asia/Kolkata)	July	2020-07-21 18:10:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exp1@actship.com	exp1@actship.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify payment	User not able to verify the payment, As checked reported payment issue has been resolve and required file available in the port folder same inform to the user.	Delhi Team
20200717000117	105 d 2 h	For Updation	2020-07-17 17:16:19 (Asia/Kolkata)	July	2020-07-21 17:45:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	office@bangurmail.com	office@bangurmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles/ Rights	User Guidance- Login	User is Querying for the Updation of Email ID	User is Querying for the Updation of Email ID.Asked to Share the Port Approval Mail	Delhi Team
20200717000111	105 d 3 h	PCS- Kolkata Payment Failure- 17th July 2020.	2020-07-17 16:29:15 (Asia/Kolkata)	July	2020-07-18 09:16:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anagha@ecornshipping.com	anagha@ecornshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team

202007170000108	105 d 3 h	Re:Stackholder Registration Message received in XML format	2020-07-17 16:18:31 (Asia/Kolkata)	July	2020-07-21 16:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance-EDI MESSAGE	stkhol is xml for mat received in port edi	We have deployed the STKHOL in text 10 days back the reported files are prior to deployment thus the same is shared with you in XML format.	Delhi Team
202007170000104	105 d 3 h	X-PRESS GODAVARI V-20014	2020-07-17 16:08:09 (Asia/Kolkata)	July	2020-07-21 16:50:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file.Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
202007170000056	105 d 6 h	Unable to verify the payment.	2020-07-17 13:07:25 (Asia/Kolkata)	July	2020-07-21 19:25:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@alliedshipping.co.in	accounts@alliedshipping.co.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment	User not able to verify the payment, As checked reported payment issue has been resolve and required file available in the port folder same inform to the user.	Delhi Team
202007170000048	105 d 7 h	Re: BL NO- EUKODEID1665096	2020-07-17 12:40:18 (Asia/Kolkata)	July	2020-08-07 12:45:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pmaimp@pmapl.com	pmaimp@pmapl.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	Application	User Guidance-EDO	User want to update CHA name in EDO	User want to update CHA name in EDO, As checked We don't have the right to update or amend the CHA name or any other details in with the Edo. So we have request to user for amend the name in EDO your end and resubmit.	Delhi Team
202007170000038	105 d 7 h	Change of terminal in berthing application from NSICT to NSIGT    CPO NORFOLK    L0433    sauser73	2020-07-17 12:05:13 (Asia/Kolkata)	July	2020-07-21 12:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to change the berth terminal in port	Asked to user kindly contact to concerned port for changing berth terminal	Delhi Team
202007170000033	105 d 8 h	Carting request message file format issue	2020-07-17 11:38:09 (Asia/Kolkata)	July	2020-07-24 16:50:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong format carreq is received		Delhi Team
202007170000027	105 d 8 h	+++PRIORITY PLS +++ MT GLENDA MELANIE DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-07-17 11:33:07 (Asia/Kolkata)	July	2020-07-17 12:30:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate/dgll and same informed to user	Delhi Team
202007170000001	105 d 17 h	RE: Amend the PCS ID.	2020-07-17 02:16:06 (Asia/Kolkata)	July	2020-07-21 09:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	CTA.PGHOSH@cma-cgm.com	CTA.PGHOSH@cma-cgm.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file.Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
202007160000106	106 d 0 h	REQUIRED IPAPCS USER ID PASSWORD FOR NEW PORT ACCOUNT	2020-07-16 18:55:20 (Asia/Kolkata)	July	2020-07-24 13:57:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	trasanvi@gmail.com	trasanvi@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password.As we have checked, the Registration is in Submitted State. Once the port will approve the Registration we will share the credentials with you.	Delhi Team
202007160000094	106 d 3 h	Port Trust deposit (DU009)	2020-07-16 16:24:19 (Asia/Kolkata)	July	2020-07-16 17:45:38 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acct.s.cal@unitedliners.com	acct.s.cal@unitedliners.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007160000093	106 d 3 h	SOC SHIPMENT NEPAL	2020-07-16 16:23:15 (Asia/Kolkata)	July	2020-07-20 16:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	supriyo@mercargo.in	supriyo@mercargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202007160000088	106 d 3 h	send the BERMAN file for below vessel	2020-07-16 15:53:11 (Asia/Kolkata)	July	2020-07-21 10:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated and same has been shared to port edi	Delhi Team
202007160000084	106 d 4 h	ISSUE REGARDING POMS ONLINE SERVICES	2020-07-16 15:35:09 (Asia/Kolkata)	July	2020-07-16 17:47:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team

20200716000078	106 d 4 h	not able to verify payment for bill no.2020071583471709	2020-07-16 15:27:08 (Asia/Kolkata)	July	2020-07-16 20:17:55 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	xpressinterlink2025@gmail.com	xpressinterlink2025@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly share the cm detail and account statement	Delhi Team
20200716000077	106 d 4 h	JNPT PCS PAYMENT DTD-16.07.2020 OF Rs 59,15,238/-	2020-07-16 15:27:07 (Asia/Kolkata)	July	2020-07-20 15:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200716000076	106 d 4 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-07-16 15:14:06 (Asia/Kolkata)	July	2020-07-16 16:29:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tarak.ghosh@ransworld.com	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200716000075	106 d 4 h	GGZ1098033 PCD DO Issue !!	2020-07-16 14:45:21 (Asia/Kolkata)	July	2020-07-20 15:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MBY.GMIRANDNA@cmacgm.com	MBY.GMIRANDNA@cmacgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-EDO	BL number is not searching	Asked to user kindly authorized the bl by icd admin	Delhi Team
20200716000059	106 d 5 h	USER ID & PASSWORD	2020-07-16 13:42:12 (Asia/Kolkata)	July	2020-07-20 15:25:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aanjaneyashiping@gmail.com	aanjaneyashiping@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200716000046	106 d 6 h	M/V PIRA BHUM CONTAINER VESSEL ARRIVING KOLKATA ON 24TH OR 25TH JULY 2020	2020-07-16 13:10:07 (Asia/Kolkata)	July	2020-07-20 15:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DGILL-ICEGATE	vespro is not reflecting in icegate/dgill	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200716000034	106 d 7 h	Received files from baad of CHPOI03 and CHSAE02	2020-07-16 12:15:19 (Asia/Kolkata)	July	2020-07-17 10:29:54 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haladia	Port Officer	EDI	DATA CORRECTION	Wrong CHPOI03 is received		Delhi Team
20200716000033	106 d 7 h	Request for vessel agency permission in PCS	2020-07-16 12:12:18 (Asia/Kolkata)	July	2020-08-10 17:28:23 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mahesh@jakmaritime.com	mahesh@jakmaritime.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-Login	User want to register as a Shipping Agent in PCS	User want to register as a Shipping Agent in PCS. We have Guided the User that how to register a shipping agent in PCS	Delhi Team
20200716000019	106 d 8 h	PD ACCOUNT NO. 588, USER ID : laxma001	2020-07-16 11:30:12 (Asia/Kolkata)	July	2020-07-21 09:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@lacrelocations.in	info@lacrelocations.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment	As checked reported payment issue has been resolve and required file available in the port folder and same inform to the user.	Delhi Team
20200715000151	106 d 23 h	RE: Not reflected Goodrich Port payment (A/C - IG038CNT) through IPAPCS	2020-07-15 19:53:16 (Asia/Kolkata)	July	2020-07-15 19:55:46 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	User unable to verify the payment	user has given confirmation for payment	Delhi Team
20200715000142	107 d 0 h	Not reflected Goodrich Port payment (A/C - IG038CNT) through IPAPCS	2020-07-15 19:24:09 (Asia/Kolkata)	July	2020-07-15 19:56:31 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200715000139	107 d 0 h	E - DPD FACTORY DELIVERY ORDER - B/L NO. YMLUS490311540	2020-07-15 18:57:08 (Asia/Kolkata)	July	2020-08-05 16:26:13 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	rushikesh@ymml.in	rushikesh@ymml.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200715000138	107 d 0 h	I Forgot my user ID & Password .How can I retrieve the same	2020-07-15 18:52:07 (Asia/Kolkata)	July	2020-07-20 12:55:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ningtandhi@sjexport.com	ningtandhi@sjexport.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID		Delhi Team
20200715000135	107 d 1 h	payment issue	2020-07-15 18:24:23 (Asia/Kolkata)	July	2020-07-20 12:59:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jabee@jabeeworld.com	jabee@jabeeworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly share the cm detail and account statement	Delhi Team
20200715000133	107 d 1 h	Error while verifying payment in PCS	2020-07-15 18:15:22 (Asia/Kolkata)	July	2020-07-15 21:36:00 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ajinkya.bhatkar@kanooshiping.com	ajinkya.bhatkar@kanooshiping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200715000124	107 d 2 h	Rec:- PCS	2020-07-15 16:51:09 (Asia/Kolkata)	July	2020-07-19 17:50:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sdshipping19@gmail.com	sdshipping19@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	user unable to login in pcs 1x	User unable to login in pcs then guided to user for reset password process	Delhi Team

202007150000123	107 d 2 h	CHANGE IN MOBILE NO	2020-07-15 16:49:09 (Asia/Kolkata)	July	2020-07-19 17:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ambarish.agrawal@visamimetal.com	ambarish.agrawal@visamimetal.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	User Roles / Rights	User Guidance-Login	User want to change the mobile number for bank otp	Asked to user kindly contact to bank for changing the mobile number	Delhi Team
202007150000122	107 d 2 h	Change of terminal in berthing application from BMCT to NSIGT    CITY OF BEIJING    L0423    sauser73	2020-07-15 16:46:09 (Asia/Kolkata)	July	2020-07-19 18:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to change the berth terminal in port	Asked to kindly contact to port for the same	Delhi Team
202007150000117	107 d 3 h	REGARDING E-DO REGISTRATION PROCEDURE	2020-07-15 16:36:07 (Asia/Kolkata)	July	2020-07-29 10:41:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lokenathageny2013@gmail.com	lokenathageny2013@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	user want to statholder registration process	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
202007150000092	107 d 4 h	MV MESSILA// VESSEL PROFILE APPROVED IN PCS	2020-07-15 15:36:18 (Asia/Kolkata)	July	2020-07-19 19:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Saravanan.T@wilhelmsen.com	Saravanan.T@wilhelmsen.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL. We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the User to contact to the ICEGATE and DGLL team for the same.	Delhi Team
202007150000072	107 d 4 h	RE: PAYMENT SLIP	2020-07-15 15:01:13 (Asia/Kolkata)	July	2020-07-19 18:02:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007150000067	107 d 4 h	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINE.	2020-07-15 14:43:10 (Asia/Kolkata)	July	2020-07-19 15:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takan@tslineindia.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment, We have Verified the Same from Our End.	Delhi Team
202007150000062	107 d 5 h	Unable to submit berthing of MT: GINGALYNX VOY - 2004 IN PCS	2020-07-15 14:12:05 (Asia/Kolkata)	July	2020-07-21 19:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.jnpt@gac.com	JNPT	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
202007150000054	107 d 6 h	CONTAINERS ARE NOT REFLECTING IN COPRAR VESSAL HERMANN SHCEPERS VOY 20013	2020-07-15 12:54:13 (Asia/Kolkata)	July	2020-07-15 13:38:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	calcomm.dep@sci.co.in	calcomm.dep@sci.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202007150000041	107 d 7 h	Re: Payment in IT-031 from TM International Logistics Ltd.	2020-07-15 12:25:09 (Asia/Kolkata)	July	2020-07-15 14:01:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tt.brojbasit@kolkataporttrust.gov.in	tt.brojbasit@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007150000030	107 d 7 h	MT SEA EMERALD AT SIKKA ON 18.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-15 12:01:05 (Asia/Kolkata)	July	2020-07-19 12:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
202007150000023	107 d 7 h	Fwd: VCN NO NOR REFLECTING IN PCS SYSTEMS OF MV LIBRA 0046 VCNL0441	2020-07-15 11:47:23 (Asia/Kolkata)	July	2020-07-19 13:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
202007150000015	107 d 8 h	Received STKHOL file from Bad	2020-07-15 11:25:20 (Asia/Kolkata)	July	2020-07-20 14:15:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	DATA CORRECTION	Wrong format stkhol is received		Delhi Team
202007150000014	107 d 8 h	FW: Customer code not created for AN7 in FOCUS	2020-07-15 11:23:19 (Asia/Kolkata)	July	2020-07-19 15:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S3	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
202007150000005	107 d 9 h	CONTAINER NUMBER NOT SHOWING IN POMS COPRAR SYSTEM // COPRAR NO IS //2020071283261774//2020071283261055//2020071183239730	2020-07-15 10:10:09 (Asia/Kolkata)	July	2020-07-16 13:27:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	csv2.ccu@oecd.sg	csv2.ccu@oecd.sg	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team

202007140000126	108 d 0 h	URGENT - JY LONDON @ CHENNAI - VESSEL RECORD NOT FOUND IN CUSTOMS ICEGATE	2020-07-14 18:45:08 (Asia/Kolkata)	July	2020-07-19 18:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	inec.pas@be nlineagencie s.in	inec.pas@be nlineagencie s.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance- VESPRO- ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
202007140000098	108 d 2 h	Payment amounting to Rs. 1,80,000/-	2020-07-14 16:52:12 (Asia/Kolkata)	July	2020-07-15 13:20:38 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.ch akraborty@o slgroup.in	chiranjeeb.ch akraborty@o slgroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Halidia	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007140000087	108 d 3 h	KOLKATA PORT TRUST TO PCS PAYMENT RECEIPT NOT GENERATED Rs.4,48,000.00	2020-07-14 16:06:23 (Asia/Kolkata)	July	2020-07-18 16:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkata@od miralshpg.co m	kolkata@ad miralshpg.co m	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is pending from Bank end. Asked to Verify after 2-3 Hours	Delhi Team
202007140000080	108 d 3 h	USERNAME AND PASSWORD - WATER CLERK SHIPS AGENCY	2020-07-14 15:45:23 (Asia/Kolkata)	July	2020-07-18 16:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipsagency @waterclerk. com	shipsagency @waterclerk. com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	User Roles / Rights	User Guidance- Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. As per the telecom discussion with you, your User ID is: wcsag001 and the mapped Email ID is: shipsagency@waterclerk.com Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PACS">https://indianpcs.gov.in/PACS</a> and click Forgot Password? and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
202007140000073	108 d 4 h	JY LONDON @ CHENNAI - VESSEL UPDATING	2020-07-14 15:11:16 (Asia/Kolkata)	July	2020-07-18 16:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	inec.pas@be nlineagencie s.in	inec.pas@be nlineagencie s.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance- VESPRO- ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
202007140000072	108 d 4 h	CARREQ messages not Received by KPL- Reg.	2020-07-14 15:08:37 (Asia/Kolkata)	July	2020-07-18 15:59:12 (Asia/Kolkata)	PCS Support	Auto Closed	3 high	karuppiiah19 67tv	KPL(Ennore)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Ennore	Port Officer	EDI	User Guidance- EDI MESSAGE	Port is Querying that CARREQ messages has not been Received	Port is Querying that CARREQ messages has not been Received.	Delhi Team
202007140000056	108 d 5 h	Top Urgent - ROTATION NO OF VESSEL M.V. CONCARAN VOY 2001.	2020-07-14 14:16:07 (Asia/Kolkata)	July	2020-07-16 18:23:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shashi.chand orkar@nykgr oup.com	shashi.chand orkar@nykgr oup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance- VESPRO- ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
202007140000050	108 d 6 h	BL NO- EUKODEID1663830W / EUKODEID1665088W/ EUKODEID1663829W	2020-07-14 13:13:21 (Asia/Kolkata)	July	2020-07-16 08:20:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pmaimp@p mapl.com	pmaimp@p mapl.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance- EDO	User is Querying to Update the CHA name in EDO	User is Querying to Update the CHA name in EDO. Asked to Contact to the Concern Port and share the Approval.	Delhi Team
202007140000048	108 d 6 h	Log in Pass word	2020-07-14 12:52:13 (Asia/Kolkata)	July	2020-07-20 16:05:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gpmeena@h pct.in	gpmeena@h pct.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance- Login	User is Querying for the Login ID and Pasword	User is Querying for the Login ID and Password. We have Guided the User that how to register in Indian PCS	Delhi Team

20200714000046	108 d 6 h	Re: UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-07-14 12:45:17 (Asia/Kolkata)	July	2020-07-20 12:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sreejith@chinport.gov.in	sreejith@chinport.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200714000040	108 d 7 h	PAYMENT DETAILS	2020-07-14 12:33:10 (Asia/Kolkata)	July	2020-07-18 12:50:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vctshpg@vctmail.com	vctshpg@vctmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is Pending from PCS end. Asked the User to verify the same at their end.	Delhi Team
20200714000034	108 d 7 h	Re: Mail ID Changes - PCS	2020-07-14 11:59:05 (Asia/Kolkata)	July	2020-07-18 12:55:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pratiks@portall.in	pratiks@portall.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- User want modification in pcs1x Login	User Want to Change Mail Id in PCS 1x Login	s requested by user we have update the mail ID in User login and same inform to the user.	Delhi Team
20200714000011	108 d 9 h	rename of account login name	2020-07-14 10:29:11 (Asia/Kolkata)	July	2020-07-19 13:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Port Officer	User Roles / Rights	User Guidance- Login	User want to rename the user id	amended the user id and same informed to user	Delhi Team
20200714000010	108 d 9 h	MTJM SUTERA 8 - NEW VESSEL REGISTERED	2020-07-14 10:20:11 (Asia/Kolkata)	July	2020-07-18 10:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaportchn@airtelmail.in	seaportchn@airtelmail.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance- VESPRO- ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200714000003	108 d 9 h	paysts error	2020-07-14 09:49:05 (Asia/Kolkata)	July	2020-07-18 10:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	Payment	User Guidance- Paysts	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File. We have Re-Shared the files from our end. You are requested to Kindly check and confirm.	Delhi Team
202007130000141	109 d 1 h	Fwd: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020061781565324)	2020-07-13 17:56:15 (Asia/Kolkata)	July	2020-07-17 18:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	trasanvi@gmail.com	trasanvi@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	USER WANT TO LOGIN ID	stake holder is submitted and pending for approval from port	Delhi Team
202007130000130	109 d 2 h	Re: PAYMENT NOT REFLECTED	2020-07-13 17:14:08 (Asia/Kolkata)	July	2020-07-16 01:08:19 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	rajeevan@chinport.gov.in	rajeevan@chinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	Port has given confirmation for paysts and credited the amount	Delhi Team
202007130000129	109 d 2 h	Not reflected Goodrich Port payment (AC - IGO38CNT) through PAPCS	2020-07-13 17:11:08 (Asia/Kolkata)	July	2020-07-16 08:45:47 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007130000127	109 d 2 h	PAYMENT NOT REFLECTED	2020-07-13 16:51:04 (Asia/Kolkata)	July	2020-07-17 17:05:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@neologistics.org	accounts@neologistics.org	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007130000024	109 d 8 h	Port Trust Deposit (DU009)	2020-07-13 11:32:18 (Asia/Kolkata)	July	2020-07-13 14:27:36 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	acctt.cal@unitedliners.com	acctt.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007130000023	109 d 8 h	Re: Deactivation of a/c- payment request at JNPCT-- SHELL INDIA MARKETS PVT LTD -- DPD CODE--- 17) -----reg	2020-07-13 11:32:15 (Asia/Kolkata)	July	2020-07-16 08:44:00 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Mangesh.Hande@bdpint.com	Mangesh.Hande@bdpint.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007130000021	109 d 8 h	Received incorrect CHSAE02 file	2020-07-13 11:29:13 (Asia/Kolkata)	July	2020-07-17 12:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Halda	Port Officer	EDI	DATA CORRECTION	Wrong format chsae02 is received		Delhi Team
202007130000020	109 d 8 h	MT. BOCHEM SINGAPURA DUE KANDLA - UNABLE TO FILE THE INWARD PILOT IN PCS SYSTEM.	2020-07-13 11:28:14 (Asia/Kolkata)	July	2020-07-13 14:28:07 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance- VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team

20200713000016	109 d 8 h	PD ACCOUNT BANK DETAILS- DPD CODE- PIN- CNSEE- PHENIX INNOVATIVE	2020-07-13 11:11:11 (Asia/Kolkata)	July	2020-07-16 08:23:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	palak@mrshipping.in	palak@mrshipping.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance- PAYMENT PROCESS	User is Querying for that how to do the payment	User is Querying for that how to do the payment, Asked to first register in Indian PCS	Delhi Team
20200712000041	110 d 6 h	Fw: REJ2: EXPORT CARTIN - 10400019517 (1HPS-20013)-CONTAINER NO EGHU9169268	2020-07-12 13:24:09 (Asia/Kolkata)	July	2020-07-12 21:45:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccucsdte@evergreen-shipping.co.in	ccucsdte@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200711000035	111 d 2 h	Not yet reflect On line deposit Rs 99900/ a/c DC010 kolkata	2020-07-11 16:57:22 (Asia/Kolkata)	July	2020-07-19 00:12:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	port-co@carecontainerlines.net	port-co@carecontainerlines.net	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200711000034	111 d 3 h	Fwd: PAYMENT REQUEST- TOP UP PD A/C FOR DPD - IMPORT - (10/07/2020)	2020-07-11 16:14:15 (Asia/Kolkata)	July	2020-07-16 00:12:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	central-purchase@silworld.in	central-purchase@silworld.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200711000033	111 d 3 h	AGDORD file processing issue	2020-07-11 16:04:14 (Asia/Kolkata)	July	2020-07-16 00:12:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	Wrong format agdord is received		Delhi Team
20200711000014	111 d 6 h	FW: REQUEST FOR PCS USER ID & PASSWORD OF VIAYA ENTERPRISES (PAN NO-AACFV5271A)	2020-07-11 13:38:12 (Asia/Kolkata)	July	2020-07-15 17:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tejashit@gmail.com	tejashit@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
20200711000008	111 d 7 h	Port Trust Deposit (DU003)	2020-07-11 12:22:21 (Asia/Kolkata)	July	2020-07-11 17:18:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200710000158	111 d 23 h	Book1.xlsx-jnpt Rs. 985 L	2020-07-10 19:54:11 (Asia/Kolkata)	July	2020-07-15 23:50:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lchandrasedk.ravana@transworld.com	JNPT	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify payment	User not able to verify payment, As check reported issue has been resolve and required file available in the port folder.	Delhi Team
20200710000145	112 d 2 h	Request for User ID and Password	2020-07-10 17:30:08 (Asia/Kolkata)	July	2020-07-15 23:46:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	central-purchase@silworld.in	central-purchase@silworld.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200710000144	112 d 2 h	VCN is not getting searched whilst putting berthing request : KENT / T1004 ... VCN : L7235	2020-07-10 17:19:07 (Asia/Kolkata)	July	2020-07-14 17:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	raut@samsarashipping.com	raut@samsarashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200710000120	112 d 2 h	MT PROUD UNITY AT BEDI ON 12.07.2020 FOR DISCHARGING/VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-10 16:57:04 (Asia/Kolkata)	July	2020-07-14 18:25:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO/DGILL-ICEGATE	vespro is not reflecting in icegate/dgill	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200710000117	112 d 3 h	Unable to Upload COPRAR for Salzburg, V.042, VCN# CCU12000252	2020-07-10 16:24:21 (Asia/Kolkata)	July	2020-07-29 12:21:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	calcomm.dep@sci.co.in	calcomm.dep@sci.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	container is already mapped	Asked to user kindly remove the container and upload the same in pcs 1x application	Delhi Team
20200710000113	112 d 3 h	DAL - PAYMENT MADE TO JNPT - INR 49,250/- DT 10.07.2020	2020-07-10 16:10:17 (Asia/Kolkata)	July	2020-07-15 23:45:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nalawade@seatradeshopping.com	nalawade@seatradeshopping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT		Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200710000105	112 d 4 h	New Stakeholder Registraton - Correction of mail ID - Reg	2020-07-10 15:34:13 (Asia/Kolkata)	July	2020-07-16 11:50:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	srikanth@measeashipping.com	srikanth@measeashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	User want to change the mail id	Asked to kindly share the port approval for the same	Delhi Team
20200710000104	112 d 4 h	RE: UNABLE TO FILE EDO AT PCS FOR VESSEL/RHL AURORA V-SH028R	2020-07-10 15:26:28 (Asia/Kolkata)	July	2020-07-14 15:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	samrat.chakraborty@msc.com	samrat.chakraborty@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Halda	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team

20200710000089	112 d 5 h	Re: Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-07-10 14:22:20 (Asia/Kolkata)	July	2020-07-14 15:01:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Port Officer	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200710000086	112 d 5 h	RE: **PASSWORD RESET REQUEST** User Id - compl001	2020-07-10 14:09:18 (Asia/Kolkata)	July	2020-07-14 14:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mansi@combinedshipping.co.in	mansi@combinedshipping.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login. We have Guided the User to Reset the Password.	Delhi Team
20200710000084	112 d 5 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-07-10 14:07:19 (Asia/Kolkata)	July	2020-07-14 15:01:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200710000083	112 d 5 h	NEW VESSEL ENTERED IN PCS - MV. WARRIOR	2020-07-10 13:58:16 (Asia/Kolkata)	July	2020-07-14 14:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@admiralshpg.com	tuticorin@admiralshpg.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	EDI	User Guidance-DGLL - ICEGATE	VESPRO is not showing at ICEGATE and DGLL	VESPRO is not showing at ICEGATE and DGLL. We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the User to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200710000080	112 d 5 h	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINE.	2020-07-10 13:50:16 (Asia/Kolkata)	July	2020-07-14 14:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takan@tstlineindia.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200710000075	112 d 6 h	AGDORD file processing issue	2020-07-10 13:33:13 (Asia/Kolkata)	July	2020-07-14 14:05:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong format agdord is received	As corrected the agdord and same has been shared to port through sftp	Delhi Team
20200710000049	112 d 6 h	M.V. PEAK PROTEUS - KINDLY TRANSFER VESSEL DETAILS TO ICEGATE URGENTLY	2020-07-10 13:12:10 (Asia/Kolkata)	July	2020-07-15 23:39:07 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ssslvizag@gmail.com	ssslvizag@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200710000048	112 d 6 h	Fwd: Payment for bill no. 2020070882997178 has been made.	2020-07-10 13:10:13 (Asia/Kolkata)	July	2020-07-14 13:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	As checked the payment is successful and required paysts file is available in port system as same informed to user	Delhi Team
20200710000040	112 d 6 h	Change of terminal in berthing application from APMT to BMCT    CMA CGM [VANHOE    L0408    sauser73	2020-07-10 13:00:09 (Asia/Kolkata)	July	2020-07-14 13:10:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	user want to changi the berthing in terminal	Asked to user kindly contact to port	Delhi Team
20200710000036	112 d 6 h	Re: Payment not Updated in PCAN ledgter :FN/PCAN/15/42	2020-07-10 12:54:07 (Asia/Kolkata)	July	2020-07-10 12:58:28 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Port has given confirmation for paysts	Delhi Team
20200710000026	112 d 7 h	AGDORD file issue	2020-07-10 12:06:19 (Asia/Kolkata)	July	2020-07-14 12:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	Wrong format agdord is received	Corrected the edi and same has been shared to port edi	Delhi Team
20200710000022	112 d 8 h	MT. CHEM LITHIUM DUE JNPT PORT // VCN ERROR	2020-07-10 11:26:13 (Asia/Kolkata)	July	2020-07-14 11:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@samudramarine.com	mumbai@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked and same is updated in pcs 1x application as same informed to user	Delhi Team
20200710000001	112 d 11 h	FW: Verify Payment Step : Not Allowing to Verify Payment in PCS	2020-07-10 08:10:24 (Asia/Kolkata)	July	2020-07-16 09:56:18 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mandar@simamarine.in	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Unable to verify the Payment	User is Unable to verify the Payment.	Delhi Team
202007090000119	113 d 2 h	TORM SUPREME / IMO- 9797735	2020-07-09 16:48:21 (Asia/Kolkata)	July	2020-07-13 17:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sharad.Hulgekar@wilhelmsen.com	Sharad.Hulgekar@wilhelmsen.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team



202007090000117	113 d 3 h	UPDATE PROFILE OF IMO NO: 9835185 WITH NEW VESSEL CODE : DSQG9 & VESSEL NAME : VIVIT FORNAX IN ICEGATE - REG	2020-07-09 16:38:19 (Asia/Kolkata)	July	2020-07-13 16:55:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ennore@atlanticglobalshipping.com	ennore@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
202007090000105	113 d 3 h	Our Agency Vessel MV OCEAN DREAM - Upload link to ICEGATE & DGLL	2020-07-09 16:02:20 (Asia/Kolkata)	July	2020-07-13 16:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops.tuticorin@wwwshippingginc.com	ops.tuticorin@wwwshippingginc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL. We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the User to contact to the ICEGATE and DGLL team for the same.	Delhi Team
202007090000102	113 d 3 h	JNPT PCS PAYMENT DTD- 09.07.2020 OF Rs 34,33,990/-	2020-07-09 16:00:15 (Asia/Kolkata)	July	2020-07-13 16:35:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007090000094	113 d 3 h	Fwd: MARINE CHARGES M.V KIVELI VOY 001 EDT 107/20	2020-07-09 15:42:11 (Asia/Kolkata)	July	2020-07-13 16:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@cochinport.gov.in	rajeevan@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Wrong paysts is received	As checked and correct paysts has been shared to port system	Delhi Team
202007090000092	113 d 4 h	VCN NOT GETTING GENERATED SINCE MORNING	2020-07-09 15:37:13 (Asia/Kolkata)	July	2020-07-13 16:35:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info.kdl@alliedshipping.co.in	info.kdl@alliedshipping.co.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
202007090000091	113 d 4 h	KOLKATA PORT TRUST TO PCS PAYMENT RECEIPT NOT GENERATED Rs. 26,21,000.00 ( 09.07.2020)	2020-07-09 15:33:10 (Asia/Kolkata)	July	2020-07-13 16:35:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atlanticglobalshipping.com	tuticorin@atlanticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
202007090000081	113 d 4 h	Re: Payment not Updated in PCAN ledgtr FNP/PCAN/15/42	2020-07-09 15:13:10 (Asia/Kolkata)	July	2020-07-13 17:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	DATA CORRECTION	Wrong paysts is received	Paysts generated and shared to port as same informed to port user	Delhi Team
202007090000071	113 d 4 h	PCS VOYAGE NUMBER NOT REFLECTING AT JNPT FINANCE DEPT FOR VESSEL ZOXY	2020-07-09 14:44:22 (Asia/Kolkata)	July	2020-07-09 15:52:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
202007090000065	113 d 5 h	RE: m.v. LUNA II due Visakhapatnam port	2020-07-09 14:20:19 (Asia/Kolkata)	July	2020-07-13 14:50:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@monship.in	operations@monship.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
202007090000049	113 d 6 h	Query on stakeholder registration DPD CODE "AN7"	2020-07-09 13:35:13 (Asia/Kolkata)	July	2020-07-13 13:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shailesh.koknri@anupamraysayan.com	shailesh.koknri@anupamraysayan.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-STAKE HOLDER REGISTRATION	Unable to submit the stake holder	Guided to user kindly submit the expiry date and submit again in pcs 1x application.	Delhi Team
202007090000045	113 d 6 h	payment of Rs. 10,00,000/- vide BILL NO. 2020070983049307 till not credited with our FNP/PCAN/09/15	2020-07-09 13:05:09 (Asia/Kolkata)	July	2020-07-09 14:51:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chiranjeeb.chakraborty@oslggroup.in	chiranjeeb.chakraborty@oslggroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Asked to user kindly share the crn detail and account statement	Delhi Team
202007090000044	113 d 6 h	NEW VESSEL REGISTRATION MV. KOTA RUKUN, IMO: 9359686, CALL SIGN : VRSF2	2020-07-09 13:04:11 (Asia/Kolkata)	July	2020-07-18 23:10:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sovanlal.chat terjee@samudera.id	sovanlal.chat terjee@samudera.id	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
202007090000031	113 d 7 h	Change of terminal in berthing application from NSICT to NSIGT    AS CYPRIA    LO398    sauser73	2020-07-09 12:28:23 (Asia/Kolkata)	July	2020-07-13 13:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Application	User Guidance-BIRTHING PROBLEM	User want to amend the berth subject vessel from NSICT to NSIGT in PCS.As we have checked, Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team	

20200709000022	113 d 7 h	REQUEST TO CHANGE BERTHING PORT FROM GTIT TO JNPT FOR VESSEL M.V.IAN H VIA LD410 VCN INNSA1GTOL0410	2020-07-09 12:13:20 (Asia/Kolkata)	July	2020-07-09 12:35:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Kachale.Vaibhav@in.zim.com	Kachale.Vaibhav@in.zim.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Application	User Guidance-BIRTHING PROBLEM	User want to amend the berth as JNPT for subject vessel	User want to amend the berth as JNPT for subject vessel.	Delhi Team
20200709000009	113 d 8 h	Our Agency Vessel MV AKU NOBLE - Upload link to ICEGATE & DGLL	2020-07-09 11:05:10 (Asia/Kolkata)	July	2020-07-13 11:20:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madras@groupdate.in	madras@groupdate.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE and DGLL	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the User to contact to the ICEGATE & DGLL team for the same.	Delhi Team
20200709000006	113 d 8 h	Re:MPT Allow our RTGS PAYMENT/ PCS account	2020-07-09 10:53:08 (Asia/Kolkata)	July	2020-07-19 00:04:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accounts.bom@g02wvl.com	accounts.bom@g02wvl.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login,As Per the Telecom discussion with you, the Reported Login Issue has been resolved.	Delhi Team
20200708000127	113 d 23 h	++ IMPORTANT ++ PCS ERROR	2020-07-08 20:22:16 (Asia/Kolkata)	July	2020-07-12 21:45:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.vizag@gac.com	shipping.vizag@gac.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	User is not able to View the Vessel profile Certificate.	User is not able to View the Vessel profile Certificate.As per the telecom discussion and Remote session with you, you have Successfully Updated the Vessel Profile.	Delhi Team
20200708000122	114 d 1 h	UNABLE TO VARYIFY THE PAYMENT	2020-07-08 18:25:20 (Asia/Kolkata)	July	2020-07-12 21:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	poomima@caravellogistics.com	poomima@caravellogistics.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment,Asked the User to try after 3-4 Hours	Delhi Team
20200708000105	114 d 2 h	Fwd: AMENDMENT REQUEST FOR CONTAINER SIZE	2020-07-08 17:41:13 (Asia/Kolkata)	July	2020-07-08 17:57:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mskcartin@gmail.com	mskcartin@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200708000090	114 d 3 h	Re[2]: EXPORT CART-IN - 104000018391(1FSL - 0045)	2020-07-08 16:04:18 (Asia/Kolkata)	July	2020-07-08 17:53:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccusdtfc@evergreen-shipping.co.in	ccusdtfc@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200708000065	114 d 5 h	RE: DPD E-Delivery Order & Empty Letter - YMLUS236100890	2020-07-08 14:29:08 (Asia/Kolkata)	July	2020-07-12 15:40:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli.in	ketan@ymli.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200708000034	114 d 7 h	pls send PAYSTS / CALINF files	2020-07-08 12:00:05 (Asia/Kolkata)	July	2020-07-12 16:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File. We have Shared the file. You are requested to please check and confirm.	Delhi Team
20200708000031	114 d 7 h	BANK DETAILS OF KOLKATA PORT TRUST HALDIA DOCK COMPLEX	2020-07-08 11:46:24 (Asia/Kolkata)	July	2020-07-12 15:40:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.ccu@worldgate.in	acct.ccu@worldgate.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
20200708000014	114 d 8 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-07-08 10:58:17 (Asia/Kolkata)	July	2020-07-15 22:39:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muralidharatasa@transworld.com	muralidharatasa@transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200708000008	114 d 8 h	TOP-UP PAYMENT TO PCAN ACCOUNT FNP/CAN/12/1 thru PCS - dt. 07.07.2020	2020-07-08 10:46:15 (Asia/Kolkata)	July	2020-07-15 22:38:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bodhinda.banerjee@msc.com	bodhinda.banerjee@msc.com	PCS Support	S3	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Application	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200708000005	114 d 9 h	RE: E-PAYMENT INTO KOLKATA PORT TRUST - A/C TOTAL TRANSPORT SYSTEM LIMITED	2020-07-08 09:53:06 (Asia/Kolkata)	July	2020-07-18 22:38:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pradip.paul@kolcpworldindia.com	pradip.paul@kolcpworldindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is failure after verified	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200708000004	114 d 9 h	USER ID ERROR	2020-07-08 09:45:06 (Asia/Kolkata)	July	2020-07-12 10:10:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	milton@chakiat.net	milton@chakiat.net	PCS Support	S4	Incident	Amit Kumar	PCS Support	Tuticorin	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User not able to login PCS 1x application	As checked, Mail ID not mapping in Login Id so map the mail id and share the password forget process.	Delhi Team
20200708000001	114 d 10 h	VCN NO : INVTZ120000536 PROBLEM FOR DOING BERMAN	2020-07-08 08:49:16 (Asia/Kolkata)	July	2020-07-12 09:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantciglobalshipping.com	vizag@atlantciglobalshipping.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team

20200707000111	115 d 2 h	VCN NOT REFLECT IN JNPT FINANCE	2020-07-07 17:36:15 (Asia/Kolkata)	July	2020-07-11 18:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salkar@merchandshpg.com	salkar@merchandshpg.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING		VCN NOT REFLECT IN JNPT FINANCE. Asked to check as the files are already available in port folder.	Delhi Team
20200707000107	115 d 2 h	ERROR WHILE SUBMITTING INDIAN PCS SITE	2020-07-07 17:26:14 (Asia/Kolkata)	July	2020-07-11 18:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangalore@actship.com	mangalore@actship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	Application	User Guidance-Other Application	User is querying that the PCS site is not working	User is querying that the PCS site is not working. As we have checked that the PCS site is Working fine.	Delhi Team
20200707000106	115 d 2 h	SAFEEN TIGER / VOY - 002W / IMO NO. 9337262 / COMMON REF NO. 2020070782928669	2020-07-07 17:22:13 (Asia/Kolkata)	July	2020-07-12 15:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salkar@samsarashipping.com	salkar@samsarashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200707000101	115 d 2 h	RE: PAYMENT SLIP	2020-07-07 17:00:12 (Asia/Kolkata)	July	2020-07-07 17:18:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS file is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200707000079	115 d 3 h	VC NO issue in the POS application-reg	2020-07-07 16:03:21 (Asia/Kolkata)	July	2020-07-07 17:54:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bunkersseafreightshipping@gmail.com	bunkersseafreightshipping@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS. As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200707000078	115 d 3 h	Re[3]: EXPORT CART-IN - 104000017654 (IFSL - 0045)	2020-07-07 15:46:18 (Asia/Kolkata)	July	2020-07-07 20:34:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccucsdttfc@evergreen-shipping.co.in	ccucsdttfc@evergreen-shipping.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file. Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200707000076	115 d 4 h	Re: Received incorrect file of VESPRO, CHPOE05 and CHPOI03	2020-07-07 15:12:13 (Asia/Kolkata)	July	2020-07-11 15:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPIO5 is not received in port edi	Corrected the coprar and same has been shared to port edi	Delhi Team
20200707000060	115 d 4 h	Re: Received incorrect file of CHPOE07	2020-07-07 14:47:10 (Asia/Kolkata)	July	2020-07-11 15:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPOE07 is not received in port edi	Corrected the edi and same has been shared to port edi	Delhi Team
20200707000054	115 d 5 h	Re: Received incorrect file of VESPRO, CHPOE05 and CHPOI03	2020-07-07 14:13:05 (Asia/Kolkata)	July	2020-07-11 15:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPOE07 is not received in port edi	Corrected the coprar and same has been shared to port edi	Delhi Team
20200707000053	115 d 5 h	Payment status bill no changed while export the page into excel - Reg.	2020-07-07 14:00:45 (Asia/Kolkata)	July	2020-07-11 15:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	3 high	karupiah1967vt	KPL(Ennore)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Ennore	Port Officer	Application	User Guidance-Other Application	some bill showing wrong while excel from pcs 1x	The reported issue is related to the Excel can't handle more than 15 digits per cell, and so when these numbers are entered, Excel stores the first 15 digits and replaces all remaining digits with zeros.	Delhi Team
20200707000052	115 d 6 h	CAP SAN JUAN - 031E - IMO - 9717204 COMMON REFERENCE NO. 2020070782901615. NORTHERN GENERAL - 029W - IMO - 9344708 COMMON REFERENCE NO. 2020070782902827	2020-07-07 13:31:17 (Asia/Kolkata)	July	2020-07-11 14:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salkar@merchandshpg.com	salkar@merchandshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200707000051	115 d 6 h	Below PAYSTS and CALIF files not received.	2020-07-07 13:24:16 (Asia/Kolkata)	July	2020-07-11 14:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	User is Querying for the PAYSTS file	User is Querying for the PAYSTS file.	Delhi Team
20200707000045	115 d 6 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-07-07 13:08:16 (Asia/Kolkata)	July	2020-07-11 13:40:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200707000044	115 d 6 h	Wharphase payment - status pending	2020-07-07 13:08:15 (Asia/Kolkata)	July	2020-07-15 22:43:18 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mkroutray@ashmigrou.com	mkroutray@ashmigrou.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200707000032	115 d 7 h	Fwd: Payment for bill no. 2020063082441620 has been made.	2020-07-07 12:03:05 (Asia/Kolkata)	July	2020-07-11 12:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in pcs system as same informed to user	Delhi Team
20200707000031	115 d 7 h	Received incorrect file of VESPRO, CHPOE05 and CHPOI03	2020-07-07 12:02:06 (Asia/Kolkata)	July	2020-07-11 14:59:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong CHPOI03 is received	Corrected the edi and same has been shared to port edi	Delhi Team
20200707000029	115 d 8 h	BELLATRIX I / VOY - 001W / VIA - INNSA1GTOL0403 / IMO - 9275373 / COMMON REFERENCE NO - 2020070782897670	2020-07-07 11:41:20 (Asia/Kolkata)	July	2020-07-15 22:09:12 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	salkar@mercantshp.com	salkar@mercantshp.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated ans same has been shared to port edi	Delhi Team
20200707000028	115 d 8 h	Received incorrect file of CHPOE07	2020-07-07 11:37:20 (Asia/Kolkata)	July	2020-07-11 12:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Port want correct data of CHPOE07	Port want correct data of user correct data mentioned in the leo	Delhi Team
20200707000026	115 d 8 h	UNABLE TO RETRIEVE VCN NUMBERS IN BERTHING REQUEST // VCN NO [NVTZ120000491// PCS ID: unil888 //MV MOL GUARDIAN V 2021E	2020-07-07 11:33:20 (Asia/Kolkata)	July	2020-07-15 22:09:14 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	one-docs.vizag@unitedliners.com	one-docs.vizag@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING. We have Spoken to User now he is Unable to do the Berthing.	Delhi Team
20200707000007	115 d 9 h	payment amounting to Rs. 150,000/- with our LCAN: FNL/LCAN/15/51	2020-07-07 10:13:08 (Asia/Kolkata)	July	2020-07-11 10:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200707000006	115 d 9 h	payment amounting to Rs. 7,00,000/- with our PCAN: FNI/PCAN/09/15	2020-07-07 10:10:07 (Asia/Kolkata)	July	2020-07-08 12:25:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200706000140	116 d 1 h	MT SOLOMON SEA DUE AT SIKKA ON 09.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-06 18:14:20 (Asia/Kolkata)	July	2020-07-10 18:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interoce.in	jamnagar@interoce.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200706000132	116 d 2 h	RE: PAYMENT SLIP	2020-07-06 17:00:08 (Asia/Kolkata)	July	2020-07-06 17:53:59 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200706000129	116 d 2 h	PAYMENT DETAILS	2020-07-06 16:49:08 (Asia/Kolkata)	July	2020-07-10 17:15:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vctshpg@gmtail.com	vctshpg@gmtail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application after some time if any issue contact to us	Delhi Team
20200706000113	116 d 3 h	COPRAR file not processing	2020-07-06 16:22:21 (Asia/Kolkata)	July	2020-07-15 21:48:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	Wrong format coprar is received	Corrected the coprar and same has been shared to port edi	Delhi Team
20200706000100	116 d 3 h	Fwd: Payment of cargo dues per MV RESURGENCE, HAL 12000495	2020-07-06 15:51:19 (Asia/Kolkata)	July	2020-07-10 16:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Asked to user kindly share the crn detail and account statement	Delhi Team
20200706000099	116 d 3 h	Re: REQUEST FOR CODECO & COARRI FILES - ECONSHIP TECH PVT LTD	2020-07-06 15:44:15 (Asia/Kolkata)	July	2020-07-10 16:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	padma@econshipping.com	padma@econshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	DATA CORRECTION	coarri file not received fr port edi	Pending with port for approval	Delhi Team

20200706000098	116 d 3 h	Fw: Deactivation of a/c- payment request at JNPCT-- KAY BEE FOUNDRY SERVICES PVT LTD --DPD CODE--- KB1 -----reg	2020-07-06 15:42:15 (Asia/Kolkata)	July	2020-07-10 16:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@kaybee-group.co.in	mumbai@kaybee-group.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200706000096	116 d 4 h	IMO:9497414/MV GOOD HOPE/URGENT AND IMPORTANT/	2020-07-06 15:33:14 (Asia/Kolkata)	July	2020-07-10 16:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	halops@bothragroup.com	halops@bothragroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200706000095	116 d 4 h	COCHIN PCS PAYMENT RECEIPT NOT GENERATED Rs. 547,835.00/- ( 06.07.2020 - AXIS BANK LTD )	2020-07-06 15:25:12 (Asia/Kolkata)	July	2020-07-10 16:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tutorin@sunrichgroup.com	cha-tutorin@sunrichgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application after some time if any issue contact to us	Delhi Team
20200706000084	116 d 4 h	PD ACCOUNT BALANCE	2020-07-06 14:54:06 (Asia/Kolkata)	July	2020-07-10 17:59:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	csv2.ccu@oed.cl.sg	csv2.ccu@oed.cl.sg	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200706000083	116 d 4 h	Fwd: ERROR MSG # PCS # MCP SALZBURG V 041; BL no. 035AA12223. Line no.33	2020-07-06 14:46:05 (Asia/Kolkata)	July	2020-07-18 22:02:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	parimalb@unitedliners.com	parimalb@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO.As per the Telecom discussion with you the Reported EDO issue has been resolved.Now you are able to release the EDO.	Delhi Team
20200706000069	116 d 5 h	tws3	2020-07-06 14:03:19 (Asia/Kolkata)	July	2020-07-11 15:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accmum.tsll@Transworld.com	accmum.tsll@Transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200706000068	116 d 5 h	JNPT LEDGER	2020-07-06 14:02:18 (Asia/Kolkata)	July	2020-07-10 16:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	custom@trinitycycles.in	custom@trinitycycles.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200706000067	116 d 5 h	RE: website not opening	2020-07-06 13:53:17 (Asia/Kolkata)	July	2020-07-10 16:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accmum.tsll@Transworld.com	accmum.tsll@Transworld.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200706000060	116 d 6 h	MT SOLOMON SEA DUE AT SIKKA ON 09.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-06 12:52:06 (Asia/Kolkata)	July	2020-07-10 13:10:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200706000056	116 d 7 h	UPDATE PROFILE OF IMO NO: 9718430 WITH NEW VESSEL CODE : V7QV9 & VESSEL NAME : SILVER ETREMA IN ICEGATE - REG	2020-07-06 12:39:04 (Asia/Kolkata)	July	2020-09-10 14:28:55 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ennore@atla nticglobalshipping.com	ennore@atla nticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200706000055	116 d 7 h	NEED USER ID & PASSWORD - POMS ONLINE SERVICES	2020-07-06 12:32:04 (Asia/Kolkata)	July	2020-07-06 12:48:32 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User want to login for poms	User want to login for poms then guided to kindly contact to nic team	Delhi Team
20200706000024	116 d 7 h	PAYMENT STATUS	2020-07-06 11:52:20 (Asia/Kolkata)	July	2020-07-10 18:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vctshpg@gmail.com	vctshpg@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200706000019	116 d 8 h	RE: PAYMENT SLIP	2020-07-06 11:32:20 (Asia/Kolkata)	July	2020-07-06 11:41:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200705000025	117 d 3 h	Pls approve	2020-07-05 16:16:08 (Asia/Kolkata)	July	2020-07-15 21:23:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	saartheesh ping@gmail.com	saartheesh ping@gmail.com	PCS Support	S4	Incident	Rahul Ujjenia	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Other EDI	User want VCN approval	User want VCN approval, guided user to contact with the concern port authority for the same	Delhi Team

20200705000003	117 d 9 h	MT CRIMSON JADE DUE AT SIKKA ON 06.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-05 10:33:09 (Asia/Kolkata)	July	2020-07-09 10:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interoce.in	jannagar@interoce.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldia	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200704000062	118 d 5 h	Port Trust Deposit (Du009)	2020-07-04 14:38:13 (Asia/Kolkata)	July	2020-08-10 17:41:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acctcs.cal@unitedliners.com	acctcs.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200704000060	118 d 5 h	Fwd: Berth Request	2020-07-04 14:22:09 (Asia/Kolkata)	July	2020-07-08 14:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Application	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING, We have Spoken to User now he is Unable to do the Berthing.	Delhi Team
20200704000054	118 d 6 h	MT. JUBILANT- forward data to ICE GATE	2020-07-04 13:36:22 (Asia/Kolkata)	July	2020-07-15 20:49:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@antiglobalshipping.com	mumbai@antiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate and same informed to user	Delhi Team
20200704000046	118 d 6 h	Berth Request	2020-07-04 13:25:20 (Asia/Kolkata)	July	2020-07-15 20:50:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	prakash.jatekar@feedertechnology.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200704000043	118 d 7 h	Request for resetting password.	2020-07-04 12:35:13 (Asia/Kolkata)	July	2020-07-15 20:47:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pkraveendran2020@gmail.com	pkraveendran2020@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200704000042	118 d 7 h	Re: MARINE CHARGES MV KIVELI VOY 001 ETB 4/7/20	2020-07-04 12:31:12 (Asia/Kolkata)	July	2020-07-15 20:47:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rajeewan@chinport.gov.in	rajeewan@chinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	DATA CORRECTION	Wrong paysts is received	Paysts generated and shared to port as same informed to port user	Delhi Team
20200704000013	118 d 8 h	Request for payment confirmation	2020-07-04 11:17:23 (Asia/Kolkata)	July	2020-07-08 12:01:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kataria.shipping02@gmail.com	kataria.shipping02@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	Payment	User Guidance-RAZOR PAY ISSUE	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is showing failed	Delhi Team
20200704000006	118 d 9 h	VCN No Not Generated in Berth Request-reg	2020-07-04 10:41:14 (Asia/Kolkata)	July	2020-07-08 11:10:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ravi.ch@ciatehazira.mns.in	ravi.ch@ciatehazira.mns.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200704000005	118 d 10 h	RE: Regd uploading of passenger/crew list in PCS/ MV CELEBRITY INFINITY & MV NORWEGIAN ESCAPE	2020-07-04 09:31:22 (Asia/Kolkata)	July	2020-07-18 20:43:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	MGPT001	MGPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Marmagao (ex Marmagao)	Trade User	Application	User Guidance-PILOT MEMO	Port is asking to help the User to Update the Pilot Memo	Port is asking to help the Pilot Memo, We were trying to call you but you are not responding	Delhi Team
20200703000127	119 d 1 h	missing user id and password	2020-07-03 17:54:19 (Asia/Kolkata)	July	2020-07-15 20:25:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	marineoilsales@gmail.com	marineoilsales@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200703000116	119 d 3 h	Re: UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-07-03 16:29:07 (Asia/Kolkata)	July	2020-07-15 20:23:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S3	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Port has given confirmation for paysts	Delhi Team
20200703000115	119 d 3 h	VCN NO : INVTZ120000511 PROBLEM FOR DOING BERMAN	2020-07-03 16:26:06 (Asia/Kolkata)	July	2020-07-07 16:40:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200703000112	119 d 3 h	Not yet reflect On line deposit Rs 99900/ a/c DCO10 kolkata	2020-07-03 16:13:05 (Asia/Kolkata)	July	2020-07-18 20:23:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	port-ccu@carecontainerlines.net	port-ccu@carecontainerlines.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200703000101	119 d 3 h	Fwd: Re: Re: COPRAR cancel issue	2020-07-03 15:51:21 (Asia/Kolkata)	July	2020-07-15 20:22:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	user want to cancel the coprar	asked to user kindly provide the approval for the same	Delhi Team
20200703000100	119 d 3 h	UNABLE TO GENERATE SUCCESS RECEIPTS FROM PCS- URGENT	2020-07-03 15:42:21 (Asia/Kolkata)	July	2020-07-15 20:22:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muralidharas@transworld.com	muralidharas@transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200703000097	119 d 4 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-07-03 15:38:20 (Asia/Kolkata)	July	2020-07-07 16:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh@ransworld.com	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Unable to verify the Payment, We have verified the same from our end.		Delhi Team

20200703000085	119 d 4 h	REQUEST FOR CODECO & COARRI FILES - ECONSHIP TECH PVT LTD	2020-07-03 15:11:15 (Asia/Kolkata)	July	2020-07-07 16:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	padma@econshipping.com	padma@econshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDI MESSAGE	coarri file not received fr port edi		Delhi Team
20200703000061	119 d 5 h	Port of Discharge / Destination & Final port of Discharges { FPD } change	2020-07-03 14:12:08 (Asia/Kolkata)	July	2020-07-03 15:58:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mktg.cal@twgrp.net	mktg.cal@twgrp.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200703000056	119 d 5 h	Port of Discharge / Destination & Final port of Discharges { FPD } change	2020-07-03 13:47:04 (Asia/Kolkata)	July	2020-07-03 13:56:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mktg.cal@twgrp.net	mktg.cal@twgrp.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200703000054	119 d 6 h	PAYMENT CONFIRMATION	2020-07-03 13:29:23 (Asia/Kolkata)	July	2020-07-07 13:50:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	munaccounts1@paramountsealink.com	munaccounts1@paramountsealink.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200703000050	119 d 6 h	Fwd: CPT PAYMENT ON 03.07.2020 A/C 1002126	2020-07-03 13:21:21 (Asia/Kolkata)	July	2020-07-07 13:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200703000047	119 d 6 h	RE: credit confirmation.	2020-07-03 13:08:20 (Asia/Kolkata)	July	2020-07-07 16:50:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts@aster.n.in	accts@aster.n.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200703000032	119 d 7 h	ASSESSMENT APPROVAL NOT RECD. FOR MV LILA RIRAEUS	2020-07-03 12:38:14 (Asia/Kolkata)	July	2020-07-07 13:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agency@damanishipping.com	agency@damanishipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Wharefage approval pending from port	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200703000025	119 d 7 h	Not reflected Goodrich Port payment (AVC - IG038CNT) through IPAPCS	2020-07-03 12:03:11 (Asia/Kolkata)	July	2020-07-07 12:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Unable to verify the Payment	User is Unable to verify the Payment,We have verified the same from our end.	Delhi Team
20200703000023	119 d 8 h	send VESPRO / CALINF files	2020-07-03 11:27:07 (Asia/Kolkata)	July	2020-07-07 16:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200703000022	119 d 8 h	VCN applications but not reflecting MV. CPO NORFOLK IMO NO. 9440813	2020-07-03 11:27:05 (Asia/Kolkata)	July	2020-07-07 12:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.rjitekar@cm-tgcm.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
20200703000010	119 d 8 h	RE: Required Bank Account Details	2020-07-03 10:49:20 (Asia/Kolkata)	July	2020-07-15 20:13:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	office1@aclicindia.co	office1@aclicindia.co	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-PAYMENT PROCESS	User is Querying for the Payment process	User is Querying for the Payment process.We have Guided the User that how to make the Payment.	Delhi Team
20200703000005	119 d 9 h	Re: Unable to reave BL no. DVO000065700	2020-07-03 10:36:19 (Asia/Kolkata)	July	2020-07-15 20:15:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	dibyendu.mondal@ccu.pilship.com	dibyendu.mondal@ccu.pilship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO.	Delhi Team
20200703000002	119 d 9 h	Dummy VCN for Export-Stock Entry   Kolkata Port Trust (KOPT001)	2020-07-03 09:52:12 (Asia/Kolkata)	July	2020-07-07 12:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Soumya.Sarkar@maersk.com	Soumya.Sarkar@maersk.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Other EDI	User is Querying for the Dummy VCN	User is Querying for the Dummy VCN. Asked to contact to the Concern port for the same.	Delhi Team
20200703000001	119 d 9 h	AGENT DELIVERY ORDER ISSUE	2020-07-03 09:42:11 (Asia/Kolkata)	July	2020-07-07 12:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@cartrans.in	mumbai@cartrans.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDO	EDO not reflected in System and not received on mail	EDO not reflected in System and not received on mail.	Delhi Team
20200702000154	120 d 1 h	+++PRIORITY PLS +++ MT PTI AMAZON DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-07-02 18:03:04 (Asia/Kolkata)	July	2020-07-06 18:30:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200702000119	120 d 3 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL - 1LPG/C-KITHIRA 2. MT.BLUE SKY I	2020-07-02 16:37:12 (Asia/Kolkata)	July	2020-07-06 17:01:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atanticglobalshipping.com	mumbai@atanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team

20200702000017	120 d 3 h	Re: SAP is not reflected "Success" Report.	2020-07-02 16:24:10 (Asia/Kolkata)	July	2020-07-15 19:52:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pooja.chhabra@razorpay.com	pooja.chhabra@razorpay.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Payment is not reflecting in pda	Paysts generated and shared to port as same informed to port user	Delhi Team
20200702000015	120 d 3 h	Re: SAP is not reflected "Success" Report.	2020-07-02 16:21:10 (Asia/Kolkata)	July	2020-07-06 17:10:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pushpan@chinport.gov.in	pushpan@chinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200702000014	120 d 3 h	Unable to retrieve BL no. DVO00065700	2020-07-02 16:19:10 (Asia/Kolkata)	July	2020-07-06 17:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDD	BL number is not searching	Asked to user kindly search with line number or wait for final igm	Delhi Team
20200702000099	120 d 5 h	JNPT PCS PAYMENT DTD-02.07.2020 OF Rs 22,87,267/-	2020-07-02 14:31:14 (Asia/Kolkata)	July	2020-08-10 17:41:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200702000090	120 d 5 h	RE:***SPAM*** FW: FUND TRANSFER CONFIRMATION A/C SFL (Sea Freight & Logistics Solution )	2020-07-02 14:21:13 (Asia/Kolkata)	July	2020-07-02 16:54:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accounts@seafreightlogistic.com	accounts@seafreightlogistic.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As discussed with user they have not done this payment through pcs 1x	Delhi Team
20200702000088	120 d 6 h	New pcs eDO - DOINNP12020070240888 2 for B/L No. GMSAJUBNSA000046	2020-07-02 13:26:04 (Asia/Kolkata)	July	2020-07-15 19:49:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	das@goodrichindia.com	das@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User has updated the edo through pcs and same informed to port	Asked to user our intervention is not required	Delhi Team
20200702000085	120 d 6 h	Re: PCS payment verify and generate to "Success" Status.	2020-07-02 13:23:04 (Asia/Kolkata)	July	2020-07-02 13:49:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@chinport.gov.in	ashraff@chinport.gov.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Port has given confirmation for paysts and credited the amount	Delhi Team
20200702000070	120 d 7 h	VIA CSAV TYNDALL	2020-07-02 12:41:18 (Asia/Kolkata)	July	2020-07-02 13:07:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	YourSSJNP T@iss-shipping.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Asked to kindly share the cm detail	Delhi Team
20200702000069	120 d 7 h	VIA EXPRESS ROME IMO NO B9484936	2020-07-02 12:39:19 (Asia/Kolkata)	July	2020-07-06 13:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	YourSSJNP T@iss-shipping.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Asked to kindly share the cm detail	Delhi Team
20200702000052	120 d 7 h	Error while verification	2020-07-02 11:59:13 (Asia/Kolkata)	July	2020-07-06 12:59:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sahadev.Lonari@iss-shipping.com	Sahadev.Lonari@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT		As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200702000046	120 d 7 h	Re: Status of Your Request for registering with PCS - APPROVED!	2020-07-02 11:43:13 (Asia/Kolkata)	July	2020-07-06 12:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nirupam.kolkataport2018@gmail.com	nirupam.kolkataport2018@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haladia	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked that they have to re-register in Indian Pcs	Delhi Team
20200702000042	120 d 7 h	RE: PCS payment verify and generate to "Success" Status.	2020-07-02 11:42:10 (Asia/Kolkata)	July	2020-07-06 13:05:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Arun.Sathya nathan@iss-shipping.com	Arun.Sathya nathan@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200702000037	120 d 8 h	AGDORD file not processing	2020-07-02 11:29:07 (Asia/Kolkata)	July	2020-07-02 12:09:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the AGDORD File	Port is Querying for the AGDORD File. Asked that we have Copied that file to the Port Folder.	Delhi Team
20200702000031	120 d 8 h	LPG/C-KITHIRA - forward data to ICE GATE	2020-07-02 11:24:07 (Asia/Kolkata)	July	2020-07-06 11:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200702000025	120 d 8 h	SAP is not reflected "Success" Report.	2020-07-02 11:13:12 (Asia/Kolkata)	July	2020-07-06 12:59:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@chinport.gov.in	ashraff@chinport.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Paysts	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File. As we can check payments are success & PAYSTS are already shared with the Port Authorities.	Delhi Team
20200702000005	120 d 9 h	RE: DPD E-Delivery Order & Empty Letter - YMLUSZ24000200	2020-07-02 10:10:20 (Asia/Kolkata)	July	2020-07-15 19:41:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ketan@ymlin	ketan@ymlin	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team



20200702000001	120 d 10 h	Payment status not available	2020-07-02 09:38:13 (Asia/Kolkata)	July	2020-07-06 11:01:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- Paysts	Port is Querying that the Payment Status is not Showing Success/Pending in Port Login	Delhi Team	
20200701000014	121 d 1 h	Dual payment	2020-07-01 17:43:23 (Asia/Kolkata)	July	2020-09-05 12:15:13 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance- Paysts	Wrong paysts is received	Asked to user kindly share the crn detail or bill	Delhi Team
202007010000139	121 d 2 h	RE: Payment confirmation // Release of Delivery Order for BL No.COAU7224131050 A/c Samsung India Electronics Pvt.Ltd // DPD Shipment	2020-07-01 17:36:22 (Asia/Kolkata)	July	2020-07-15 19:22:11 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Miral.Rajgor@coscon.com	Miral.Rajgor@coscon.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
202007010000131	121 d 2 h	COPRAR problem	2020-07-01 17:18:18 (Asia/Kolkata)	July	2020-07-05 18:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance- COPRAR	Wrong format coprar is received	Asked to user kindly update the container agent code	Delhi Team
202007010000127	121 d 2 h	NOT REFLECTING CARGO CHARGES AT PCAN ACCOUNT HALDIA	2020-07-01 17:09:17 (Asia/Kolkata)	July	2020-07-01 17:14:07 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	haldia@mari nelinks.in	haldia@mari nelinks.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007010000124	121 d 2 h	Re: COPRAR NOT REFLECTING IN PORT SYSTEM BKG NO- GOSUCCU6020247 CONTAINER NO: ZIMU3001268	2020-07-01 16:59:16 (Asia/Kolkata)	July	2020-07-15 19:22:09 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance- COPRAR	copra is not showing in port system	Port has given confirmation for coprar	Delhi Team
202007010000121	121 d 2 h	Re: COPRAR NOT REFLECTING IN PORT SYSTEM BKG NO- GOSUCCU6020247 CONTAINER NO: ZIMU3001268	2020-07-01 16:53:15 (Asia/Kolkata)	July	2020-07-15 19:21:08 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	Port has given confirmation for coprar	Delhi Team
202007010000120	121 d 2 h	RE: CART IN ORDER AGAINST BKG NO. 363IN0607790620-1, INV NO. 039	2020-07-01 16:52:15 (Asia/Kolkata)	July	2020-07-01 20:17:23 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202007010000117	121 d 2 h	TOP URGENT //COPRAR not reflected in PORT system //COPRAR - 2020070182532726 //VCN-CCU12000222// NYKU3597239 //	2020-07-01 16:45:13 (Asia/Kolkata)	July	2020-07-01 17:13:17 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202007010000112	121 d 3 h	TOP URGENT //COPRAR not reflected in PORT system //COPRAR - 2020070182547068 // VCN-CCU12000219 // BEAU5482047 // KKFU7557629 //	2020-07-01 16:27:12 (Asia/Kolkata)	July	2020-07-01 16:57:16 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202007010000106	121 d 3 h	Sub:Short fall payment: unable to verify through PCS	2020-07-01 16:06:08 (Asia/Kolkata)	July	2020-07-15 19:19:13 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	sujeatavsawant22@gmail.com	sujeatavsawant22@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
202007010000105	121 d 3 h	RE: COPRAR NOT REFLECTING IN PORT SYSTEM BKG NO- GOSUCCU6020247 CONTAINER NO: ZIMU3001268	2020-07-01 16:04:08 (Asia/Kolkata)	July	2020-07-15 19:19:11 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	dockopr1@alliedcd.com	dockopr1@alliedcd.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202007010000104	121 d 3 h	RE: PAYMENT SLIP	2020-07-01 15:49:06 (Asia/Kolkata)	July	2020-07-01 16:56:15 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202007010000103	121 d 4 h	payment verification	2020-07-01 15:39:05 (Asia/Kolkata)	July	2020-07-05 16:25:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@n eologistics.org	accounts@n eologistics.org	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200701000102	121 d 4 h	MT MONTEREY DUE AT SIKKA ON 02.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-01 15:35:03 (Asia/Kolkata)	July	2020-07-05 16:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200701000101	121 d 4 h	Fwd: PCS receipt no amount received in bank	2020-07-01 15:29:24 (Asia/Kolkata)	July	2020-07-05 16:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmpptedp1@gmail.com	nmpptedp1@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	New Mangalore	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200701000100	121 d 4 h	COPRAR NOT REFLECTING IN PORT SYSTEM BKG NO-GOSUCCU6020247 CONTAINER NO : ZIMU3001268	2020-07-01 15:19:22 (Asia/Kolkata)	July	2020-07-05 16:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kar.Indrani@n.zim.com	Kar.Indrani@n.zim.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200701000089	121 d 4 h	COPRAR NOT AVAILABLE AT PORT	2020-07-01 14:42:16 (Asia/Kolkata)	July	2020-07-05 16:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	calimpserv.dpt@sci.co.in	calimpserv.dpt@sci.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200701000088	121 d 5 h	URGENT - PAYMENT NOT DONE ON PCS - CCU PORT PAYMENT DT: 01.07.2020	2020-07-01 14:41:17 (Asia/Kolkata)	July	2020-07-01 19:09:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	namratabhogal@evergreen-shipping.co.in	namratabhogal@evergreen-shipping.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200701000063	121 d 5 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/C No. IE030	2020-07-01 14:14:15 (Asia/Kolkata)	July	2020-07-01 16:55:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200701000060	121 d 5 h	MT SC PETREL DUE KANDLA // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-01 14:12:12 (Asia/Kolkata)	July	2020-07-05 16:05:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200701000031	121 d 8 h	MT SEARANGER DUE AT SIKKA ON 10.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-01 11:27:11 (Asia/Kolkata)	July	2020-07-05 11:45:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI		vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200701000007	121 d 9 h	Fwd: PCS MARINE CHARGES NOT YET CREDITED IN OUR A/C 1003128	2020-07-01 10:20:22 (Asia/Kolkata)	July	2020-07-15 19:11:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rajeewan@chinport.gov.in	rajeewan@chinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200701000005	121 d 9 h	MT NEW WEALTH DUE AT SIKKA ON 06.07.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-07-01 09:44:15 (Asia/Kolkata)	July	2020-07-05 10:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200630000062	122 d 3 h	Re: BKG. No.AAJ0105944 / CART IN ORDER / NIRMAL WIRES PVT. LTD.	2020-06-30 16:19:11 (Asia/Kolkata)	June	2020-06-30 19:22:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentati on@lardnem orth.in	documentati on@lardnem orth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200630000061	122 d 3 h	container not reflect in pcs/coprar system (21x20'CONTAINERS)	2020-06-30 16:05:12 (Asia/Kolkata)	June	2020-06-30 18:25:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sovanlal.chat terjee@samudera.id	sovanlal.chat terjee@samudera.id	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200630000042	122 d 4 h	Not reflected Goodrich Port payment (A/C - IG038CNT) through IPAPCS	2020-06-30 15:06:21 (Asia/Kolkata)	June	2020-07-15 19:09:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	riya@goodrichindia.com	riya@goodrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200630000034	122 d 6 h	RE: CARTING ORDER & VGM BOOKING NO-2642491410	2020-06-30 13:35:08 (Asia/Kolkata)	June	2020-07-04 14:05:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.more no@ood.com	shelton.more no@ood.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team

2020063000030	122 d 7 h	Fwd: BOOKING NO. 203510025 // BENGAL-1412	2020-06-30 12:23:18 (Asia/Kolkata)	June	2020-06-30 12:57:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mस्कartin@gmail.com	mस्कartin@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file. Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
2020063000028	122 d 7 h	container not reflect in pcs/coprar system (21x20'CONTAINERS)	2020-06-30 12:06:16 (Asia/Kolkata)	June	2020-07-04 12:25:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	koushick.ghosh@samuderaid	koushick.ghosh@samuderaid	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
2020063000027	122 d 7 h	Re: carting order & vgm booking no-AAJ0105951	2020-06-30 11:49:13 (Asia/Kolkata)	June	2020-06-30 13:47:32 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200629000150	123 d 0 h	container not reflect in pcs/coprar system	2020-06-29 19:20:16 (Asia/Kolkata)	June	2020-07-03 20:15:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	koushick.ghosh@samuderaid	koushick.ghosh@samuderaid	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200629000142	123 d 1 h	VESSEL MV ARIES CONFIDENCE IMO NO 9720847//gm error//	2020-06-29 18:01:05 (Asia/Kolkata)	June	2020-07-18 19:04:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	yogish@groudpdelta.in	yogish@groudpdelta.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgl	As checked the vespro file is already available in icgate and same informed to user	Delhi Team
20200629000140	123 d 2 h	Re: Cart-in-order for savannah. Booking no. CII0141194 (01X20'kolkata)	2020-06-29 17:31:21 (Asia/Kolkata)	June	2020-06-30 10:33:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200629000128	123 d 2 h	RE: AMEND TRANSSHIPMENT PORT AND FPD AS SINGAPORE	2020-06-29 17:00:16 (Asia/Kolkata)	June	2020-06-29 17:25:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200629000118	123 d 3 h	RE: REQUIRE INVOICE FOR CODE NO 11U	2020-06-29 16:40:14 (Asia/Kolkata)	June	2020-07-03 17:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha.gaikwad@lilapolymers.com	anagha.gaikwad@lilapolymers.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	user unable to generate the focus invoice	Asked to user kindly contact to port for focus	Delhi Team
20200629000113	123 d 3 h	JNPT PCS SITE ERROR-DTD 29-06-2020 FLKSGSIN00060	2020-06-29 16:30:12 (Asia/Kolkata)	June	2020-07-03 17:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gbs@tassgroup.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200629000106	123 d 3 h	MV.SBI PERSEUS // REQUEST FOR VCN NO	2020-06-29 15:46:18 (Asia/Kolkata)	June	2020-07-03 15:55:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sreebinni@gmail.com	sreebinni@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200629000104	123 d 4 h	File not processed	2020-06-29 15:40:09 (Asia/Kolkata)	June	2020-07-03 16:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Wrong format coprar is received	As checked user has not updated the port of loading in coprar as same informed to port	Delhi Team
20200629000101	123 d 4 h	BLPL BLESSING V-2013	2020-06-29 15:40:05 (Asia/Kolkata)	June	2020-06-29 16:16:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200629000098	123 d 4 h	RE: PAYMENT SLIP	2020-06-29 15:19:00 (Asia/Kolkata)	June	2020-06-29 16:13:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcarga.in	gekol7@globalcarga.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200629000092	123 d 4 h	Request for Login ID & Password	2020-06-29 15:01:18 (Asia/Kolkata)	June	2020-07-15 18:14:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vijay.sutar@brilliantpolymers.com	vijay.sutar@brilliantpolymers.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200629000091	123 d 4 h	MT ARGENT BLOOM - forward data to ICE GATE	2020-06-29 14:52:16 (Asia/Kolkata)	June	2020-07-03 15:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atantiglobalshipping.com	mumbai@atantiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team

20200629000087	123 d 4 h	Mistakenly UPLOAD IN PCS // 2020062682238611 // CCU12000146 // 9281346 // KOTA TAMPAN V: KTPN582W [...]	2020-06-29 14:45:16 (Asia/Kolkata)	June	2020-06-29 16:14:45 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santanu@goodrichindia.com	santanu@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200629000082	123 d 5 h	MT ARGENT BLOOM - forward data to ICE GATE	2020-06-29 14:35:14 (Asia/Kolkata)	June	2020-06-29 16:15:41 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@atlanticglobalshipping.com	mumbai@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200629000077	123 d 5 h	FILE MISSING (CHPOE05)	2020-06-29 14:21:12 (Asia/Kolkata)	June	2020-06-29 14:32:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	CHPIO5 is not received in port edi	Edi file has been shared to port edi system	Delhi Team
20200629000071	123 d 5 h	MV DMC JUPITER-DUE VISAKHAPATNAM PORT AT AM HRS ON 01.07.2020/KINDLY UPDATE THE VESSEL DETAILS IN CUSTOM ICEGATE	2020-06-29 14:10:11 (Asia/Kolkata)	June	2020-07-03 14:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manivarma@jyothigroup.com	manivarma@jyothigroup.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Port Officer	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200629000068	123 d 5 h	RE: MV DMC JUPITER-DUE VISAKHAPATNAM PORT AT AM HRS ON 01.07.2020/KINDLY UPDATE THE VESSEL DETAILS IN CUSTOM ICEGATE	2020-06-29 13:52:09 (Asia/Kolkata)	June	2020-07-03 14:25:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manivarma@jyothigroup.com	manivarma@jyothigroup.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200629000067	123 d 5 h	Re: Transaction Advice / KOLKATA PDA A/C : DT013	2020-06-29 13:42:09 (Asia/Kolkata)	June	2020-07-03 15:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@tgsindia.com	accts.cal@tgsindia.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200629000066	123 d 6 h	Non receipt of pay status of Bank reference 012131660357	2020-06-29 13:31:08 (Asia/Kolkata)	June	2020-07-03 13:45:10 (Asia/Kolkata)	PCS Support	Auto Closed	3 high	dpr	MbPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200629000058	123 d 6 h	Mistakenly UPLOAD IN PCS // 2020062682238611 // CCU12000146 // 9281346 // KOTA TAMPAN V: KTPN582W [...]	2020-06-29 13:13:04 (Asia/Kolkata)	June	2020-06-29 13:25:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nantu@goodrichindia.com	nantu@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200629000052	123 d 6 h	send SMTP ( CHPIO13 ) files for below vessel	2020-06-29 12:48:21 (Asia/Kolkata)	June	2020-07-03 13:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jyothigroup.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPIO13 is not received in port edi	As checked and same chpio13 file has been shared to port edi	Delhi Team
20200629000040	123 d 7 h	MV DMC JUPITER-DUE VISAKHAPATNAM PORT AT AM HRS ON 01.07.2020/KINDLY UPDATE THE VESSEL DETAILS IN ICEGATE AND DGLL	2020-06-29 12:23:21 (Asia/Kolkata)	June	2020-06-29 13:29:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	manivarma@jyothigroup.com	manivarma@jyothigroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200629000039	123 d 7 h	PCS PAYMENT DUPLICATION AMOUNT OF RS. 8000, DTD 26.06.2020 (SBI THROUGH)	2020-06-29 12:21:19 (Asia/Kolkata)	June	2020-07-03 13:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-Other Payment	duplicate pay id received	As checked and no duplicate file is generated as same informed to port	Delhi Team
20200629000034	123 d 7 h	send the PAYSTS file for billno.	2020-06-29 12:19:19 (Asia/Kolkata)	June	2020-07-03 13:25:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200629000025	123 d 7 h	Re: Deactivation of a/c- payment request at JNPCT.. INDOCHEM & POLYMERS.. DPD CODE-570.....reg	2020-06-29 11:57:15 (Asia/Kolkata)	June	2020-07-15 18:42:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	info@indochempolymers.com	info@indochempolymers.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	USER WANT THE LOGIN ID, We have created the User ID and mailed it into the registered Email ID. You are requested to Kindly check and confirm.	Delhi Team
20200629000012	123 d 8 h	Re: CART IN REQUEST /// 1 X 40HC NASHVILLE /// GANGES JUTE PVT. LTD./ CI0141093	2020-06-29 10:52:07 (Asia/Kolkata)	June	2020-06-29 11:30:45 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User is Querying that the COPRAR is not reflecting at Port End	User is Querying that the COPRAR is not reflecting at Port End, Asked the User to Kindly contact to the Concern port for the same as the File is Already available at port folder.	Delhi Team

20200629000007	123 d 9 h	Error in uploading file	2020-06-29 10:30:06 (Asia/Kolkata)	June	2020-07-18 10:45:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mitesh.patel@odex.co	mitesh.patel@odex.co	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance- IGM ISSUE	User is not able to Upload the Vessel Profile in XML	User is not able to Upload the Vessel Profile in XML. Asked to wait we will confirm Once the same will be resolved.	Delhi Team
20200629000001	123 d 10 h	(( URGENT )) MT LOUIS P Voy 0220 Due at Deendayl Port Kandla - VCN NOT GENERATED	2020-06-29 09:34:18 (Asia/Kolkata)	June	2020-07-03 10:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jmboperation5-kandla@jmbaxi.com	jmboperation5-kandla@jmbaxi.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
20200627000057	125 d 1 h	RE: UNABLE TO ISUE EDO FROM IPAPCS - PER X-PRESS YAMUNA V: 20011	2020-06-27 17:58:15 (Asia/Kolkata)	June	2020-06-27 18:14:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sukalyan.sen.gupta@oocl.com	sukalyan.sen.gupta@oocl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- Other Application	unable to do the edo	As checked and guided to user final igm not yet be received due this is pop is coming	Delhi Team
20200627000040	125 d 3 h	ONLINE BERTHING (BERMAN) NOT REFLECTING AT JNPT FINANCE DEPT FOR MT SILVER GWEN AND MT HELEN M	2020-06-27 15:48:20 (Asia/Kolkata)	June	2020-07-01 15:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance- EDI MESSAGE	berman is not received in port edi	BERMAN is generated ans same has been shared to port edi	Delhi Team
20200627000039	125 d 4 h	Below mentioned files are not received by JNPT API	2020-06-27 14:46:12 (Asia/Kolkata)	June	2020-07-01 15:10:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	DATA CORRECTION	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200627000038	125 d 6 h	MT.ARGENT BLOOM - forward data to ICE GATE	2020-06-27 13:36:03 (Asia/Kolkata)	June	2020-06-27 13:47:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@atanticglobalshipping.com	mumbai@atanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200627000037	125 d 6 h	Container not reflecting. Coprar no. 2020062782278810 VCN-CCU12000194	2020-06-27 13:34:04 (Asia/Kolkata)	June	2020-06-27 13:44:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200627000036	125 d 6 h	URGENT // PCS PAYMENT MADE AGAINST PD ACCOUNT NO: RK4 // RKG POLYPLAST PVT LTD	2020-06-27 13:07:21 (Asia/Kolkata)	June	2020-06-29 10:44:51 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance- WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200627000034	125 d 6 h	Re: PAYMENT IN KOPT PDA ACCOUNT THROW IN PCS	2020-06-27 12:59:20 (Asia/Kolkata)	June	2020-07-07 11:29:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opskolkata@winwinmaritime.com	opskolkata@winwinmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User is Unable to verify the Payment	User is Unable to verify the Payment, We have verified the same from our end.	Delhi Team
20200627000026	125 d 7 h	Below CALINF / PAYSTS FILES not received by JNPT API	2020-06-27 11:58:12 (Asia/Kolkata)	June	2020-07-01 12:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	EDI	User Guidance- EDI MESSAGE	Port is Querying for the CALINF File	Port is Querying for the CALINF File, We have Updated the Reported files from our end. You are requested to please check and confirm.	Delhi Team
20200627000024	125 d 7 h	send SMTP ( CHPIO13) files for below vessel	2020-06-27 11:51:11 (Asia/Kolkata)	June	2020-07-01 13:25:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance- EDI MESSAGE	CHPIO13 is not received in port edi	As discuss over phone files are send to you over the email as PMX is down at your end due to network issues.	Delhi Team
20200627000014	125 d 8 h	send CALINF file	2020-06-27 11:03:08 (Asia/Kolkata)	June	2020-07-01 11:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	DATA CORRECTION	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200627000011	125 d 8 h	Re: [WARNING: AMP - ATTACHMENT(S) MAY CONTAIN MALWARE]Recart in order against booking No. CII0141162/Tarsons	2020-06-27 11:02:13 (Asia/Kolkata)	June	2020-06-27 12:07:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnerorth.in	documentation@lardnerorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200626000103	126 d 1 h	FW: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020061881684571)	2020-06-26 18:09:04 (Asia/Kolkata)	June	2020-06-30 18:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sheena@simonlogistics.com	sheena@simonlogistics.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance- STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password, Asked that they have to register as a Custom House Agent in JNPT	Delhi Team

20200626000072	126 d 3 h	Re: M.V."SEA TRIUMPH" DUE AT MUNDRA IMO NO. 9581760	2020-06-26 16:25:12 (Asia/Kolkata)	June	2020-06-30 16:55:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DGLL	VESPRO is not showing at DGLL. As we have Checked that the VESPRO file is not Updated in PCS, Asked the User to Add the Vessel Profile in PCS.	Delhi Team
20200626000071	126 d 3 h	PAYSTS / CALINF /BERMAN files are not received by JNPT API, Pls resend.	2020-06-26 16:09:10 (Asia/Kolkata)	June	2020-06-30 17:05:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnport.gov.in	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-Paysts	Port is Querying for the PAYSTS.CALINF, BERMAN File	Port is Querying for the PAYSTS File. We have Shared the file. You are requested to please check and confirm.	Delhi Team
20200626000070	126 d 3 h	Payment through PCS	2020-06-26 16:05:14 (Asia/Kolkata)	June	2020-06-30 16:25:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajni@privi.co.in	rajni@privi.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login. As Per the Telecom discussion with you, the Reported Login Issue has been resolved.	Delhi Team
20200626000065	126 d 3 h	KOLKATA PORT TRUST TO PCS PAYMENT RECEIPT NOT GENERATED Rs. 12,50,000.00- ( 26.06.2020 )	2020-06-26 15:58:09 (Asia/Kolkata)	June	2020-06-30 19:05:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@antiglobalshipping.com	tuticorin@antiglobalshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200626000064	126 d 3 h	IGM NUMBER HAS NOT RECEIVED IN PCS	2020-06-26 15:54:08 (Asia/Kolkata)	June	2020-06-26 16:03:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mngpr.pnm@pennonshipping.com	mngpr.pnm@pennonshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO. As per the Telecom discussion with you the Reported EDO issue has been resolved. Now you are able to release the EDO.	Delhi Team
20200626000063	126 d 4 h	mentioned files are not received by JNPT API, Pls resend	2020-06-26 15:41:06 (Asia/Kolkata)	June	2020-06-30 15:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnport.gov.in	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File. We have Shared the file. You are requested to please check and confirm.	Delhi Team
20200626000059	126 d 4 h	MT. ARK PIONEER - forward data to ICE GATE	2020-06-26 15:23:06 (Asia/Kolkata)	June	2020-06-30 15:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@antiglobalshipping.com	mumbai@antiglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200626000057	126 d 4 h	NEED HELP ON PAYMENT VERIFY BILL NO.: 2020062682204540	2020-06-26 15:19:05 (Asia/Kolkata)	June	2020-07-02 16:39:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shabbir@portradeshipping.com	shabbir@portradeshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment. We have Verified the Same from Our End.	Delhi Team
20200626000041	126 d 5 h	New Vessel Profile Registration Request has been Submitted for vessel AQUARIUS T	2020-06-26 14:24:17 (Asia/Kolkata)	June	2020-06-30 14:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bastyav.dsouza@kanoshshipping.com	bastyav.dsouza@kanoshshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO IS NOT REFLECTING AT PORT END	vespro is not reflecting in port end	As checked the vespro is available in port system	Delhi Team
20200626000040	126 d 5 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-06-26 14:12:16 (Asia/Kolkata)	June	2020-06-26 14:42:32 (Asia/Kolkata)	PCS Support	closed successful	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200626000039	126 d 5 h	Container not reflecting. Coprar no. 2020062682194980 VCN-CCU12000194	2020-06-26 14:03:15 (Asia/Kolkata)	June	2020-06-26 14:11:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200626000036	126 d 6 h	PCS TRANSFER - MARINE CHARGES M.V SANGHI TRISHUL ETB.28/06/20	2020-06-26 13:28:11 (Asia/Kolkata)	June	2020-06-26 14:12:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	francis@mbklogistix.com	francis@mbklogistix.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200626000028	126 d 7 h	IMO: 9224790/MV GOLDEN PHOENIX/URGENT AND IMPORTANT/	2020-06-26 12:41:07 (Asia/Kolkata)	June	2020-06-30 12:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	halops@bothragroup.com	halops@bothragroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team

20200626000027	126 d 7 h	IMO: 9224790/MV GOLDEN PHOENIX/URGENT AND IMPORTANT/	2020-06-26 12:41:05 (Asia/Kolkata)	June	2020-06-26 13:40:12 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	halops@bothragroup.com	halops@bothragroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate and same informed to user	Delhi Team
20200626000024	126 d 7 h	AGDORD file issue	2020-06-26 12:34:04 (Asia/Kolkata)	June	2020-06-30 15:40:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	Wrong format agdord is received		Delhi Team
20200626000017	126 d 7 h	PCS VOYAGE NUMBER NOT REFLECTING AT JNPT FINANCE DEPT FOR VESSEL MARJAAN	2020-06-26 12:11:22 (Asia/Kolkata)	June	2020-06-30 14:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200626000016	126 d 7 h	Failure ERROR FOR Online Payment for Mumbai PORT Via PCS PD Account A/C FREIGHT FILED MADRAS PVT LTD	2020-06-26 12:07:21 (Asia/Kolkata)	June	2020-06-30 12:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Nitin.Sawant@bdpint.com	Nitin.Sawant@bdpint.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200626000015	126 d 7 h	ASSESSMENT OF VESSEL CHARGES // MARINE VOUCHERS OF VARIOUS VESSELS ARE NOT MATCH IN PCS 1X SYSTEM //	2020-06-26 11:51:19 (Asia/Kolkata)	June	2020-07-03 19:24:11 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	wrong detail is showing	asked to user kindly contact port for changing amount	Delhi Team
20200626000009	126 d 8 h	Below mentioned PAYSTS, CALINF BERMAN files are not received by JNPT API.	2020-06-26 11:08:13 (Asia/Kolkata)	June	2020-06-30 12:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Calinf and paysts is not received in port edi		Delhi Team
20200626000006	126 d 8 h	PCS IS NOT WORKING PROPERLY	2020-06-26 10:54:12 (Asia/Kolkata)	June	2020-06-26 11:38:18 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	francis@mbklogistix.com	francis@mbklogistix.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Application	User Guidance-Other Application	Unable to make the payment	Asked to user kindly use chrome and clear cache	Delhi Team
20200626000001	126 d 10 h	NEW PRIDE AT CHENNAI VCN NO.MAA12000198	2020-06-26 09:01:18 (Asia/Kolkata)	June	2020-06-26 18:41:58 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	chennai@rocean	Chennai (ex Madras)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	Application	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING.	Delhi Team
20200625000143	127 d 1 h	VCN issue	2020-06-25 18:30:13 (Asia/Kolkata)	June	2020-06-25 20:42:33 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the CALINF File.We have Updated the Reported files from our end.You are requested to please check and confirm.		Delhi Team
20200625000126	127 d 2 h	RE: MV ASTRONOM // VSL VOYAGE REQUEST NOT SHOWING IN PORT PCS SYSTEM	2020-06-25 17:34:07 (Asia/Kolkata)	June	2020-06-29 17:55:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	backoffice@alpacarriers.net	backoffice@alpacarriers.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200625000116	127 d 2 h	PAYMENT DONE BUT STATUS IS NOT UPDATED IN PCS	2020-06-25 16:55:22 (Asia/Kolkata)	June	2020-06-29 20:45:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shraddha@travisionshipping.com	shraddha@travisionshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda		Delhi Team
20200625000115	127 d 2 h	PAYMENT WRONGLY DEPOSITED IN WRONG PDA	2020-06-25 16:52:23 (Asia/Kolkata)	June	2020-06-29 17:15:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.s.ca@tgsindia.com	acct.s.ca@tgsindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200625000110	127 d 3 h	PAYMENT WRONGLY DEPOSITED IN WRONG PDA	2020-06-25 16:05:17 (Asia/Kolkata)	June	2020-06-29 17:20:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rahul@tgsindia.com	rahul@tgsindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is failure after verified	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200625000108	127 d 3 h	VCN is not getting searched whilst putting berthing request : Nova Scotia / 03 _ VCN : L7190	2020-06-25 15:46:15 (Asia/Kolkata)	June	2020-06-29 18:59:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	raut@samsarashipping.com	raut@samsarashipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING.We have Updated the Same.Please Check and Confirm.	Delhi Team
20200625000107	127 d 3 h	RE: PAYMENT SLIP	2020-06-25 15:44:15 (Asia/Kolkata)	June	2020-06-25 15:48:09 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcarga.in	gekol7@globalcarga.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200625000104	127 d 4 h	JNPT PCS PAYMENT DTD-25.06.2020 OF Rs 24,78,641/-	2020-06-25 15:30:13 (Asia/Kolkata)	June	2020-06-29 15:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200625000097	127 d 5 h	MARJAAN - AT JNPT- PROFILE UPDATING IN ICEGATE	2020-06-25 14:41:07 (Asia/Kolkata)	June	2020-06-25 15:02:09 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate and same informed to user	Delhi Team

20200625000091	127 d 5 h	MV ASTRONOM // VSL VOYAGE REQUEST NOT SHOWING IN PORT PCS SYSTEM	2020-06-25 14:34:06 (Asia/Kolkata)	June	2020-06-29 14:45:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	backoffice@alpacarriers.net	backoffice@alpacarriers.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200625000084	127 d 5 h	SHOWING INVALID IMO CODE for vsl. HYUNDAI COLOMBO V.110	2020-06-25 14:20:07 (Asia/Kolkata)	June	2020-06-25 14:28:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	idand@hmm21.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200625000071	127 d 5 h	IMO NO: 9293131 & VCN no. 2006355 & vessel name : BONNY - has been allotted for vessel BONNY by MbPT	2020-06-25 13:49:20 (Asia/Kolkata)	June	2020-06-25 14:21:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@interocean.in	mumbai@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200625000050	127 d 7 h	Fwd: Re : Vikas Cycles India [ DPD : VCS ]	2020-06-25 12:20:10 (Asia/Kolkata)	June	2020-06-29 13:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs@jnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200625000043	127 d 7 h	BERTHING APPLICATION - LISA / 025A / INNSA1NSOLO276 / IMO 9418652 REFERENCE NO 2020062582097136 BERTHING APPLICATION TIME IS 10:42HRS	2020-06-25 12:08:10 (Asia/Kolkata)	June	2020-06-29 08:58:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	salkar@mercantshpgg.com	salkar@mercantshpgg.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-Other EDI	berman is not received in port edi	BERMAN is generated and shared to port as same informed to port user	Delhi Team
20200625000040	127 d 7 h	Submitted the said vessel VIA in pcs system	2020-06-25 11:43:08 (Asia/Kolkata)	June	2020-06-29 08:57:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping@jnpt@gac.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-Other EDI	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200625000033	127 d 8 h	RE: New Voyage Registration request submitted for vessel - ONE COMPETENCE / Files not received by JNPT API	2020-06-25 11:38:08 (Asia/Kolkata)	June	2020-06-29 12:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf and other edi generated and shared to port as same informed to port user	Delhi Team
20200625000014	127 d 8 h	KINDLY APPROVE WHARFAGE CHARGES COMMENT REFERENCE VESSEL // MV ORIENTAL ROSE // 2020062482080535	2020-06-25 11:11:22 (Asia/Kolkata)	June	2020-06-25 11:44:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bhimjahir@rgroupindia.com	bhimjahir@rgroupindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Wharefage approval pending from port	As checked wharefage is pending for approval from port as same informed to user	Delhi Team
20200625000012	127 d 8 h	Berthing application for M.V. CMA CGM LAMARTINE    L0300    Sauser73	2020-06-25 10:45:19 (Asia/Kolkata)	June	2020-06-29 14:10:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	Application	User Guidance-BIRTHING PROBLEM	User has done the BERMAN but not receive any auto mail from PCS.	User has done the BERMAN but not receive any auto mail from PCS.Berman is generated from our end.	Delhi Team
20200625000008	127 d 9 h	Received file CHPIO3 from Bad	2020-06-25 10:40:18 (Asia/Kolkata)	June	2020-06-29 15:30:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-Other EDI	CHPIO13 is not received in port edi	informed to port wait for the final file, once the same is received from the Customs the same will be forwarded to you.	Delhi Team
20200624000134	128 d 1 h	FW: STREAMLINING THE ELECTRONIC DELIVERY ORDER Oolu2637079030	2020-06-24 18:07:20 (Asia/Kolkata)	June	2020-06-29 13:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sushant.naik@ooel.com	sushant.naik@ooel.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	unable to do the edo	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200624000130	128 d 2 h	Port Trust Deposit (DU009)	2020-06-24 17:25:15 (Asia/Kolkata)	June	2020-06-24 17:39:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200624000122	128 d 3 h	send below paysts / Calinf files	2020-06-24 16:36:11 (Asia/Kolkata)	June	2020-06-28 17:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs@jnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Calinf and paysts is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200624000119	128 d 3 h	USER ID & PASS WARD FOR TRUCK CHIT REQUIRE	2020-06-24 16:33:09 (Asia/Kolkata)	June	2020-06-28 18:50:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prasanta.bhwmik@vrlgistic.com	prasanta.bhwmik@vrlgistic.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200624000084	128 d 6 h	CALINV file not updated in KOLKATA NIC HUB on a/c GUANG PING YOY-016	2020-06-24 13:38:08 (Asia/Kolkata)	June	2020-06-28 14:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sovanlal.chattejee@samuderaid.com	sovanlal.chattejee@samuderaid.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team



20200624000057	128 d 7 h	Container not reflecting. Coprar no. 2020062482027995 VCN-CCU12000204	2020-06-24 12:40:22 (Asia/Kolkata)	June	2020-06-28 12:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200624000036	128 d 7 h	send below PAYSTS & CALINF	2020-06-24 11:53:15 (Asia/Kolkata)	June	2020-06-24 14:32:42 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Calinf and paysts is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200624000027	128 d 8 h	MT SCF PACIFICA DUE AT SIKKA ON 26.06.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-06-24 11:07:10 (Asia/Kolkata)	June	2020-06-28 11:25:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@nterocean.in	jannagar@nterocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200624000009	128 d 9 h	+++PRIORITY PLS +++ MT BARRACUDA DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-06-24 10:29:06 (Asia/Kolkata)	June	2020-06-24 11:20:45 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vadinar@nterocean.in	vadinar@nterocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate and same informed to user	Delhi Team
20200623000129	129 d 1 h	Re: Payment deposited into LCAN	2020-06-23 18:03:12 (Asia/Kolkata)	June	2020-06-24 09:53:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200623000114	129 d 1 h	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINE.	2020-06-23 17:44:08 (Asia/Kolkata)	June	2020-06-28 11:55:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takan@tslineindia.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200623000113	129 d 1 h	Port Trust deposit -Marin (MU001)	2020-06-23 17:44:07 (Asia/Kolkata)	June	2020-06-23 17:50:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200623000107	129 d 2 h	COCHIN PCS PAYMENT RECEIPT NOT GENERATED Rs. 13,53,654.00/- & Rs.11,25,466.00/- ( 23.06.2020 - AXIS BANK LTD )	2020-06-23 17:27:06 (Asia/Kolkata)	June	2020-06-27 18:01:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	payment is showing pending in pcs 1x application then asked to user kindly verify the same after some time	Delhi Team
20200623000106	129 d 2 h	Fwd: Payment details of MV Kosman Plot Charges	2020-06-23 17:24:05 (Asia/Kolkata)	June	2020-06-27 18:01:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200623000101	129 d 2 h	BERTHING APPLIATION FOR SYMI I	2020-06-23 17:11:04 (Asia/Kolkata)	June	2020-06-27 17:55:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	YourSSJNP7@iss-shipping.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated ans same has been shared to port edi	Delhi Team
20200623000100	129 d 2 h	Fwd: REFERENCE NO : 604311270	2020-06-23 16:53:22 (Asia/Kolkata)	June	2020-06-27 17:10:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tt.brojabasi@kolkataporttrust.gov.in	tt.brojabasi@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200623000092	129 d 3 h	Payment deposited into LCAN	2020-06-23 16:11:17 (Asia/Kolkata)	June	2020-06-23 19:02:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accountsdelh@samudramarine.com	accountsdelh@samudramarine.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200623000091	129 d 3 h	RE: PAYMENT SLIP	2020-06-23 16:05:16 (Asia/Kolkata)	June	2020-06-23 16:36:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200623000078	129 d 4 h	Help / Palm Fibre (India) Private Limited	2020-06-23 15:27:13 (Asia/Kolkata)	June	2020-06-27 16:05:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping@palmfibreindia.com	shipping@palmfibreindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200623000066	129 d 5 h	send the below CALINF file	2020-06-23 14:34:06 (Asia/Kolkata)	June	2020-06-27 15:15:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the CALINF File	Port is Querying for the CALINF File. We have Updated the Reported files from our end. You are requested to please check and confirm.	Delhi Team

20200623000058	129 d 5 h	RE: New PCS eDO - DOINCCU120200623400864	2020-06-23 13:50:20 (Asia/Kolkata)	June	2020-06-27 14:50:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	impdocs1.ccu@fairmacs.com	impdocs1.ccu@fairmacs.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	Blank edo receive by user	Asked to user kindly open same mail in web mail.	Delhi Team
20200623000015	129 d 8 h	send the below files	2020-06-23 11:10:20 (Asia/Kolkata)	June	2020-06-27 11:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the PAYSTS_CALINF and BERMAN file.We have updated the Reported files from our end. You are requested to kindly check and confirm.	Delhi Team	
20200622000053	130 d 3 h	E PAYMENT AGAINST M.V EVERSUPERIOR (V/MK2033E) G M NO .2253648 DT18.05.20. LINE NO :283. VCN NO .0005387 A/C DB009	2020-06-22 16:18:07 (Asia/Kolkata)	June	2020-06-26 16:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@behangoverseas.com	info@behangoverseas.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User want to payment confirmation	As checked the reported payment is not completed by pcs 1x application	Delhi Team
20200622000044	130 d 4 h	Request ISO CODE CHANGE to 2231 // COPRAR - 2020062281890558// VCN-CCU12000189// TEXU9023794	2020-06-22 15:40:22 (Asia/Kolkata)	June	2020-06-26 15:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200622000043	130 d 4 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	2020-06-22 15:39:24 (Asia/Kolkata)	June	2020-06-22 16:47:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expreswayship ping.com	finance@expreswayship ping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, We have verified the same from our end.	Delhi Team
20200622000039	130 d 4 h	Send CALINF file below	2020-06-22 15:04:18 (Asia/Kolkata)	June	2020-06-26 15:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the CALINF File	Port is Querying for the CALINF FileWe have updated the Reported files from our end. You are requested to please check and confirm.	Delhi Team
20200622000036	130 d 5 h	RE: PCS - E-DO : E-Delivery Order :BL-QDDR2006007 DO:27111DO200301133~Msg ID: 950846	2020-06-22 14:29:14 (Asia/Kolkata)	June	2020-06-26 14:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pgrao@jnporgt.gov.in	pgrao@jnporgt.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200622000035	130 d 5 h	send the BERMAN file	2020-06-22 14:27:13 (Asia/Kolkata)	June	2020-06-26 14:35:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnporgt.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated ans same has been shared to port edi	Delhi Team
20200622000028	130 d 5 h	FW: DPD RELEASE CONT. (SW5) CONT. NO. 1)GAOU2025499 2)TSSU2000149 3)TSSU2016187 4) UETU2791788 5) UETU2805496 6) UETU2812936 ( 6X20)	2020-06-22 13:45:11 (Asia/Kolkata)	June	2020-06-26 14:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpctdpd@jnporgt.gov.in	jnpctdpd@jnporgt.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200622000027	130 d 5 h	PD ACCOUNT	2020-06-22 13:45:08 (Asia/Kolkata)	June	2020-06-22 14:14:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	maheshpatol e79@gmail.com	maheshpatol e79@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles/ Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200622000024	130 d 6 h	please check c.r. no.2020062281872005	2020-06-22 13:30:08 (Asia/Kolkata)	June	2020-06-26 14:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@hemjyo t.com	info@hemjyo t.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	User want to change the wharfage amount	Asked to user kindly contact to port	Delhi Team
20200622000022	130 d 6 h	Request for ID Password	2020-06-22 13:08:05 (Asia/Kolkata)	June	2020-06-26 13:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agpl2018@gmail.com	agpl2018@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles/ Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200622000018	130 d 6 h	FW: IGM NO Not Reflecting VESSEL SONGA TOSCANA L0299	2020-06-22 12:42:21 (Asia/Kolkata)	June	2020-06-26 14:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnporgt.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPIO13 is not received in port edi	As checked and recopy the same in port edi	Delhi Team
20200622000012	130 d 7 h	RE: Container size change from 2400 to 4200	2020-06-22 12:06:17 (Asia/Kolkata)	June	2020-06-22 14:44:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shabbir@portradeshipping.com	shabbir@portradeshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the Container size change from 2400 to 4200	User Want to Amend the Container size change from 2400 to 4200, Asked to Contact to the Concern port for the same.	Delhi Team

20200622000011	130 d 7 h	SEND calinf files	2020-06-22 11:43:14 (Asia/Kolkata)	June	2020-06-26 12:01:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Calinf is not received in port edi	calinf generated and shared to port as same informed to port user	Delhi Team
20200622000009	130 d 8 h	MV ALICIA B -DUJ VISAKHAPATNAM PORT AT AM HRS ON 23.06.2020//KINDLY UPDATE THE IGM	2020-06-22 11:12:10 (Asia/Kolkata)	June	2020-06-26 11:50:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manivarma@jyothigroup.com	manivarma@jyothigroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-IGM ISSUE	User unable to find the igm	As checked the final igm is available in pcs 1x application same informed to user	Delhi Team
20200622000062	131 d 23 h	KINDLY APPROVE WHARFAGE CHARGES COMMEN REFERENCE VESSEL // MV KURUSHIMA // 2020062081826768	2020-06-20 19:54:13 (Asia/Kolkata)	June	2020-06-25 22:20:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhimjahir@rgroupindia.com	bhimjahir@rgroupindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the WHARFAGE CHARGES OF INDIAN PCS.Asked to Contact to the Concern port for the same.	Delhi Team
20200622000053	132 d 2 h	Cruise Carnival Fascination - PCS error	2020-06-20 17:16:14 (Asia/Kolkata)	June	2020-06-24 18:20:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	YOGESH.BH OIR@iss-shipping.com	YOGESH.BH OIR@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Reqvac is pending for approval	As checked vessel assessment is pending for approval same informed to user	Delhi Team
20200622000052	132 d 2 h	RE: AMEND GROSS WEIGHT AS FILE ATTACHED	2020-06-20 17:01:14 (Asia/Kolkata)	June	2020-06-20 18:22:42 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	documentation@lardnemorth.in	documentation@lardnemorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200622000048	132 d 3 h	send PAYSTS / CALINF files for JNPT	2020-06-20 16:35:09 (Asia/Kolkata)	June	2020-06-20 18:24:21 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port has received multiple file for paysts calinf	Paysts calinf generated and shared to port as same informed to port user	Delhi Team
20200622000047	132 d 3 h	MT ECE NUR K DUE AT KANDLA TO LOAD CAUSTIC SODA / UNABLE TO VERIFY THE WHARFAGE RECEIPT	2020-06-20 16:03:05 (Asia/Kolkata)	June	2020-06-20 16:25:03 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200622000040	132 d 4 h	RE: PAYMENT SLIP	2020-06-20 14:57:22 (Asia/Kolkata)	June	2020-06-20 15:06:22 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200622000037	132 d 5 h	PCS Payment Verification Error	2020-06-20 14:35:16 (Asia/Kolkata)	June	2020-06-24 15:05:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sahadev.Lonari@iss-shipping.com	Sahadev.Lonari@iss-shipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200622000027	132 d 6 h	MT BONNY DUE AT SIKKA ON 28.06.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-06-20 13:02:04 (Asia/Kolkata)	June	2020-06-24 13:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocan.in	jamnagar@interocan.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200622000015	132 d 7 h	Unable to Login	2020-06-20 12:24:20 (Asia/Kolkata)	June	2020-06-20 13:53:39 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	chakdla@bcxoworld.com	chakdla@bcxoworld.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS Application is Down	PCS Application is Down.As we have checked that the Indian PCS is working fine now. You are requested to please check and confirm.	Delhi Team

20200620000014	132 d 7 h	Unable to open PCS system	2020-06-20 12:13:18 (Asia/Kolkata)	June	2020-06-24 12:40:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS Application is Down	PCS Application is Down,Asked to Wait We will confirm once the same is resolved.As we have checked that the Indian PCS is working fine now.You are requested to please check and confirm.	Delhi Team
20200620000011	132 d 8 h	send PAYSTS / BERMAN files to JNPT	2020-06-20 11:20:11 (Asia/Kolkata)	June	2020-06-24 11:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Port is Querying for the PAYSTS and BERMAN file	Port is Querying for the PAYSTS and BERMAN file, We have Updated the files from our end.	Delhi Team
20200620000010	132 d 8 h	Not yet reflect On line deposit Rs 99900/ a/c DC010 kolkata	2020-06-20 11:14:12 (Asia/Kolkata)	June	2020-06-24 11:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port-ccu@carecontainerlines.net	port-ccu@carecontainerlines.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,Asked to Wait we will confirm once the same is resolved,the Reported Payment is showing success from PCS end. The PAYSTS File is available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200620000009	132 d 8 h	ONLINE PAYMENT OF RS.2,82,164/- OUR PD ACCOUNT NO.591 OF LINKS CARGO AGENCIES PVT.LTD.	2020-06-20 10:56:10 (Asia/Kolkata)	June	2020-06-20 12:47:58 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pankaj.vadodaria@linksin.com	pankaj.vadodaria@linksin.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment,Asked the User to Verify the Payment as the Payment was in Initiated state.	Delhi Team
20200620000008	132 d 8 h	Port Trust Deposit (DU009)	2020-06-20 10:51:11 (Asia/Kolkata)	June	2020-06-20 13:54:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acct.s.ca@unitedliners.com	acct.s.ca@unitedliners.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User want Payment Status	User want Payment Status, As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200620000006	132 d 8 h	Fwd: VOYAGE REGISTRATION APPLICATION NOT REFLECT IN JNPT CDC DEPARTMENT	2020-06-20 10:44:07 (Asia/Kolkata)	June	2020-06-24 11:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the CALINF File	Port is Querying for the CALINF File,We have Updated the Reported files from our end.You are requested to please check and confirm.	Delhi Team
202006190000080	132 d 23 h	Not reflected Goodrich Port payment (A/C - IGO38CNT) through IPAPCS	2020-06-19 20:36:07 (Asia/Kolkata)	June	2020-06-19 22:03:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
202006190000069	133 d 1 h	Mistake in uploading Coprar File ... Need Help.	2020-06-19 18:02:08 (Asia/Kolkata)	June	2020-06-19 18:16:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shabbir@porttradeshipping.com	shabbir@porttradeshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
202006190000056	133 d 2 h	FORGOT username & password	2020-06-19 16:53:20 (Asia/Kolkata)	June	2020-06-23 17:20:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@seatrans.co.in	haldia@seatrans.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
202006190000047	133 d 4 h	RE: BOOKING NO- 363IN0515850620 2X20 POINTE DES GALETS (A/C-ELECTROSTEEL CASTINGS LTD)	2020-06-19 15:10:08 (Asia/Kolkata)	June	2020-06-23 15:20:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202006190000045	133 d 4 h	FW: BERTHING APPLICATION MAERSK ATLANTA / 024W / LOZ34 / IMO 9349649 REFERENCE NO 2020061981713154 01:24HRS	2020-06-19 14:58:06 (Asia/Kolkata)	June	2020-06-23 15:50:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated ans same has been shared to port edi	Delhi Team

20200619000042	133 d 5 h	COPRAR NOT REFLECTING	2020-06-19 14:30:23 (Asia/Kolkata)	June	2020-06-19 14:37:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200619000038	133 d 6 h	RE: Cartin Request Against Booking Reference No:363IN0508310620	2020-06-19 13:27:16 (Asia/Kolkata)	June	2020-06-23 13:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200619000036	133 d 6 h	Re: Razorpay (SBI)Rs. 10,000.00, Dtd.	2020-06-19 13:10:14 (Asia/Kolkata)	June	2020-07-07 12:38:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pooja.chhabra@razorpay.com	pooja.chhabra@razorpay.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200619000032	133 d 6 h	Payment success	2020-06-19 12:43:11 (Asia/Kolkata)	June	2020-06-23 13:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@neologistics.org	accounts@neologistics.org	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200619000031	133 d 6 h	COPRAR file issue	2020-06-19 12:42:09 (Asia/Kolkata)	June	2020-06-23 12:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port has received coprar in wrong format	As checked coprar is correct format as same informed to port	Delhi Team
20200619000028	133 d 7 h	CALINF/ PAYSTS file not received for the below bill no.. pls send	2020-06-19 12:33:09 (Asia/Kolkata)	June	2020-06-23 15:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port has received multiple file for paysts calinf		Delhi Team
20200619000026	133 d 7 h	VIA NOT REFLECTING ON JNPT OPERATIONS SCREEN	2020-06-19 12:08:06 (Asia/Kolkata)	June	2020-06-19 13:18:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	idand@hmm21.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200619000024	133 d 7 h	RE: PAYMENT SLIP	2020-06-19 11:53:04 (Asia/Kolkata)	June	2020-06-19 12:12:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200619000023	133 d 7 h	Regarding current process for online payment of mbpt charges	2020-06-19 11:52:04 (Asia/Kolkata)	June	2020-06-27 12:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pspraj@gmail.com	pspraj@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-PAYMENT PROCESS	User want to payment process through pcs 1x	Asked to user kindly share the pan number and contact detail	Delhi Team
20200619000021	133 d 8 h	MT MARIA P LEMOS DUE AT SIKKA ON 28.06.2020 FOR DISCHARGING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-06-19 11:37:22 (Asia/Kolkata)	June	2020-06-19 12:02:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jamnagar@interoce.in	jamnagar@interoce.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200619000008	133 d 9 h	PCS- Kolkata Payment Failure- 19th June 2020.	2020-06-19 10:36:15 (Asia/Kolkata)	June	2020-06-23 11:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha@ecoshipping.com	anagha@ecoshipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment as the Payment is Showing Failure	User is Querying for the Confirmation of Payment as the Payment is Showing Failure.Asked to wait we will confirm once the same is resolved	Delhi Team
20200619000005	133 d 9 h	Container not reflecting. Coprar no. 2020061981699496 VCN-CCU12000177	2020-06-19 10:17:13 (Asia/Kolkata)	June	2020-06-19 12:39:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200618000108	134 d 1 h	+++PRIORITY PLS +++ MT NORDORCHID DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-06-18 18:26:20 (Asia/Kolkata)	June	2020-06-22 18:50:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interoce.in	vadinar@interoce.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team

202006180000106	134 d 1 h	MT. AZIZ TORLAK DUE KANDLA - UNABLE TO FILE THE INWARD PILOT IN PCS SYSTEM.	2020-06-18 18:19:19 (Asia/Kolkata)	June	2020-06-23 16:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	User is UNABLE TO FILE THE INWARD PILOT IN PCS SYSTEM.	User is UNABLE TO FILE THE INWARD PILOT IN PCS SYSTEM. Asked to Contact to the Concern port for the same	Delhi Team
202006180000104	134 d 1 h	REGISTRATION MV.MARIO REG	2020-06-18 18:12:19 (Asia/Kolkata)	June	2020-06-22 18:40:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping@rajaagencies.in	shipping@rajaagencies.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
202006180000103	134 d 1 h	Re: Regarding Reflect payment on PD A/c - SWS	2020-06-18 18:11:19 (Asia/Kolkata)	June	2020-06-19 11:03:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	htshahcoradha@gmail.com	htshahcoradha@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment.As we have checked, the Reported Payment is showing success from PCS end and the required PAYSTS File is available in the Port folder. You are requested to please check with them for the balance related queries.	Delhi Team
202006180000101	134 d 1 h	RE: Delivery order - EDO MBPT	2020-06-18 18:04:18 (Asia/Kolkata)	June	2020-06-22 21:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	terencepatel@merchants.hpg.com	terencepatel@merchants.hpg.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-IMO Searching issue	igm is not searching	igm is not searching .You are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
202006180000091	134 d 2 h	VCN applications but not reflecting // APL COLUMBUS // IMO NO 9597525	2020-06-18 17:10:11 (Asia/Kolkata)	June	2020-06-22 17:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MBY.MAMHATRE@cmagm.com	JNPT	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	vcn is not reflecting	vcn is not reflecting. As we have checked the reported VCN request is in submitted stage,once the port will approve your request vcn will allotted.	Delhi Team
202006180000084	134 d 2 h	MV. KOTA BUDAYA DUE AT KANDLA TO LOAD RICE / UNABLE TO VARYIFY THE WHARFAGE RECEIPT	2020-06-18 16:58:10 (Asia/Kolkata)	June	2020-06-18 17:15:56 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment		Delhi Team
202006180000079	134 d 2 h	Re: Payment deposited into LCAN	2020-06-18 16:44:08 (Asia/Kolkata)	June	2020-06-18 16:48:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Port Officer	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	payment confirmation given by the port admin	Delhi Team
202006180000077	134 d 3 h	RE: Req. cart in 1X40' Booking no. 363IN0403510620 A/C- Hindalcol/ KOLKATA----HIL 73_2020	2020-06-18 16:39:09 (Asia/Kolkata)	June	2020-06-18 16:44:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
202006180000069	134 d 3 h	jnpt payment 19.70 L 17.06.2020	2020-06-18 16:21:10 (Asia/Kolkata)	June	2020-06-19 11:11:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ygaikwad.avana@transworld.com	ygaikwad.avana@transworld.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment.As we have checked the reported payment has been successful and the required file is available in port folder. kindly coordinate with port for confirmation of the same.	Delhi Team
202006180000067	134 d 3 h	payment verification	2020-06-18 16:19:05 (Asia/Kolkata)	June	2020-06-22 17:20:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@neologistics.org	accounts@neologistics.org	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment		Delhi Team

20200618000066	134 d 3 h	Payment deposited into LCAN	2020-06-18 15:58:23 (Asia/Kolkata)	June	2020-06-22 16:25:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountsdelh@samudramarine.com	accountsdelh@samudramarine.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Haldia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is not reflecting	payment is not reflecting.As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200618000060	134 d 5 h	MV. KOSMAN DUE AT KANDLA TO LOAD PIPES / UNABLE TO VARIIFY THE WHARFAGE RECEIPT	2020-06-18 14:03:10 (Asia/Kolkata)	June	2020-06-18 16:40:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200618000058	134 d 5 h	Re: Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-06-18 13:46:07 (Asia/Kolkata)	June	2020-06-22 14:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Port has given confirmation for paysts	Delhi Team
20200618000056	134 d 6 h	Fwd: PAYMENT NOT CREDITED TO JNPT INR - 45,00,000	2020-06-18 13:29:05 (Asia/Kolkata)	June	2020-06-22 14:05:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Payment is not reflecting in pda	Paysts generated and shared to port as same informed to port user	Delhi Team
20200618000047	134 d 6 h	send PAYSTS , CALINF and BERMAN files	2020-06-18 13:06:23 (Asia/Kolkata)	June	2020-06-18 15:02:44 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pravinmatad@jnpt.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port has received multiple file for paysts calinf	Paysts generated and shared to port as same informed to port user	Delhi Team
20200618000043	134 d 6 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-06-18 12:43:20 (Asia/Kolkata)	June	2020-06-18 13:59:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200618000041	134 d 7 h	Port Trust Deposit (DU009)	2020-06-18 12:40:20 (Asia/Kolkata)	June	2020-06-18 13:05:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acct.ca@unitedliners.com	acct.ca@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200618000040	134 d 7 h	RE: Permission for DPD facility from JNPT.	2020-06-18 12:34:19 (Asia/Kolkata)	June	2020-06-18 16:15:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200618000029	134 d 7 h	Stakeholder Registration Common Ref No.: 2020061581384292	2020-06-18 11:42:12 (Asia/Kolkata)	June	2020-06-22 12:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mx-mdr@mdrelectronics.com	mx-mdr@mdrelectronics.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password.We have created the User ID. As your User ID is: mditec001 and the mapped Email ID is: mx-mdr@mdrelectronics.com	Delhi Team
20200618000028	134 d 8 h	Fwd: RELEASE USER ID & PASSWORD FOR PD ACCOUNT FOR DPD CODE AS3 (Adarsh Steel)	2020-06-18 11:40:12 (Asia/Kolkata)	June	2020-07-07 12:42:51 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Port is Querying for the User ID and Password for the User	Port is Querying for the User ID for the User.We have checked that the User has not registered with the Indian PCS	Delhi Team
20200618000021	134 d 8 h	RELEASE USER ID & PASSWORD FOR Pan no.ACTPC0868K DPD CODE : AS3 (Adarsh Steel)	2020-06-18 11:17:09 (Asia/Kolkata)	June	2020-06-22 12:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	djg@trshipping.com	djg@trshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password.Asked the User that the Registration is in Submitted State.Once the port will approve the Registration we will share the credentials with you.	Delhi Team
20200618000018	134 d 8 h	RE: Re : BKG no. 2641881940 Cont No.FCIU5842315/20'	2020-06-18 11:09:08 (Asia/Kolkata)	June	2020-06-22 11:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shelton.moreno@ood.com	shelton.moreno@ood.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team

20200618000012	134 d 8 h	Fwd: Payment for bill no. 2020061781569013 has been made.	2020-06-18 10:50:06 (Asia/Kolkata)	June	2020-06-22 11:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc1@ajanta.bottle.com	acc1@ajanta.bottle.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200618000011	134 d 8 h	Fwd: Payment for bill no. 2020061781569611 has been made.	2020-06-18 10:46:06 (Asia/Kolkata)	June	2020-06-22 11:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc1@ajanta.bottle.com	acc1@ajanta.bottle.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200618000010	134 d 8 h	Fwd: Payment for bill no. 2020061781569926 has been made.	2020-06-18 10:46:05 (Asia/Kolkata)	June	2020-06-22 11:15:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc1@ajanta.bottle.com	acc1@ajanta.bottle.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-RAZOR PAY ISSUE	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment	Delhi Team
20200618000008	134 d 9 h	Re: Fw: PAYMENT TRANSFER (LINE CODE - GL1)	2020-06-18 10:15:22 (Asia/Kolkata)	June	2020-06-18 13:18:45 (Asia/Kolkata)	PCS Support	closed successful	2 medium	aniruddhaa@portall.in	aniruddhaa@portall.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200617000050	135 d 1 h	COPRAR file issue	2020-06-17 17:48:04 (Asia/Kolkata)	June	2020-06-21 18:10:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkata.porttrust.gov.in	nic@kolkata.porttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port has received coprar in wrong format	As checked coprar is correct format as same informed to port	Delhi Team
20200617000049	135 d 2 h	AGDORD file issue	2020-06-17 17:36:22 (Asia/Kolkata)	June	2020-06-21 18:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkata.porttrust.gov.in	nic@kolkata.porttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTIO N	Port has received agdord in wrong format	As corrected the agdord and same has been shared to port through sftp	Delhi Team
20200617000043	135 d 2 h	VIA Application Form of M.V.KMTC DUBAI Voy 2004 a/c KMTC (India) Pvt. Ltd.-Agent Code:KMD1 at JNPT	2020-06-17 16:54:19 (Asia/Kolkata)	June	2020-06-22 11:35:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	smshtetty@e.kmtc.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTIN G	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200617000038	135 d 3 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-06-17 16:11:13 (Asia/Kolkata)	June	2020-06-17 18:22:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tarak.ghosh.t.ransworld	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTIO N	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200617000036	135 d 3 h	Deposit Transfer not reflecting our A/c	2020-06-17 15:52:11 (Asia/Kolkata)	June	2020-06-21 16:10:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bijupy@synt.hite.com	bijupy@synt.hite.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-PAYMENT PROCESS	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment.Asked to Share the Bank Statement	Delhi Team
20200617000033	135 d 4 h	RE: PAYMENT SLIP	2020-06-17 15:19:06 (Asia/Kolkata)	June	2020-06-17 15:53:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@glob.alcarga.in	gekol7@glob.alcarga.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200617000032	135 d 4 h	CONTAINER NOT REFLECTING IN PORT SYSTEM	2020-06-17 15:15:06 (Asia/Kolkata)	June	2020-06-17 15:24:38 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opskol@shal.asia	opskol@shal.asia	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200617000031	135 d 4 h	Fwd: New Stakeholder Approved for :Jawaharal Nehru Port Trust	2020-06-17 15:05:05 (Asia/Kolkata)	June	2020-06-21 15:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acc1@ajanta.bottle.com	acc1@ajanta.bottle.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	User is not able to make the Payment	User is Not able to make the Payment,We have Guided the User that how to do the Payment.	Delhi Team
20200617000029	135 d 4 h	Regarding the Stakeholder Registration ...Pending with port for Approval	2020-06-17 15:01:05 (Asia/Kolkata)	June	2020-06-22 11:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mdrelect.sk@gmail.com	mdrelect.sk@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is not able to Login,We have Guided the User to Reset the Password.	Delhi Team
20200617000026	135 d 5 h	UNABLE TO SEE IGM FILED AFTER 12TH JUNE 2020	2020-06-17 14:16:19 (Asia/Kolkata)	June	2020-06-22 11:40:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sikol@trans.world-terminals.com	sikol@trans.world-terminals.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	DATA CORRECTIO N	unable to view igm		Delhi Team



20200617000022	135 d 7 h	RE: [MSC] CART IN ORDER AGAINST: BKG NO:363IN0453350620 // Invoice & Packing List (K-03) 2020-2021 // CCU TO CHORNOMORSK/ODESSA, UKRAINE // JFK INTERNATIONAL LTD // 1X40'HC // CONTR:TCLU9335277 //	2020-06-17 12:27:06 (Asia/Kolkata)	June	2020-06-17 13:08:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200617000021	135 d 7 h	Transferred amount Not Reflecting on POMS website	2020-06-17 12:08:08 (Asia/Kolkata)	June	2020-06-18 12:35:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chb@tassgroup.com	chb@tassgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200617000019	135 d 7 h	Container not reflecting. Coprar no. 2020061781541701 VCN-CCU12000176	2020-06-17 12:08:05 (Asia/Kolkata)	June	2020-06-17 13:07:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200617000016	135 d 7 h	FW: PCS REGN - RIPLEY & CO. STEVEDORING & HANDLING PVT. LTD	2020-06-17 11:59:23 (Asia/Kolkata)	June	2020-06-17 16:33:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldiaaccounts@ripley.co.in	haldiaaccounts@ripley.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	As checked the stake holder is submitted and pending for approval as same informed to user	Delhi Team
20200617000013	135 d 8 h	PAYSTS file not received for the bill no: 2020061681489291	2020-06-17 11:14:17 (Asia/Kolkata)	June	2020-06-21 13:59:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200617000010	135 d 8 h	New Voyage Registration request submitted for vessel TORM STRENGTH.	2020-06-17 11:04:17 (Asia/Kolkata)	June	2020-06-20 11:41:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chennaiteroccean	Chennai (ex Madras)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200617000009	135 d 8 h	Re: Permission for DPD facility from JNPCT-- Avneesha Polymers, LLP	2020-06-17 10:57:17 (Asia/Kolkata)	June	2020-06-21 12:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@avneesha.com	info@avneesha.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User is Querying for the PD account opening procedure	User is Querying for the PD account opening procedure. We have Guided the Customers	Delhi Team
20200617000002	135 d 9 h	Vessel Profile MV.SENTOSA J URGENT/	2020-06-17 09:48:08 (Asia/Kolkata)	June	2020-06-21 10:30:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	selvadosr@pmapl.com	selvadosr@pmapl.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-DG LL-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200616000086	136 d 0 h	M.V. XIN HAI TONG 10 - KINDLY TRANSFER VESSEL DETAILS TO ICEGATE URGENTLY	2020-06-16 18:45:21 (Asia/Kolkata)	June	2020-06-20 19:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ssshvz@gmail.com	ssshvz@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200616000081	136 d 1 h	IMO NO. 9706542// CALL SIGN : V7XC7 // VESSEL NAME : AXIOS	2020-06-16 18:07:16 (Asia/Kolkata)	June	2020-06-16 19:28:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	saravanan@merchantspg.com	saravanan@merchantspg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200616000076	136 d 2 h	MT KAPTEN CAROQ DJE AT SIKKA ON 19.06.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-06-16 17:41:12 (Asia/Kolkata)	June	2020-06-20 18:20:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interoccean.in	jannagar@interoccean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200616000065	136 d 3 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-06-16 16:25:05 (Asia/Kolkata)	June	2020-06-20 19:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Payment is showing pending then asked to user kindly share the ban statement	Delhi Team
20200616000062	136 d 3 h	RE: PAYMENT SLIP	2020-06-16 16:06:22 (Asia/Kolkata)	June	2020-06-16 16:27:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200616000060	136 d 3 h	Fwd: TM2 DR BALANCE INR 48,000/-	2020-06-16 15:44:20 (Asia/Kolkata)	June	2020-06-16 18:31:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	toymaster.in@gmail.com	toymaster.in@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User WANT TO LOGIN ID	Asked to user kindly provide the pan number	Delhi Team
20200616000056	136 d 4 h	VESSEL ACCOUNT TOP UP. A/c - CONTAINER A/C- D013 5,00,000/- IAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-06-16 15:09:15 (Asia/Kolkata)	June	2020-06-20 16:15:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200616000053	136 d 4 h	Error while approving in PCS	2020-06-16 14:47:16 (Asia/Kolkata)	June	2020-06-16 18:13:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sahadev.Lonari@iss-shipping.com	Sahadev.Lonari@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200616000049	136 d 6 h	MT. THEKLA SCHULTE-forward data to ICE GATE	2020-06-16 13:39:04 (Asia/Kolkata)	June	2020-06-20 13:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atanticglobalshipping.com	mumbai@atanticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance- VESPRO- ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200616000042	136 d 6 h	PCS LOGIN AND PASSWORD for STAR is reset	2020-06-16 12:50:18 (Asia/Kolkata)	June	2020-06-20 13:05:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Jagadale.Pankaj@in.zim.com	Jagadale.Pankaj@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	As checked the user id is active as same informed to user	Delhi Team
20200616000034	136 d 7 h	RE: FCL CART IN ORDER OF PATTON // BK- 363IN1130730420	2020-06-16 12:08:15 (Asia/Kolkata)	June	2020-06-16 12:18:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200616000027	136 d 8 h	PCS WEBSITE NOT WORKING	2020-06-16 11:40:10 (Asia/Kolkata)	June	2020-06-20 11:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	si.kol@transworld-terminals.com	si.kol@transworld-terminals.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- Other Application	application is not working	Issue is identified and this will fixed within day	Delhi Team
20200616000024	136 d 8 h	M.V. APL OREGON IMO NO - 9532783	2020-06-16 11:26:08 (Asia/Kolkata)	June	2020-06-20 11:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mdr.asakthi.cma-cgm	Chennai (ex Madras)	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Mumbai	Trade User	EDI	User Guidance- VESPRO- ICEGATE	vespro file is not reflecting in icigate	vespro file is not reflecting in icigate.As we have checked the reported VESPRO file is already available in ICEGATE system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200616000021	136 d 8 h	M.V. APL OREGON IMO NO - 9532783	2020-06-16 11:23:08 (Asia/Kolkata)	June	2020-06-20 11:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mdr.asakthi.cma-cgm	Chennai (ex Madras)	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance- VESPRO- ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200616000019	136 d 8 h	send PAYSTS files for below bill nos.	2020-06-16 11:08:06 (Asia/Kolkata)	June	2020-06-20 11:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs@jnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysts	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File. We have Shared the file. You are requested to please check and confirm.	Delhi Team
20200616000014	136 d 8 h	payment receipt of Indian PCS - MM1	2020-06-16 10:58:05 (Asia/Kolkata)	June	2020-06-16 11:55:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manshya@gmail.com	manshya@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200615000075	137 d 2 h	Re: MT. AWTAD DUE PARADIP /// ICEGATE VESSEL UPDATE REQUIRED //	2020-06-15 17:04:18 (Asia/Kolkata)	June	2020-06-15 17:13:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	paradip@interocean.in	paradip@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200615000067	137 d 3 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 7500/Port A/c No. IE030	2020-06-15 16:26:14 (Asia/Kolkata)	June	2020-06-19 16:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expreswvayshiping.com	finance@expreswvayshiping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment. We have Verified the Same from Our End.	Delhi Team
20200615000057	137 d 3 h	Fwd: berthing application ++HAMMONIA AMERICA / 024W via no. L0224 IMO no. 9622019	2020-06-15 16:06:12 (Asia/Kolkata)	June	2020-06-19 16:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs@jnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance- BIRTHING PROBLEM	Port is Querying for the BERMAN	Port is Querying for the BERMAN	Delhi Team
20200615000046	137 d 4 h	Vessel details not available in Customs Database - Mormugao Port Trust- Goa	2020-06-15 15:40:08 (Asia/Kolkata)	June	2020-06-19 17:35:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Marmagao (ex Marmugao)	Port Officer	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate and same informed to user	Delhi Team

20200615000030	137 d 5 h	Via not received for AGENT CODE ESA1 in PCS // JNPT	2020-06-15 13:50:16 (Asia/Kolkata)	June	2020-06-15 16:30:33 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pankaj.tandel@in.emiratesline.com	pankaj.tandel@in.emiratesline.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200615000027	137 d 6 h	OEL FORTUNE V-2009	2020-06-15 13:18:12 (Asia/Kolkata)	June	2020-06-15 13:34:31 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Sanket.Parui@iss-shipping.com	Sanket.Parui@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200615000024	137 d 7 h	Ex. M.V.ATLANTIC VOY 2004 Call Sign PCIR & igm No.2255203/12062020- Consignee: The Commandant Embarkation Headquarters, Mumbai- OLD BL DATA SEEN.	2020-06-15 12:38:08 (Asia/Kolkata)	June	2020-06-21 17:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt_customs@jmbaxi.com	jnpt_customs@jmbaxi.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs		Delhi Team
20200615000023	137 d 7 h	Re: REGARDING ID AND PASSWORD FOR GSF ACCOUNT*****FN/PCAN/08/70*****	2020-06-15 12:33:07 (Asia/Kolkata)	June	2020-06-19 15:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcs.hdc@kol.kataportrust.gov.in	pcs.hdc@kol.kataportrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200615000010	137 d 9 h	Re: Rectification of transhipment port VCN HAL12000319 COPRA NO 2020061281238581, 2020061281241194 at advance container list	2020-06-15 10:41:14 (Asia/Kolkata)	June	2020-06-15 14:46:22 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pcs.hdc@kol.kataportrust.gov.in	pcs.hdc@kol.kataportrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	DATA CORRECTION	Port user want to cancel the coprar	Asked to port kindly cancel the same in application after that user can update the correct coprar in pcs 1x	Delhi Team
20200615000009	137 d 9 h	COPRAR file issue	2020-06-15 10:37:12 (Asia/Kolkata)	June	2020-06-19 11:05:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkata.porttrust.gov.in	nic@kolkata.porttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port has received coprar in wrong format	As checked coprar is correct format as same informed to port	Delhi Team
20200615000006	137 d 9 h	MV.PRINCESS COCO - forward data to ICE GATE	2020-06-15 10:35:12 (Asia/Kolkata)	June	2020-06-15 11:21:01 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200615000005	137 d 9 h	VCN NOT GENERATED FOR IMO NO.9239484	2020-06-15 10:31:12 (Asia/Kolkata)	June	2020-06-19 13:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@interocean.in	mumbai@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200615000004	137 d 10 h	Re: Container not reflecting. Coprar no. 2020061481376113 VCN-CCU12000176	2020-06-15 09:23:05 (Asia/Kolkata)	June	2020-06-15 09:32:55 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200615000001	137 d 13 h	MV Tuhina / Kandta / Loading / Salt - Voyage Details	2020-06-15 06:18:22 (Asia/Kolkata)	June	2020-06-15 10:00:49 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandta.ops@benlineagencies.in	kandta.ops@benlineagencies.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200614000028	137 d 23 h	Container not reflecting. Coprar no. 2020061481376113 VCN-CCU12000176	2020-06-14 20:00:10 (Asia/Kolkata)	June	2020-06-15 10:42:15 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	santosh.singh@ccu.pilship.com	santosh.singh@ccu.pilship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200614000023	138 d 1 h	Rectification of transhipment port VCN HAL12000319 COPRA NO 2020061281238581, 2020061281241194 at advance container list	2020-06-14 18:18:16 (Asia/Kolkata)	June	2020-06-14 19:09:16 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mchatterjee@evergreen-shipping.co.in	mchatterjee@evergreen-shipping.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	Application	User Guidance-Other Application	User is Querying for the change the transshipment	User is Querying for the change the transshipment.Asked to Contact to the Concern Port for the Same.	Delhi Team
20200614000017	138 d 4 h	MAJESTIC MARITIME PVT LTD/(HALDIA PORT TRUST)/7,88,000 DR	2020-06-14 15:39:18 (Asia/Kolkata)	June	2020-06-18 15:55:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	archita@majesticmaritime.com	archita@majesticmaritime.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team

20200614000013	138 d 6 h	NEED HELP ON PAYMENT VERIFY BILL NO : 202006181367171	2020-06-14 12:53:19 (Asia/Kolkata)	June	2020-06-15 10:46:45 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shabbir@porttradeshipping.com	shabbir@porttradeshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Unable to verify the Payment	User is Unable to verify the Payment.	Delhi Team
20200614000012	138 d 7 h	MT STI OXFORD DUE AT SIKKA ON 17.06.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-06-14 12:01:12 (Asia/Kolkata)	June	2020-06-18 12:15:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interoce.in	jamnagar@interoce.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200614000008	138 d 8 h	Error	2020-06-14 10:47:04 (Asia/Kolkata)	June	2020-06-28 09:16:06 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	madhu@sattva.in	madhu@sattva.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	User is Getting the Error at the time of View IGM ON SUBMISSION INWARD ENTRY DETAILS.	User is Getting the Error at the time of View IGM ON SUBMISSION INWARD ENTRY DETAILS.	Delhi Team
20200614000004	138 d 9 h	RE: MT. PELICAN DUE KANDLA - UNABLE TO MAKE ILH PAYMENT	2020-06-14 10:07:19 (Asia/Kolkata)	June	2020-06-14 12:25:41 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DG LL	VESPRO is not showing at DG LL. We have Checked the VESPRO is already available in DG LL folder. Asked the User to contact to the DG LL team for the same.	Delhi Team
20200614000002	138 d 9 h	RE: DELAY IN VCN NUMBER IN PCS HONG HAI 6	2020-06-14 10:06:19 (Asia/Kolkata)	June	2020-06-18 11:50:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at DG LL	VESPRO is not showing at DG LL. We have Checked the VESPRO is already available in DG LL folder. Asked the User to contact to the DG LL team for the same.	Delhi Team
20200613000061	138 d 22 h	Re: CART IN REQUEST /// 1 X 40' FELIXSTOWE /// GANGES JUTE /// 363IN0427060620-1	2020-06-13 21:23:09 (Asia/Kolkata)	June	2020-06-18 15:59:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aloy.bose@msc.com	aloy.bose@msc.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDI MESSAGE	Coprar is not reflecting at port system	As checked,the reported coprar is available at port,same informed to the user	Delhi Team
20200613000060	138 d 23 h	eDO unable to issue - m.v.VARADA V-0025 - Eta Vizag on 14/06/2020	2020-06-13 20:09:21 (Asia/Kolkata)	June	2020-06-17 20:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mahesh@jakmaritime.com	mahesh@jakmaritime.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO,Asked to Link the VCN.	Delhi Team
20200613000055	139 d 1 h	Port Trust Payment (DU009)	2020-06-13 18:32:08 (Asia/Kolkata)	June	2020-06-14 09:47:54 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	acctg.cal@unitedliners.com	acctg.cal@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200613000045	139 d 3 h	Forgot Password	2020-06-13 15:48:08 (Asia/Kolkata)	June	2020-06-17 16:20:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mktkol@shalasia	mktkol@shalasia	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200613000044	139 d 4 h	MV LMZ TITAN - MARINE DUES PAYMENT NOT SHOW IN SYSTEM	2020-06-13 15:27:06 (Asia/Kolkata)	June	2020-06-17 15:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	otakandla@otg mail.com	otakandla@otg mail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	DATA CORRECTION	payment is failure after verified	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200613000043	139 d 4 h	MT CORONET // PENDING OF VCN NUMBER FROM 12/06/2020	2020-06-13 14:55:22 (Asia/Kolkata)	June	2020-06-17 15:59:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pradeepsingh@samsarashipping.com	pradeepsingh@samsarashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200613000042	139 d 4 h	MV. YANGZE 11 // due Haldia on 18.06.2020 for discharging steam coal // Negative Acknowledgement Received with Error Code -152 & 153	2020-06-13 14:44:20 (Asia/Kolkata)	June	2020-06-13 16:15:56 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shipping.haldia@gac.com	shipping.haldia@gac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team

20200613000041	139 d 5 h	PAYMENT NOT REFLECTED ON PCS SITE - PDA NO - DT013	2020-06-13 14:26:19 (Asia/Kolkata)	June	2020-06-15 09:15:53 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vinay@tglsindia.com	vinay@tglsindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is failure after verified		Delhi Team
20200613000022	139 d 8 h	vessel EMIL SELMER - VCN requested	2020-06-13 11:27:16 (Asia/Kolkata)	June	2020-06-13 11:44:21 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	agencyvizag@seawaysindia.com	agencyvizag@seawaysindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200613000020	139 d 8 h	Berth Request	2020-06-13 11:20:15 (Asia/Kolkata)	June	2020-06-13 11:45:29 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	prakashjatekar@feedertech.sg	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200613000018	139 d 8 h	Re: WAITING APPROVAL FOR WHARFAGE CHARGES	2020-06-13 11:18:15 (Asia/Kolkata)	June	2020-06-13 11:48:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	edphelpdesk@deendajalport.gov.in	edphelpdesk@deendajalport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	approval confirmation given by the port	REQCAC approval confirmation given by the port	Delhi Team
20200613000016	139 d 8 h	WAITING APPROVAL FOR WHARFAGE CHARGES	2020-06-13 11:12:14 (Asia/Kolkata)	June	2020-06-17 11:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	import_export@rishishipping.com	import_export@rishishipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS,Asked to Contact to the Concern port for the same.	Delhi Team
20200613000014	139 d 9 h	MT DEE4 DOGWOOD DUE AT SIKKA ON 14.06.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-06-13 10:30:10 (Asia/Kolkata)	June	2020-06-13 10:38:54 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	jamnagar@interoce.in	jamnagar@interoce.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200613000013	139 d 9 h	COPRAR message file issue	2020-06-13 10:27:09 (Asia/Kolkata)	June	2020-06-17 10:40:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port has received coprar in wrong format	As checked coprar is correct format as same informed to port	Delhi Team
20200612000046	140 d 2 h	Re: CART IN ORDER AGAINST B/K NO- CI0140854 /// SHIV/003	2020-06-12 16:46:04 (Asia/Kolkata)	June	2020-06-12 17:05:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200612000043	140 d 3 h	Unavailable--- to access	2020-06-12 16:34:24 (Asia/Kolkata)	June	2020-06-20 08:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@jwclogi.com	info@jwclogi.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	IGM detail is not showing		Delhi Team
20200612000035	140 d 3 h	PCS REGISTRATION OF AMISHA FORWARDERS PVT LTD CB LICENCE NO AAQC.A698B.CCH001	2020-06-12 16:15:20 (Asia/Kolkata)	June	2020-06-16 16:35:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	infoamijtm@gmail.com	infoamijtm@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password,Asked to reset the Password	Delhi Team
20200612000033	140 d 4 h	RE: PAYMENT SLIP	2020-06-12 15:33:16 (Asia/Kolkata)	June	2020-06-12 15:49:51 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcarga.in	gekol7@globalcarga.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200612000031	140 d 4 h	[WARNING:AV UNSCANNABLE]FW: New PCS eDO - DOINNP120200612391769	2020-06-12 15:09:13 (Asia/Kolkata)	June	2020-06-16 15:30:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mary.mum@fairmacs.com	mary.mum@fairmacs.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	Edo copy is showing blank	As discussed with user and guided to kindly open the same in webmail.	Delhi Team
20200612000029	140 d 4 h	Request to update in PCS system login ID and password - Reg	2020-06-12 14:54:11 (Asia/Kolkata)	June	2020-06-16 16:50:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nalini@kplmail.in	nalini@kplmail.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Ennore	Trade User	User Roles / Rights	User Guidance-Login	Port is Querying to Update the Email ID for the User	Port is Querying to Update the Email ID for the User,We have Updated the Email ID	Delhi Team
20200612000022	140 d 6 h	PCS- Kolkata Payment Failure- 12th June 2020.	2020-06-12 13:17:19 (Asia/Kolkata)	June	2020-06-12 17:12:45 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	anagha@ecoshipping.com	anagha@ecoshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	Payment is failure after verified	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200612000010	140 d 8 h	Port Trust Deposit (DU009)	2020-06-12 10:50:24 (Asia/Kolkata)	June	2020-06-16 11:45:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200612000006	140 d 9 h	MV DIONISIS DUE AT SALAYA ON 13.06.2020 FOR DISCHARGE/ VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-06-12 09:53:15 (Asia/Kolkata)	June	2020-06-16 10:05:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the User to contact to the ICEGATE team for the same.	Delhi Team
20200612000001	140 d 13 h	RFID PACS KOPT & KDS	2020-06-12 06:28:12 (Asia/Kolkata)	June	2020-07-07 14:50:25 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha.ccu@fairmacs.com	cha.ccu@fairmacs.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	User is asking for updation in email id	As checked,need port approval for the updation,same is informed to user	Delhi Team
20200611000096	141 d 1 h	RE: KOLKATA PORT TRUST TO PCS PAYMENT RECEIPT NOT GENERATED Rs. 5,48,000.00- ( 11.06.2020)	2020-06-11 18:35:06 (Asia/Kolkata)	June	2020-06-11 18:51:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tuticorin@atiantiglobalshipping.com	tuticorin@atiantiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200611000094	141 d 1 h	Port Payment	2020-06-11 18:18:04 (Asia/Kolkata)	June	2020-06-11 18:53:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200611000087	141 d 1 h	AMENDMENT REQUEST FOR Arrival Mode Transportation Code	2020-06-11 17:56:21 (Asia/Kolkata)	June	2020-06-11 18:14:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mskcartin@gmail.com	mskcartin@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to user	Delhi Team
20200611000086	141 d 1 h	KOLKATA PORT TRUST TO PCS PAYMENT RECEIPT NOT GENERATED Rs. 5,48,000.00- ( 11.06.2020)	2020-06-11 17:46:21 (Asia/Kolkata)	June	2020-06-15 18:10:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atiantiglobalshipping.com	tuticorin@atiantiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user payment is pending from bank end you are requested kindly verify the same after 3-4 hrs	Delhi Team
20200611000085	141 d 1 h	MT. CONDOR TRADER -- PORT CODE REQUESTED	2020-06-11 17:42:22 (Asia/Kolkata)	June	2020-06-15 18:15:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkata@interocean.in	kolkata@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	port code is not available in port system,	As checked the port code is available in port system same informed to user	Delhi Team
20200611000062	141 d 2 h	RE:FN/PCAN/16/93	2020-06-11 16:43:13 (Asia/Kolkata)	June	2020-06-11 17:04:41 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jak-finance1@jamaritime.com	jak-finance1@jamaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200611000060	141 d 3 h	Container not reflecting. Coprar no. 2020061181198295 VCN-CCU12000152	2020-06-11 16:40:12 (Asia/Kolkata)	June	2020-06-11 17:57:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccuops@ccu-pilship.com	ccuops@ccu-pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200611000058	141 d 3 h	Pcs user ID has been locked	2020-06-11 16:35:11 (Asia/Kolkata)	June	2020-06-15 16:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkata@admiralshpg.com	kolkata@admiralshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200611000052	141 d 3 h	PCS Error while verification process	2020-06-11 16:12:09 (Asia/Kolkata)	June	2020-06-11 19:15:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sahadev.Lonari@iss-shipping.com	Sahadev.Lonari@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200611000044	141 d 4 h	request for new password	2020-06-11 14:53:21 (Asia/Kolkata)	June	2020-06-15 15:50:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tackochi6@gmail.com	tackochi6@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200611000040	141 d 5 h	JNPT PCS PAYMENT DTD- 11.06.2020 OF Rs 35,90,194/-	2020-06-11 14:40:18 (Asia/Kolkata)	June	2020-06-11 14:45:51 (Asia/Kolkata)	PCS Support	closed successful	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200611000038	141 d 5 h	PCS system is inaccessible	2020-06-11 14:35:18 (Asia/Kolkata)	June	2020-06-15 14:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rk Gupta@jnp ort.gov.in	rk Gupta@jnp ort.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	Application	User Guidance-PCS APPLICATION DOWN	application is not working	Application is working fine as same informed to user	Delhi Team

20200611000033	141 d 5 h	Payment details.	2020-06-11 14:18:18 (Asia/Kolkata)	June	2020-06-15 14:45:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rapidshipping@rediffmail.com	rapidshipping@rediffmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200611000032	141 d 5 h	PAYMENT ISSUE(ioci)	2020-06-11 14:14:15 (Asia/Kolkata)	June	2020-06-15 15:35:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmtpedp1@gmail.com	nmtpedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200611000027	141 d 5 h	PCS WEBSITE NOT WORKING - AASUTOSH MARINE	2020-06-11 13:49:12 (Asia/Kolkata)	June	2020-06-15 18:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kuldeep@aa sutoshmarine.com	kuldeep@aa sutoshmarine.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kandla	Trade User	Application	User Guidance-PCS APPLICATION DOWN	application is not working	Application is working fine as same informed to user	Delhi Team
20200611000025	141 d 6 h	Website Issue	2020-06-11 13:41:12 (Asia/Kolkata)	June	2020-06-15 14:20:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmtpedp1@gmail.com	nmtpedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Port Officer	Application	User Guidance-PCS APPLICATION DOWN	application is not working	Application is working fine as same informed to user	Delhi Team
20200611000022	141 d 6 h	RE: pcs problem	2020-06-11 13:19:09 (Asia/Kolkata)	June	2020-06-12 11:13:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops@avbgr.com	ops@avbgr.com	PCS Support	S4	Incident	Mukul Chandra	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-PCS APPLICATION DOWN	PCS Website is not opening	As we have Checked that the Indian PCS Site <a href="https://indianpcs.gov.in/PA">https://indianpcs.gov.in/PA</a> PCS is Working fine. You are requested to please Check and Confirm.	Delhi Team
20200611000021	141 d 6 h	UNABLE TO ACCESS WEBSITE FOR DELIVERY PAYMENT   USER ID - sscl001, sscl002	2020-06-11 13:10:08 (Asia/Kolkata)	June	2020-06-15 17:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sahil@sscclaring.com	sahil@sscclaring.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	User Guidance-PCS APPLICATION DOWN	application is not working	Application is working fine as same informed to user	Delhi Team
20200611000019	141 d 6 h	PCS SYSTEM NOT WORKING	2020-06-11 13:01:07 (Asia/Kolkata)	June	2020-06-11 13:38:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opts.ixe@bsvship.com	opts.ixe@bsvship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Trade User	Application	User Guidance-PCS APPLICATION DOWN	application is not working	Asked and application is working fine same informed to user	Delhi Team
20200611000018	141 d 6 h	PCS NOT WORKING	2020-06-11 12:53:06 (Asia/Kolkata)	June	2020-06-15 18:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	application is not working	Application is working fine as same informed to user	Delhi Team
20200611000007	141 d 7 h	RE: REVISE CART IN REQ 10X20' ALGER /// 363PRO01190620 / 363IN0396270620 /// JBBRM-091720-21	2020-06-11 11:43:18 (Asia/Kolkata)	June	2020-06-15 13:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End, We have Checked that the Reported COPRAR is already available in PORT Folder.Asked the User to contact to the Concern port for the Same.	Delhi Team
20200611000005	141 d 8 h	Re: Neft status	2020-06-11 11:26:16 (Asia/Kolkata)	June	2020-06-15 12:05:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@coc hinport.gov.in	ashraff@coc hinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200611000063	142 d 2 h	FILE MISSING (CHPOE05)	2020-06-10 17:03:05 (Asia/Kolkata)	June	2020-06-15 15:10:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayal port.gov.in	edphelpdesk@deendayal port.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the FILE MISSING (CHPOE05)	Port is Querying for the FILE MISSING (CHPOE05),The reported SB No. yet to receive from the Customs, once the same is received it will be forwarded to you automatically.	Delhi Team
20200611000059	142 d 3 h	ERROR FOR DELIVERY ORDER BL NO.QNLMSDNSA2011928	2020-06-10 16:32:24 (Asia/Kolkata)	June	2020-06-14 17:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	darshana_k_bom@poseidonship.com	darshana_k_bom@poseidonship.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200611000045	142 d 4 h	UPDATE PROFILE OF IMO NO: 9810044 WITH NEW VESSEL CODE : 9V5836 & VESSEL NAME : BW YUSHI IN ICEGATE - REG	2020-06-10 15:12:12 (Asia/Kolkata)	June	2020-06-14 15:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ennore@atla nticglobalshipping.com	ennore@atla nticglobalshipping.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200611000042	142 d 5 h	Reset my Password : USER ID - EXPRE020	2020-06-10 14:39:09 (Asia/Kolkata)	June	2020-06-14 15:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mukesh@ex presswayshipping.com	mukesh@ex presswayshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User unable to verify the payment	User unable to login in pcs then guided to user for reset password process	Delhi Team

2020061000038	142 d 5 h	COPRAR message file issue	2020-06-10 14:00:04 (Asia/Kolkata)	June	2020-06-14 14:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked coprar is correct format as same informed to port	Delhi Team
2020061000034	142 d 6 h	VCN KY12020051280 _ ERROR FOR FILING BERMAN	2020-06-10 13:04:17 (Asia/Kolkata)	June	2020-06-14 15:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.kandla@gac.com	shipping.kandla@gac.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-BERTHING PROBLEM	User is not able to do the BERTHING. We have made the BERMAN Active and Now the User is able to release the BERMAN	Delhi Team	
2020061000026	142 d 7 h	send the CALINF / BERMAN files	2020-06-10 12:08:10 (Asia/Kolkata)	June	2020-06-14 15:10:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the CALINF File.	Port is Querying for the CALINF File.	Delhi Team
2020061000019	142 d 7 h	MISSING FILE (CHPIOE05)	2020-06-10 11:50:09 (Asia/Kolkata)	June	2020-06-14 12:40:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendajalport.gov.in	edphelpdesk@deendajalport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	CHPIOE05 is not received in port edi	Delhi Team	
2020061000017	142 d 7 h	REGISTERED EMAIL ID- ZWF	2020-06-10 11:43:10 (Asia/Kolkata)	June	2020-06-10 12:24:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bomcus@zline.in	bomcus@zline.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password, As per the Telecom discussion with the User the Reported Login Issue has been resolved.	Delhi Team
2020061000011	142 d 8 h	Non acceptance of Via number in PCS for vessel KMTC MUMBAI Voy 2003w	2020-06-10 11:22:07 (Asia/Kolkata)	June	2020-06-14 13:05:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vivek@ekmtc.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO. As per the Telecom discussion with you the Reported EDO issue has been resolved. Now you are able to release the EDO.	Delhi Team	
2020061000010	142 d 8 h	Fwd: FW: FAIRMACS	2020-06-10 11:20:07 (Asia/Kolkata)	June	2020-06-14 12:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-Login	Port is Querying for the User ID	Port is Querying for the User ID for the User. We have Created the User ID and the same has been mailed to User on his registered mail ID. The User ID is: parmar001 and the mapped Email ID is: acmgos@gmail.com	Delhi Team
2020061000009	142 d 8 h	PCS payment verify Status	2020-06-10 11:10:06 (Asia/Kolkata)	June	2020-06-14 12:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jcmaccinfo@gmail.com	jcmaccinfo@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200609000079	142 d 23 h	Re: Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-06-09 20:03:18 (Asia/Kolkata)	June	2020-06-14 10:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	Payment	User Guidance-Paysts	Port is Querying for that the Payment is Not Reflecting At Port End.	Port is Querying for that the Payment is Not Reflecting At Port End. The PAYSTS File is available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200609000077	143 d 0 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-06-09 19:28:15 (Asia/Kolkata)	June	2020-06-13 19:59:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijts@goordrichindia.com	abhijts@goordrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-Login	User is not able to Verify the Payment	User is not able to Verify the Payment. We have Verified the Same from Our End.	Delhi Team
20200609000076	143 d 0 h	* Required Of Password Reset *	2020-06-09 19:10:11 (Asia/Kolkata)	June	2020-06-13 19:55:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	hemant@expresswayshipping.com	hemant@expresswayshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password. As we have checked, Your User ID is: expre003 and the mapped Email ID is: hemant@expresswayshipping.com. Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and click <a href="https://indianpcs.gov.in/PA_PCS/">https://indianpcs.gov.in/PA_PCS/</a> and enter Your User id, registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team



20200609000069	143 d 1 h	PAYMENT NOT SHOWING IN JNPT. A/C : TS LINE.	2020-06-09 18:23:06 (Asia/Kolkata)	June	2020-06-13 19:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vasant.takane@tslineindia.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	User is not able to Verify the Payment	User is not able to Verify the Payment,Asked the User to try after 3-4 Hours	Delhi Team
20200609000068	143 d 1 h	RE: Port Community System (PCS) User credentials created successfully	2020-06-09 17:55:23 (Asia/Kolkata)	June	2020-07-07 14:52:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.jalake@hikal.com	santosh.jalake@hikal.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password,Asked the user that he is not registered in Indian PCS. Asked to register in Indian PCS and then after approval from Port Authority, We will share the Credential with you.	Delhi Team
20200609000058	143 d 2 h	Fwd: To repost Failed PCS ADORD messages	2020-06-09 17:16:18 (Asia/Kolkata)	June	2020-06-11 11:16:29 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rajeevan@chinport.gov.in	rajeevan@chinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Application	User Guidance-Other Application	Port is Querying for the repost Failed PCS ADORD messages	Port is Querying for the repost Failed PCS ADORD message, We are Still waiting for the Common Reference Number, you are requested to Kindly provide the Common Reference Number of the reported AGDORD file so that we can check the same at our end.	Delhi Team
20200609000057	143 d 2 h	Not yet reflect On line deposit Rs 99900/ a/c DC010 kolkata	2020-06-09 17:04:17 (Asia/Kolkata)	June	2020-06-13 17:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port-ccu@carecon.tainerlines.net	port-ccu@carecon.tainerlines.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200609000044	143 d 3 h	RE: FN/PCAN/16/93	2020-06-09 16:00:09 (Asia/Kolkata)	June	2020-06-11 11:16:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jak-finance1@jkmartime.com	jak-finance1@jkmartime.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haladia	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User want Payment Status	User want Payment Status, As checked the payment is success and required file is available in port system as same informed to user	Delhi Team
20200609000029	143 d 4 h	Re: 3 x 20 feet, accunt pawan metals, jnpt PCS account number -- PM4	2020-06-09 15:04:23 (Asia/Kolkata)	June	2020-06-09 18:35:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	poddartubes@yahoo.com	poddartubes@yahoo.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200609000027	143 d 4 h	FW: 3 x 20 feet, accunt pawan metals, jnpt PCS account number -- PM4	2020-06-09 14:58:23 (Asia/Kolkata)	June	2020-06-13 15:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatade@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-Paysts	Payment is not reflecting in pda	Paysts generated and shared to port as same informed to user	Delhi Team
20200609000019	143 d 7 h	Fwd: MAERSK KAMPALA / VOY - 024W / VIA L0228 / IMO 9215311 / REFERENCE NO 2020060981014226	2020-06-09 12:27:04 (Asia/Kolkata)	June	2020-06-13 12:35:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	Berman is submitted and pending for approval from port as same informed to user	Delhi Team
20200609000014	143 d 7 h	send below PAYSTS, BERMAN and CALINF files.	2020-06-09 12:07:21 (Asia/Kolkata)	June	2020-06-09 13:11:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S3	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	Multiple edi file is not received in pot edi system		Delhi & Mumbai Team(Both)
20200609000009	143 d 7 h	Port Trust Deposit (Du09)	2020-06-09 11:48:20 (Asia/Kolkata)	June	2020-06-13 12:25:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acctts.cal@unitedliners.com	acctts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200609000007	143 d 7 h	MAERSK KAMPALA / VOY - 024W / VIA L0228 / IMO 9215311 / REFERENCE NO 2020060981014226	2020-06-09 11:43:18 (Asia/Kolkata)	June	2020-06-13 12:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salkar@mercantshantshpg.com	salkar@mercantshantshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	Berman is submitted and pending for approval from port as same informed to user	Delhi Team
20200609000004	143 d 9 h	Fwd: 3 x 20 feet, accunt pawan metals, jnpt PCS account number -- PM4	2020-06-09 10:40:12 (Asia/Kolkata)	June	2020-06-11 11:16:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File,As we can check payments are success & PAYSTS are already shared with the Port Authorities.	Delhi Team

20200608000081	144 d 0 h	CARNIVAL SPLENDOR - Port payment thru PCS	2020-06-08 18:54:19 (Asia/Kolkata)	June	2020-06-11 11:16:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sameer.inamdar@iss-shipping.com	Sameer.inamdar@iss-shipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying that the Vessel Assessment Charges is Not Approved by the Port Authority.	User is Querying that the Vessel Assessment Charges is Not Approved by the Port Authority. Asked to Contact to the Concern Port for the Same.	Delhi Team
20200608000039	144 d 5 h	Re: PCS not working for NYLB 888W against the B/L no. 050050037613	2020-06-08 14:31:11 (Asia/Kolkata)	June	2020-06-22 11:47:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	alokdas@evergreen-shipping.co.in	alokdas@evergreen-shipping.co.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link ven with igm	Delhi Team
20200608000038	144 d 5 h	IMO NO. 9283849 / VESSEL NAME: UNIVERSE KAISA	2020-06-08 14:30:08 (Asia/Kolkata)	June	2020-06-08 14:36:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@nterocean.in	mumbai@nterocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate and same informed to user	Delhi Team
20200608000035	144 d 5 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-06-08 13:54:04 (Asia/Kolkata)	June	2020-06-08 14:23:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200608000034	144 d 5 h	M.V. APL OREGON IMO NO - 9532783	2020-06-08 13:44:24 (Asia/Kolkata)	June	2020-06-08 14:22:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mdr.asakthi@ma-cgm	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate/dgll and same informed to user	Delhi Team
20200608000033	144 d 6 h	send PAYSTS files for below bill nos.	2020-06-08 13:34:21 (Asia/Kolkata)	June	2020-06-12 13:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200608000031	144 d 6 h	ASSESSMENT CHARGES FOR VESSEL M.V.MERMAID 2, VCN NO. 2005417	2020-06-08 13:15:20 (Asia/Kolkata)	June	2020-06-08 13:59:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	dhiraj.mhatre@aryaffshore.com	dhiraj.mhatre@aryaffshore.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Wharfrage approval pending from port	Wharfrage is submitted state and pending for approval form port same informed to user	Delhi Team
20200608000030	144 d 6 h	EFFICIENT MARINE SERVICES LLP	2020-06-08 13:13:20 (Asia/Kolkata)	June	2020-06-11 11:16:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acctkochi@gmail.com	acctkochi@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200608000026	144 d 6 h	CONTAINER NOT REFLECTING IN KOLKATA PORT SYSTEM - SSL CHENNAI - 155 / VCN:CCU12000169.	2020-06-08 13:00:24 (Asia/Kolkata)	June	2020-06-08 13:50:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gshaw.avana@transworld.com	gshaw.avana@transworld.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200608000024	144 d 6 h	PCS Account Registration Transaction ID No: 202006080943545-reg	2020-06-08 13:00:23 (Asia/Kolkata)	June	2020-06-11 11:16:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops2@actinlogistics.com	ops2@actinlogistics.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the Reset Password. We have Guided the User that how to reset the Password.	User is Querying for the Reset Password. We have Guided the User that how to reset the Password.	Delhi Team
20200608000023	144 d 6 h	FW: BPCL Approval	2020-06-08 13:00:22 (Asia/Kolkata)	June	2020-06-11 11:16:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping.jnpt@gac.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	berthing application not reflecting at FINANCE DEPT	berthing application not reflecting at FINANCE DEPT. The reported Berman file is already sent to the Port Authorities.	Delhi Team
20200608000022	144 d 6 h	MV OCEANIC LEADER- PROFILE IN CUSTOMS AND DGLL	2020-06-08 13:00:21 (Asia/Kolkata)	June	2020-06-08 18:18:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE AND DGLL. We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200608000017	144 d 8 h	M/T SUSANA S due JNPT Port // Request for update custom record for ILH payment // URGENT	2020-06-08 11:40:08 (Asia/Kolkata)	June	2020-06-11 11:16:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@samudramarine.com	mumbai@samudramarine.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE AND DGLL. We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team

20200607000008	145 d 1 h	MV OCEANIC LEADER-PROFILE IN CUSTOMS AND DGLL	2020-06-07 18:34:12 (Asia/Kolkata)	June	2020-06-08 12:20:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200607000007	145 d 2 h	Re: Forgot Login ID and Password - DPD Common Code 13E - Aquapharm Chemicals Pvt. Ltd.	2020-06-07 16:53:20 (Asia/Kolkata)	June	2020-06-09 10:53:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vispute.m@aquapharm.net	vispute.m@aquapharm.net	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User forget user name and password of PCS Application.	User forget user name and password of PCS Application. We request to the user please share PAN Card of the Company so that we can check the same with our Database.	Delhi Team
202006060000057	146 d 4 h	Re: Re[2]: CART IN ORDER //booking no : 363IN0357330620//Kolkata -Rotterdam //Shipper : Indifabs Overseas (P) Ltd. >> OUR REF : 325243330	2020-06-06 15:12:23 (Asia/Kolkata)	June	2020-06-06 17:06:47 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202006060000042	146 d 5 h	send PAYSTS file for bilno :	2020-06-06 13:55:13 (Asia/Kolkata)	June	2020-06-10 14:15:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnpport.gov.in	jnpport.gov.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
202006060000031	146 d 6 h	FW: New Berth Request has been submitted for vessel ARISTOMENIS	2020-06-06 12:44:07 (Asia/Kolkata)	June	2020-06-06 12:57:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	YourISSJNP T@iss-shipping.com	jnpport.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User want to change the sub vessel Berthing Terminal from NSIGT to BMCT .	User want to change the sub vessel Berthing Terminal from NSIGT to BMCT . Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
202006060000028	146 d 7 h	PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020060580828568)	2020-06-06 12:41:05 (Asia/Kolkata)	June	2020-06-10 13:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chachennai@pearluty.com	chachennai@pearluty.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User that the Registration is in Submitted State.Once the port will approve the Registration we will share the credentials with you.	Delhi Team
202006060000020	146 d 7 h	Mv. Itai Lunare, Voy-096E, Voyage Registration (Via Application) Not reflected in JNPT PCS Finance system.	2020-06-06 12:18:23 (Asia/Kolkata)	June	2020-06-06 16:40:38 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nxvlog@evergreen-shipping.co.in	nxvlog@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALNF file is already available in Port folder.	Delhi Team
202006060000019	146 d 7 h	PLEASE CHANGE GROUP CODE FOR CONTR NO CXTU1160686 THIS CONTAINER AT PORT .	2020-06-06 12:17:22 (Asia/Kolkata)	June	2020-06-06 12:33:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	hareth@godrichindia.com	hareth@godrichindia.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User Want to change group code from CNT to 53J	User Want to change group code from CNT to 53J. Asked to Contact to the concern port for the same.	Delhi Team
202006060000007	146 d 9 h	PCS payment on 05 06.2020.	2020-06-06 10:35:11 (Asia/Kolkata)	June	2020-06-06 11:01:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202006060000005	146 d 10 h	Re: [Fwd: Re: Status of Your Request for registering with PCS - APPROVED]	2020-06-06 09:08:20 (Asia/Kolkata)	June	2020-07-07 14:53:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	madhuramm796@gmail.com	madhuramm796@gmail.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	User is asking for pcs user id	As checked user id is already generated same is informed to the user	Delhi Team
202006060000001	146 d 12 h	PCS SUPPORT TEAM & DGLL SUPPORT TEAM // MV ARTEMIS BULKER // TOP IMPORTANT //	2020-06-06 07:29:10 (Asia/Kolkata)	June	2020-06-08 13:52:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gangavaram@interocean.in	gangavaram@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	Vespro is not reflecting in dgll	As checked,the reported vespro is available in dgll	Delhi Team
202006050000076	147 d 2 h	LOGN EROOR	2020-06-05 17:27:11 (Asia/Kolkata)	June	2020-06-05 17:32:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sujata.singh@powervmaxfitness.net	sujata.singh@powervmaxfitness.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-Other Application	User is querying for the Login in JNPT Focus Account	User is querying for the Login in JNPT Focus Account.As we have checked, Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team

20200605000074	147 d 2 h	Container not reflecting. Coprar no. 2020060508030632 VCN-CCU12000146	2020-06-05 17:09:09 (Asia/Kolkata)	June	2020-06-05 18:39:58 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccuops@ccu.pilship.com	ccuops@ccu.pilship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200605000072	147 d 2 h	M.V.X PRESS NUPTSE IMO: 9678630 / CALL SIGN: D5HA3 -- PLS SEND DETAILS TO ICEGATE AND DGLL	2020-06-05 16:54:08 (Asia/Kolkata)	June	2020-06-06 07:29:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opsvizag.sea.com@merchantshpg.com	opsvizag.sea.com@merchantshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate/dgll and same informed to user	Delhi Team
20200605000071	147 d 2 h	Unable to Verify PCS Payment Rs. 50000/- less TDS Rs. 10000/Port A/c No. IE03D	2020-06-05 16:51:07 (Asia/Kolkata)	June	2020-06-06 07:36:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200605000069	147 d 2 h	Unable to submit Voyage Registration - User ID: aspnw020	2020-06-05 16:42:07 (Asia/Kolkata)	June	2020-06-09 17:30:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	antony.pt@aspinwall.in	antony.pt@aspinwall.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Application	User Guidance-Other Application	User unable to submit the voyage	Asked to user after vessel approval then submit the voyage in pcs 1x application.	Delhi Team
20200605000059	147 d 4 h	MV SILVIA GLORY // ERROR OCCURED DURING VERIFYING PAYMENT //	2020-06-05 15:40:19 (Asia/Kolkata)	June	2020-06-09 16:05:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agencykdl@actship.com	agencykdl@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200605000058	147 d 4 h	MUMBAI PCS PAYMENT RECEIPT NOT GENERATED Rs. 98,000.00- ( Axis Bank Ltd - 05.06.2020)	2020-06-05 15:34:18 (Asia/Kolkata)	June	2020-06-06 07:39:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200605000056	147 d 4 h	MAERSK CHICAGO VIA L0181 IMO 9332975	2020-06-05 15:18:16 (Asia/Kolkata)	June	2020-06-09 15:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salkar@merchantshpg.com	salkar@merchantshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated same has been shared to port edi	Delhi Team
20200605000055	147 d 4 h	Re: Fw: BOOKING NO.363IN0345820620-1: SHIPPER- CHEVIOT CO LTD	2020-06-05 15:15:17 (Asia/Kolkata)	June	2020-06-05 16:16:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200605000054	147 d 4 h	RE: PAYMENT SLIP	2020-06-05 15:07:15 (Asia/Kolkata)	June	2020-06-05 15:18:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200605000049	147 d 4 h	RE: Account Balance of AK3 as on : 05-06-2020	2020-06-05 14:47:13 (Asia/Kolkata)	June	2020-06-05 14:58:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	joytip@mubychem.com	joytip@mubychem.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200605000048	147 d 4 h	Re: BOOKING No:363IN0325480520-1	2020-06-05 14:42:12 (Asia/Kolkata)	June	2020-06-05 14:56:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200605000045	147 d 5 h	URGENT - PAYMENT NOT DONE ON PCS - CCU PORT PAYMENT DT: 05.06.2020	2020-06-05 14:24:10 (Asia/Kolkata)	June	2020-06-06 07:35:34 (Asia/Kolkata)	PCS Support	closed successful	2 medium	namratabhogal@evergreen-shipping.co.in	namratabhogal@evergreen-shipping.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	payment is showing failure after verified		Delhi Team
20200605000040	147 d 5 h	MT.GOVERNOR FARKHUTDINOV // Forward data to ICE GATE	2020-06-05 13:52:06 (Asia/Kolkata)	June	2020-06-05 14:02:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sikka@atlantcglobalshipping.com	sikka@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200605000039	147 d 5 h	MT.BARI // Forward data to ICE GATE	2020-06-05 13:51:07 (Asia/Kolkata)	June	2020-06-05 14:02:56 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sikka@atlantcglobalshipping.com	sikka@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate/dgll and same informed to user	Delhi Team
20200605000038	147 d 6 h	Re: cart-in order : Booking No.-- 363IN0348070620-1 // shipper- TARSONS PRODUCTS PVT.LTD // ILHFA - HAIFA, ISRAEL SHIPMENT // INVTTPU/E0073/20-21	2020-06-05 13:33:05 (Asia/Kolkata)	June	2020-06-05 14:03:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team

20200605000037	147 d 6 h	RE: Status of Your Request for registering with PCS - APPROVED!	2020-06-05 13:33:04 (Asia/Kolkata)	June	2020-06-09 16:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chachennai@pearluty.com	chachennai@pearluty.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Unable to submit the stake holder	Some change done by data base team then asked to user kindly submit the stakeholder in pcs 1x application	Delhi Team
20200605000025	147 d 7 h	PCS- Kolkata Payment Failure- 8th June 2020.	2020-06-05 12:19:17 (Asia/Kolkata)	June	2020-06-09 17:35:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha@ecorshipping.com	anagha@ecorshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is failure after verified	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200605000026	147 d 7 h	Re: CART IN // 363IN0346520620 // EX KOLKATA TO NORFOLK // D20'	2020-06-05 12:19:17 (Asia/Kolkata)	June	2020-06-09 14:10:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200605000014	147 d 7 h	DPD E-Delivery Order & Empty Letter - YMLUS236103910	2020-06-05 11:46:12 (Asia/Kolkata)	June	2020-06-05 11:53:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ketan@ymlin	ketan@ymlin	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200605000011	147 d 8 h	COPRAR meage file issue	2020-06-05 11:27:09 (Asia/Kolkata)	June	2020-06-09 20:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	Port is Querying that they receive the COPRAR is Wrong Format	Port is Querying that they receive the COPRAR is Wrong Format.	Delhi Team
20200605000009	147 d 8 h	PAYSTS MISSING	2020-06-05 11:03:06 (Asia/Kolkata)	June	2020-06-05 11:58:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200605000007	147 d 9 h	Our Agency Vessel MV GREEN K MAX 5 - Upload link to ICEGATE & DGLL	2020-06-05 10:32:27 (Asia/Kolkata)	June	2020-06-05 10:37:58 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ops.tuticorin@wwshippingginc.com	ops.tuticorin@wwshippingginc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200604000057	147 d 23 h	REQUESTING FOR SOLVE OTP ISSUE	2020-06-04 20:11:21 (Asia/Kolkata)	June	2020-06-09 00:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountspdp@seawaysindia.com	accountspdp@seawaysindia.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Paradip	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Otp is not recieved at the time of payment	As checked,issue is related to bank side,same is informed to the user	Delhi Team
20200604000051	148 d 1 h	E PAYMENT AGAINST M.V HANFANG IGM NO .2254595VCN NO .CCU:12000163. LINE NO: 1 M.V -HANZH4 IGM NO .2253977 LINE NO .182VCN NO .CCU:12000123 A/C. DB:009	2020-06-04 18:24:10 (Asia/Kolkata)	June	2020-06-08 18:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@behagoverseas.com	info@behagoverseas.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	Application	User Guidance-USER WANT CONFIRMATION OF PAYMENT	user want payment confirmation	user want payment confirmation,You are requested to share the pcs payment details if the payment has been done through pcs we will provide the status of the same.	Delhi Team
20200604000044	148 d 3 h	REQUEST TO VERIFY PAYMENT OF RS.5,07,827/- AGAINST BILL NO: 2020060480756302, DT: 04/06/2020	2020-06-04 16:31:15 (Asia/Kolkata)	June	2020-06-08 17:45:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	locshipping@gmail.com	locshipping@gmail.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment,As per telecom discussion with you, the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200604000043	148 d 3 h	Re: CART IN ORDER Vide Booking No.363IN1139460420	2020-06-04 16:04:12 (Asia/Kolkata)	June	2020-06-09 00:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Other EDI	Coprar is not reflecting at port system	As checked,coprar is availablel at port system ,same informed to user	Delhi Team
20200604000042	148 d 3 h	MAJESTIC MARITIME PVT LTD/HALDIA PORT TRUST/4,92,500 DR	2020-06-04 16:03:13 (Asia/Kolkata)	June	2020-06-08 16:25:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prabir@majesticmaritime.com	prabir@majesticmaritime.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haladia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user not able to verify payment	user not able to verify payment, As checked reported payment issue resolve and required file available in the port folder.	Delhi Team
20200604000041	148 d 3 h	MAJESTIC MARITIME PVT LTD/KOLKATA PORT TRUST/4,92,500 DR	2020-06-04 16:03:12 (Asia/Kolkata)	June	2020-07-08 09:12:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	prabir@majesticmaritime.com	prabir@majesticmaritime.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify payment	User not able to verify payment, As checked payment is success and required file available in the port folder.	Delhi Team
20200604000039	148 d 3 h	Rott. no not found against the vcn Vs/Voy X PRESS GODAVARI20010	2020-06-04 15:54:11 (Asia/Kolkata)	June	2020-06-08 17:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkatta_imports@maxiconline.com	kolkatta_imports@maxiconline.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-IMO Searching issue	igm is not searching	igm is not searching ,We have tried to call you multiple times but call did not connected, once you available please call us on below mentioned number, we will check & resolved the same.	Delhi Team

20200604000040	148 d 3 h	JNPT PCS PAYMENT DTD- 14.05.2020 OF Rs 22,83,945/-	2020-06-04 15:54:11 (Asia/Kolkata)	June	2020-06-08 16:30:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	user not able to find payment status.	user not able to find payment status, As checked payment is already success and required file available in the port folder.	Delhi Team
20200604000038	148 d 3 h	COPRAR message file issue	2020-06-04 15:48:09 (Asia/Kolkata)	June	2020-06-08 16:15:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	coprar is in wrong format	coprar is in wrong format. Kindly contact to User as the reported COPRAR is as per the format as the same as it is uploaded by the User.	Delhi Team
20200604000026	148 d 5 h	REQUEST PORT OF DISCHARGE/DESTINATION to MYWSP1 // COPRAR - 2020060480730962 // VCN - CCU12000155 // TTNU8191616 // TCLU1250189 // MORU117792 //	2020-06-04 14:13:18 (Asia/Kolkata)	June	2020-06-04 14:40:22 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file. Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200604000021	148 d 6 h	RE: Unable to Issue EDO from PCS system MV Asiatic Dawn V.014 - IGM Call	2020-06-04 13:08:12 (Asia/Kolkata)	June	2020-06-04 14:19:49 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	sukalyan.sen.gupta@ooocl.com	sukalyan.sen.gupta@ooocl.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- EDO	User is not able to Release the EDO	User is not able to Release the EDO. As per the telecom discussion with you the Reported Issue has been resolved. Now you are able to release the EDO.	Delhi Team
20200604000017	148 d 7 h	RE: berthing application not reflecting at FINANCE DEPT. vessel MT HAKONE GALAXY VIA NO L7128	2020-06-04 12:16:05 (Asia/Kolkata)	June	2020-06-04 12:56:06 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shipping.jnpt@gac.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance- BIRTHING PROBLEM	berthing application not reflecting at FINANCE DEPT	berthing application not reflecting at FINANCE DEPT. The reported Berman file is already sent to the Port Authorities.	Delhi Team
20200604000010	148 d 7 h	Coprar not reflecting	2020-06-04 11:48:22 (Asia/Kolkata)	June	2020-06-08 12:20:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	COPRAR is not reflecting at Port End	COPRAR is not reflecting at Port End. We have Checked that the Reported COPRAR is already available in PORT Folder. Asked the User to contact to the Concern port for the Same.	Delhi Team
20200604000004	148 d 8 h	Port Trust Deposit (DU009)	2020-06-04 10:47:15 (Asia/Kolkata)	June	2020-06-04 11:57:57 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	acctts.ca@unitedliners.com	acctts.ca@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200603000052	149 d 1 h	M.V. Cepheus Ocean - IMO NO. 9686273	2020-06-03 17:51:13 (Asia/Kolkata)	June	2020-06-03 18:22:01 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shipping.vizag@gac.com	shipping.vizag@gac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200603000050	149 d 1 h	BERMAN Issue == New Berth Request has been submitted for vessel MOL MAESTRO (IMO 9415727)	2020-06-03 17:44:12 (Asia/Kolkata)	June	2020-06-07 18:10:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhupendra.tandel@one-line.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance- EDI MESSAGE	berman is not received in port edi	Berman is submitted and pending for approval from port as same informed to user	Delhi Team
20200603000040	149 d 2 h	PCS Payment	2020-06-03 17:11:08 (Asia/Kolkata)	June	2020-06-07 18:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- Other Payment	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200603000036	149 d 3 h	RE: berthing application not reflecting at Port Control. for vessel MT NAVIG8 SIRIUS	2020-06-03 15:51:19 (Asia/Kolkata)	June	2020-06-07 16:35:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.jnpt@gac.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance- EDI MESSAGE	berman is not received in port edi	Asked to kindly share the cm detail	Delhi Team
20200603000035	149 d 3 h	KPT nef details... // A/c No- DA020	2020-06-03 15:45:18 (Asia/Kolkata)	June	2020-06-03 16:34:04 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	biswajit.sahoo@allcargologistics.com	biswajit.sahoo@allcargologistics.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200603000034	149 d 4 h	Fwd: mobile message - not received	2020-06-03 15:37:17 (Asia/Kolkata)	June	2020-06-07 16:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Port Officer	Application	User Guidance- Other Application	Notification is not received in mobile	All detail shared to concerned team for checking	Delhi Team

20200603000033	149 d 4 h	Delay in getting OTP for Password Reset.	2020-06-03 15:35:16 (Asia/Kolkata)	June	2020-06-12 16:24:21 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vjuchinport	CoPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Application	User Guidance-Other Application	Delay in getting OTP for Password Reset.	the reported issue shared to concerned team for checking OTP can be generated on a real-time basis	Delhi Team
20200603000029	149 d 4 h	Coprar Not Reflecting in HDC POMS	2020-06-03 14:55:12 (Asia/Kolkata)	June	2020-06-03 15:20:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Banerjee.Uzzwal_zim@in.zim.com	Banerjee.Uzzwal_zim@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200603000027	149 d 5 h	Pending AGDORD messages	2020-06-03 14:16:07 (Asia/Kolkata)	June	2020-06-07 15:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vjuchinport	CoPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	User Guidance-EDI MESSAGE	Agdord is not reflecting in port system	agdord generated and shared to port as same informed to port user	Delhi Team
20200603000018	149 d 6 h	Re: Account Details for PCS 1x	2020-06-03 12:49:16 (Asia/Kolkata)	June	2020-06-06 14:14:19 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	hydrososn@gmail.com	hydrososn@gmail.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password.We have Guided the User that how to reset the Password.	Delhi Team
20200603000014	149 d 7 h	Not operate IPCS site.	2020-06-03 11:55:10 (Asia/Kolkata)	June	2020-06-07 13:20:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rapidshipping@rediffmail.com	rapidshipping@rediffmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login,We have Guided the User to Reset the Password.	Delhi Team
20200603000011	149 d 8 h	Fwd: Re: APL; GRAPHITE; 01X20'GP; DAMMAM; BKG; NO-APX0105032	2020-06-03 11:19:07 (Asia/Kolkata)	June	2020-06-07 18:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	Unable to upload the coprar in pcs 1x application container mapped error is showing	Asked to user kindly remove the container and upload the same in pcs 1x application	Delhi Team
20200602000059	149 d 23 h	FW: Account Details for PCS 1x	2020-06-02 19:53:15 (Asia/Kolkata)	June	2020-06-07 10:50:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port.ops@bgkship.in	port.ops@bgkship.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login,As Per the Telecom discussion with you, the Reported Login Issue has been resolved.	Delhi Team
20200602000058	150 d 0 h	vcn pending to imo no.8606434 requested call inf	2020-06-02 18:52:07 (Asia/Kolkata)	June	2020-06-02 20:11:47 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	chalam161969@gmail.com	chalam161969@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
20200602000056	150 d 1 h	Not reflected Goodrich Port payment (AC - IGO3BCNT) through IPAPCS	2020-06-02 18:29:08 (Asia/Kolkata)	June	2020-06-02 19:23:42 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200602000051	150 d 2 h	MV.MING DE - E-DELIVERY ORDER NOT YET GENERATED	2020-06-02 17:33:17 (Asia/Kolkata)	June	2020-06-02 17:58:21 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tuticorin@admiralshpg.com	tuticorin@admiralshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200602000034	150 d 3 h	Paysts File Needed	2020-06-02 15:58:06 (Asia/Kolkata)	June	2020-06-06 16:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Port Officer	Payment	User Guidance-Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200602000029	150 d 4 h	Fwd: Fwd: Customs Registration System & E-DO	2020-06-02 15:22:25 (Asia/Kolkata)	June	2020-06-06 15:40:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	USER WANT TO LOGIN ID	user id as been created and same has been shared to user	Delhi Team
20200602000022	150 d 4 h	RE: PAYMENT SLIP	2020-06-02 14:49:18 (Asia/Kolkata)	June	2020-06-08 16:30:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	User want Payment Status	User want Payment Status. As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200602000021	150 d 5 h	CHANGE POD AND FPOD	2020-06-02 14:25:16 (Asia/Kolkata)	June	2020-06-02 16:04:52 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	docs.ccu@travisionshipping.com	docs.ccu@travisionshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team

20200602000020	150 d 6 h	Unable to submit berthing of MT: FOREST PARK VOY - 2004	2020-06-02 13:33:09 (Asia/Kolkata)	June	2020-06-02 14:17:56 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shipping.jnpt@gac.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200602000018	150 d 6 h	ERROR IN PCS	2020-06-02 13:10:07 (Asia/Kolkata)	June	2020-06-06 13:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Miral.Rajgor@coscon.com	Miral.Rajgor@coscon.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	User unable to search the Igm then guided to user kindly check with correct Igm	Delhi Team
20200602000014	150 d 6 h	Port Trust Deposit (DU009)	2020-06-02 12:48:04 (Asia/Kolkata)	June	2020-06-02 12:56:27 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Application	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200602000008	150 d 8 h	FW: [WARNING: This Mail may be Spoofed] DPD CONSIGNMENT BL NO : GMAE2005LY0032 DATE : 13.05.20 CONTAINER NO : CXTU1160686/20' CONSIGNEE M/S SHAKAMBARI AROMATICS PVT LTD	2020-06-02 11:34:15 (Asia/Kolkata)	June	2020-06-02 12:27:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	finance@shakambari.net	finance@shakambari.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200602000007	150 d 8 h	NEW STAKE HOLDER REGISTRATION AT PCS	2020-06-02 11:30:14 (Asia/Kolkata)	June	2020-06-06 13:50:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port.ops@bgkship.in	port.ops@bgkship.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	stakeholder is not reflecting in port system	stake holder is submitted and pending for approval from port	Delhi Team
20200601000051	151 d 1 h	MT OCEAN TOPAZ I VESPRO UPDATE URGENT	2020-06-01 18:28:12 (Asia/Kolkata)	June	2020-06-05 18:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jmboperation-s-pipavav@jimbaxi.com	jmboperation-s-pipavav@jimbaxi.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200601000046	151 d 1 h	Not reflected Goodrich Port payment (AVC - IGO38CNT) through IPAPCS	2020-06-01 17:57:10 (Asia/Kolkata)	June	2020-06-05 20:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment,We have Verified the Same from Our End.	Delhi Team
20200601000034	151 d 4 h	Re: Bank ref no for PAYSTS of IDBI bank, is without prefix.	2020-06-01 15:35:11 (Asia/Kolkata)	June	2020-06-05 15:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vikass@portall.in	vikass@portall.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	EDI	User Guidance-Paysts	Received PAYSTS of IDBI bank, is without prefix.	Received PAYSTS of IDBI bank, is without prefix,asked user to that we have re-shared the same kindly check and confirm.	Delhi Team
20200601000019	151 d 6 h	PCS SUPPORT TEAM // MV BLUE ALEXANDRA // URGENT //	2020-06-01 13:17:15 (Asia/Kolkata)	June	2020-06-05 13:25:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@interocean.in	vizag@interocean.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate,As we have checked the reported VESPRO file is already available in ICEGATE system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200601000015	151 d 6 h	FW: PCS Account Registration Transaction ID No: 2020053080472857 - reg	2020-06-01 12:56:13 (Asia/Kolkata)	June	2020-06-09 15:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ops2@actinlogistics.com	ops2@actinlogistics.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User wants to Update the Email ID in Stake Holder Registration	User wants to Update the Email ID in Stake Holder Registration,Asked to wait	Delhi Team
20200601000011	151 d 7 h	send PAYSTS of bill no: 2020040178315079	2020-06-01 12:34:09 (Asia/Kolkata)	June	2020-06-05 14:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	Port is Querying for the PAYSTS File	Port is Querying for the PAYSTS File,As we can check payments are success & PAYSTS are already shared with the Port Authorities.	Delhi Team



20200601000007	151 d 8 h	JNPT : TOP UP : RS 295000/-	2020-06-01 11:29:21 (Asia/Kolkata)	June	2020-06-05 12:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nsa.mktg@monterglobal.com	nsa.mktg@monterglobal.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200531000005	152 d 4 h	DELAY IN VCN NUMBER IN PCS HONG HAI 6	2020-05-31 15:39:13 (Asia/Kolkata)	May	2020-06-04 15:59:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
20200531000002	152 d 5 h	Request for Cancellation of Bills for Vessel Assessment Charges showing pending status for vessel M.V. Kingdom	2020-05-31 13:56:18 (Asia/Kolkata)	May	2020-06-04 14:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping@marinekingdom.in	shipping@marinekingdom.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance- Other EDI	User is Querying for the Cancellation of Bills for Vessel Assessment Charges showing pending status for vessel M.V. Kingdom. Our intervention is not requested for the same. You are requested to kindly contact to the concern port for the same.	User is Querying for the Cancellation of Bills for Vessel Assessment Charges showing pending status for vessel M.V. Kingdom. Our intervention is not requested for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200530000061	152 d 22 h	IGM / LIGHT DUES PROBLEM FOR Vessel (IMO Number: 9553945 and Vessel : HERA - PCS has been Submitted	2020-05-30 21:08:14 (Asia/Kolkata)	May	2020-06-02 21:32:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sskslco@gmail.com	sskslco@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200530000059	152 d 22 h	Re: IGM / LIGHT DUES PROBLEM FOR Vessel (IMO Number: 9827205 and Vessel : CLIPPER EOS - PCS has been Submitted	2020-05-30 21:04:13 (Asia/Kolkata)	May	2020-05-31 15:41:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sskslco@gmail.com	sskslco@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	EDI	User Guidance- VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200530000057	152 d 22 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-05-30 20:59:11 (Asia/Kolkata)	May	2020-06-03 21:59:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User is not able to Verify the Payment	User is not able to Verify the Payment. We have Verified the Same from Our End.	Delhi Team
20200530000047	153 d 0 h	MT.DUBAI CHARM - forward data to ICE GATE	2020-05-30 19:28:19 (Asia/Kolkata)	May	2020-06-03 20:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atanticglobalshipping.com	mumbai@atanticglobalshipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance- VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200530000039	153 d 2 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 10000/Port A/c No. IE030	2020-05-30 17:06:23 (Asia/Kolkata)	May	2020-05-30 20:24:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team

20200530000023	153 d 5 h	HAZEL 207 // L0265	2020-05-30 14:07:20 (Asia/Kolkata)	May	2020-06-03 15:10:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prudential@mastergeroups.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User is Querying to delete the Duplicate Entry of Voyage	User is Querying to delete the Duplicate Entry of Voyage. Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200530000021	153 d 5 h	Unable to apply berthing    APL VANCOUVER    L0163    Sauser73	2020-05-30 13:46:17 (Asia/Kolkata)	May	2020-06-03 14:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User is not able to do the BERTHING	User is not able to do the BERTHING.We have Updated the Same.Please Check and Confirm.	Delhi Team
20200530000019	153 d 6 h	Login & Password reset Issue in PCS	2020-05-30 13:07:13 (Asia/Kolkata)	May	2020-06-03 17:35:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manharsolan.k85@gmail.com	manharsolan.k85@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User is not able to Login	User is not able to Login.We have Guided the User to Reset the Password.	Delhi Team
20200530000017	153 d 7 h	COPRAR file issue	2020-05-30 12:30:07 (Asia/Kolkata)	May	2020-06-03 12:50:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Port Officer	Application	User Guidance-Other Application		Port is Querying for the COPRAR file issue.You are requested to ask the User to update the same as we haven't done anything.	Delhi Team
20200530000002	153 d 9 h	Weight wrongly mentioned for Cont No. GESU3063075/20/DC A/c MLP	2020-05-30 10:13:11 (Asia/Kolkata)	May	2020-05-30 12:46:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	infoccu@mercargo.in	infoccu@mercargo.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	User Want to Amend the wrongly mentioned for Cont No. GESU3063075/20/DC A/c MLP	User Want to Amend the wrongly mentioned for Cont No. GESU3063075/20/DC A/c MLP.Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200530000001	153 d 10 h	Re: Port Community System (PCS) Your Password has been reset	2020-05-30 09:15:05 (Asia/Kolkata)	May	2020-06-03 10:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangalore@interocean.in	mangalore@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login.We have done the Necessary Changes in the Application.You are requested to kindly submit the Fresh Stake Holder Registration in https://indianpcs.gov.in/IPA_PCS. Once the port will approve the Registration we will share the credentials with you.	Delhi Team
20200529000059	154 d 3 h	ENET CERTIFIACATE RENEWAL	2020-05-29 16:30:19 (Asia/Kolkata)	May	2020-05-29 16:48:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accounts@sarangmaritime.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to update the certificate	discussed with user and for bank certificates kindly contact to bank	Delhi Team
20200529000057	154 d 3 h	MV RAFFLES QUAY-DUE VISAKHAPATNAM PORT AT AM HRS ON 01.06.2020/KINDLY UPDATE THE VESSEL DETAILS IN ICEGATE AND DGLL	2020-05-29 16:28:20 (Asia/Kolkata)	May	2020-06-02 16:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	manivarma@jyothigroup.com	manivarma@jyothigroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200529000050	154 d 3 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-05-29 16:15:19 (Asia/Kolkata)	May	2020-06-02 16:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh@ransworld.com	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200529000042	154 d 3 h	RESET PASSWORD FOR PAN NO. AACCE3082B // ENKEI WHEELS INDIA LTD // 24F as on : 29-05-2020	2020-05-29 16:01:18 (Asia/Kolkata)	May	2020-06-02 16:30:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	docs.mum@abhyanshhipping.com	docs.mum@abhyanshhipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200529000031	154 d 3 h	PAYMENT SLIP	2020-05-29 15:48:15 (Asia/Kolkata)	May	2020-05-29 16:49:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200529000030	154 d 3 h	AGENCY ACCEPTANCE	2020-05-29 15:44:14 (Asia/Kolkata)	May	2020-05-30 09:05:41 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agency@chandra-logistics.com	agency@chandra-logistics.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	DATA CORRECTION	Agency approved by port but its showing submitted	Some change done by data base team then asked to user to use kindly check	Delhi & Mumbai Team(Both)
20200529000019	154 d 6 h	MV maersk seletar VIA no-L0170 IMO-9315197	2020-05-29 12:59:15 (Asia/Kolkata)	May	2020-06-02 13:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mskjnt@merchantspg.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated ans same has been shared to port edi	Delhi Team

20200529000007	154 d 8 h	E PAYMENT AGAINST M.V HANXING (V-2019E) IGM NO :2251673 VCN NO :CCU12000026. LINE NO : 1 ,A/C DB:009	2020-05-29 10:56:19 (Asia/Kolkata)	May	2020-06-02 13:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@behangoverseas.com	info@behangoverseas.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200529000003	154 d 8 h	MV XING JING HAI- PROFILE IN CUSTOMS AND DGLL	2020-05-29 10:50:19 (Asia/Kolkata)	May	2020-06-02 10:59:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crosstradeshipping.in	operations@crosstradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200529000002	154 d 9 h	LPG / C GAS QUANTUM	2020-05-29 10:35:17 (Asia/Kolkata)	May	2020-06-02 10:50:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@krsons.com	vizag@krsons.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO. Asked to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can release the EDO.	Delhi Team
20200528000058	155 d 1 h	NEED HELP ON PAYMENT VERIFY BILL NO : 2020052880358254	2020-05-28 18:22:18 (Asia/Kolkata)	May	2020-05-28 18:44:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shabbir@porttradeshipping.com	shabbir@porttradeshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200528000056	155 d 1 h	FW: Customer login - sauser64 PDA A/C - ESA1 payment transaction status pending	2020-05-28 18:04:15 (Asia/Kolkata)	May	2020-06-04 16:19:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rohit.sharma@in.emiratesline.com	rohit.sharma@in.emiratesline.com	PCS Support	S3	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200528000051	155 d 2 h	TSA	2020-05-28 16:48:05 (Asia/Kolkata)	May	2020-06-01 17:59:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madhu@sattva.in	madhu@sattva.in	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-EDO	edo not reflecting into cfs account	edo not reflecting into cfs account. We tried to call on your given number who has done the edo, but call did not connected, you are requested to share EDO number, so that we can check the same at our end.	Delhi Team
20200528000035	155 d 3 h	COCHIN PCS PAYMENT RECEIPT NOT GENERATED Rs. 13,53,654.00/- ( 28.05.2020 - AXIS BANK LTD )	2020-05-28 15:47:18 (Asia/Kolkata)	May	2020-05-28 17:43:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Tuticorin	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment. As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200528000032	155 d 4 h	MV ATTALIA - VESSEL REGISTRATION IN DGLL	2020-05-28 15:01:13 (Asia/Kolkata)	May	2020-05-28 15:08:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agency@bothragroup.com	agency@bothragroup.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro file is not reflecting in dgll	As we have checked the reported VESPRO file is already available in DGLL system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200528000031	155 d 4 h	Fwd: E PAYMENT AGAINST M.V HANXING (V-2019E) IGM NO :2251673 VCN NO :CCU12000026. LINE NO : 2 A/C DB:009	2020-05-28 14:50:11 (Asia/Kolkata)	May	2020-06-01 18:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kdsollection@kolkataporttrust.gov.in	kdsollection@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	Asked to user kindly share the crn detail and contact number	Delhi Team
20200528000030	155 d 4 h	send below PAYSTS file by mail, as there is network issue	2020-05-28 14:48:10 (Asia/Kolkata)	May	2020-06-01 14:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200528000028	155 d 6 h	Fwd: LIGHT DUE SITE ERROR.	2020-05-28 13:30:22 (Asia/Kolkata)	May	2020-06-01 13:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro file is not reflecting in dgll	As we have checked the reported VESPRO file is already available in your system, kindly check & confirm.	Delhi Team

20200528000019	155 d 6 h	VESSEL ACCOUNT TOP UP. A/C - CONTAINER A/C - DI013 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-05-28 13:03:18 (Asia/Kolkata)	May	2020-06-01 13:20:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200528000016	155 d 7 h	Unable to submit berthing of MT : YM JUPITER VOY - 072020	2020-05-28 12:28:13 (Asia/Kolkata)	May	2020-05-28 12:42:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping.jnpt@gac.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200528000012	155 d 7 h	MAERSK KOTKA IMO NO 9085534 / CALL SIGN D5OV9	2020-05-28 11:59:09 (Asia/Kolkata)	May	2020-06-01 12:35:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	salkar@merchantshpg.com	salkar@merchantshpg.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting/dgll	As checked the vespro file is already available in icgate and same informed to user	Delhi Team
20200528000008	155 d 8 h	Reset password user-id : acqt001	2020-05-28 11:36:08 (Asia/Kolkata)	May	2020-06-01 11:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200528000004	155 d 9 h	NOT REFLECTING PORT CHARGES AT PCAN ACCOUNT HALDIA	2020-05-28 10:17:19 (Asia/Kolkata)	May	2020-05-28 11:53:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia@marinelinks.in	haldia@marinelinks.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200527000076	156 d 0 h	IMO Number Link with DGLL	2020-05-27 18:48:04 (Asia/Kolkata)	May	2020-05-30 18:56:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	shipping.paradip@gac.com	shipping.paradip@gac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate/dgll and same informed to user	Delhi Team
20200527000074	156 d 0 h	MV KMTC MUNDRA - 9347449DUW - PCS & ICEGATE LINK REQUEST	2020-05-27 18:44:05 (Asia/Kolkata)	May	2020-05-28 13:47:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ssamaa.logistics.seahorsegroup	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate/dgll and same informed to user	Delhi Team
20200527000073	156 d 1 h	RE: Not Accepted IMO no 9229843 Vessel M.V. Ninbo Express	2020-05-27 18:32:22 (Asia/Kolkata)	May	2020-05-27 18:58:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	YourISSJNP1@iss-shipping.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate/dgll and same informed to user	Delhi Team
20200527000072	156 d 1 h	DPD E-Delivery orders generated MBL - YMLUS236103747	2020-05-27 18:12:20 (Asia/Kolkata)	May	2020-05-27 18:57:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rushikesh@yml.in	rushikesh@yml.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200527000064	156 d 2 h	MT SM NAVIGATOR DUE AT SIKKA ON 01.06.2020 FOR LOADING/ VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-05-27 17:31:14 (Asia/Kolkata)	May	2020-06-08 12:30:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icgate	vespro file is not reflecting in icgate.As we have checked the reported VESPRO file is already available in ICEGATE system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200527000053	156 d 3 h	URGENT !!! SANMAR SRUTHI // PCS voyage registrations // IMO 9181869 //	2020-05-27 16:34:07 (Asia/Kolkata)	May	2020-05-27 17:02:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia@interocean.in	haldia@interocean.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200527000052	156 d 3 h	MT.DESH BHAKT VESSEL VCN NO NOT SHOWING IN SYSTEM	2020-05-27 16:32:08 (Asia/Kolkata)	May	2020-05-31 17:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	trampops@jmbaxi.com	JNPT	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200527000044	156 d 3 h	RE: PAYMENT SLIP	2020-05-27 15:54:23 (Asia/Kolkata)	May	2020-05-31 16:15:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	user want confirmation of the payment	user want confirmation of the payment, As we have checked the reported payment has been successful and the required file is available in port folder. kindly coordinate with port for confirmation of the same.	Delhi Team
20200527000043	156 d 4 h	MV. PROPEL PROGRESS DUE AT KANDLA / UNABLE TO VARIFY THE WHARFAGE RECEIPT	2020-05-27 15:16:18 (Asia/Kolkata)	May	2020-05-27 15:51:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment, As we have checked the reported payment has been successful and the required file are available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team

202005270 000038	156 d 5 h	FW: MV IOLCOS COMMANDER - MARINE DUES PAYMENT APPLICATION // PAYMENT NOT SHOWING IN THE PCS.	2020-05-27 14:39:14 (Asia/Kolkata)	May	2020-05-27 15:44:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	haldia@seatr ans.co.in	haldia@seatr ans.co.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment, asked user to now the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
202005270 000025	156 d 6 h	Not yet reflect On line deposit Rs 99900/ a/c DC010 kolkata	2020-05-27 13:02:22 (Asia/Kolkata)	May	2020-05-31 14:01:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port- ccu@carecon tainerlines.ne t	port- ccu@carecon tainerlines.ne t	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
202005270 000006	156 d 9 h	UNABLE TO VERIFY THE PAYMENT	2020-05-27 10:35:24 (Asia/Kolkata)	May	2020-05-31 15:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	poomima@c aravellogistic s.com	poomima@c aravellogistic s.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment.As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team	
202005260 000075	157 d 1 h	RE: Payment deposited into LCAN	2020-05-26 18:41:07 (Asia/Kolkata)	May	2020-05-27 13:44:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accountsdelh @samudram arine.com	accountsdelh @samudram arine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the coprar is successful and required file is available in port system as same informed to user	Delhi Team
202005260 000073	157 d 1 h	Re[3]: BOOKING NO. 104000011231 [ 3XPE20010] - Container number not container not reflecting at KOPT's system	2020-05-26 18:17:23 (Asia/Kolkata)	May	2020-05-26 21:03:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mchatterjee @evergreen- shipping.co.i n	mchatterjee @evergreen- shipping.co.i n	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202005260 000061	157 d 3 h	fund Transfer status showing as Pending -- Port Deposit account number - 1003478	2020-05-26 16:08:08 (Asia/Kolkata)	May	2020-05-30 17:15:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bm.cok@tgls india.com	bm.cok@tgls india.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- USER WANT CONFIRMAT ION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is pending from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
202005260 000057	157 d 3 h	Not able to login	2020-05-26 15:42:04 (Asia/Kolkata)	May	2020-05-30 16:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountsdelh @samudram arine.com	accountsdelh @samudram arine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	User Roles/ Rights	User Guidance- Login	User is not able to Login	User is not able to Login,We have Guided the User to Reset the Password.	Delhi Team
202005260 000056	157 d 4 h	RE: PAYMENT SLIP	2020-05-26 15:29:22 (Asia/Kolkata)	May	2020-05-26 16:33:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@glob alcargo.in	gekol7@glob alcargo.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
202005260 000052	157 d 4 h	FW: IDBI Payment Status- PCS(Paradip Port Trust)	2020-05-26 15:04:19 (Asia/Kolkata)	May	2020-05-30 16:35:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rakesh.agasti @idbi.co.in	rakesh.agasti @idbi.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Paradip	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team

20200526000042	157 d 6 h	Fund transferred through PCS but not reflecting in Deposit A/c # 1002198 of JM Baxi	2020-05-26 13:14:06 (Asia/Kolkata)	May	2020-05-30 13:30:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cochin@jmbaxi.com	cochin@jmbaxi.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	User not able to find the payment Status.	User not able to find the payment Status. As checked reported payment has been success and required file available in the port folder.	Delhi Team
20200526000038	157 d 6 h	Fund transferred through PCS but not reflecting in Deposit A/c # 1002198 of JM Baxi	2020-05-26 13:09:05 (Asia/Kolkata)	May	2020-05-30 13:25:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cochin@jmbaxi.com	cochin@jmbaxi.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	User not able to find the payment Status.	User not able to find the payment Status. As checked reported payment has been success and required file available in the port folder.	Delhi Team
20200526000026	157 d 7 h	CINFORMATION REQUEST FOR TRIAL REMITTANCE THRU PCS FOR CREDIT OF PDA A/C # 1002239	2020-05-26 12:01:17 (Asia/Kolkata)	May	2020-05-30 12:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mv.prasanth@msc.com	mv.prasanth@msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200526000024	157 d 7 h	ROTATION NO NOT REFLECTING FOR VESSEL MSC BREMEN	2020-05-26 11:50:17 (Asia/Kolkata)	May	2020-05-27 11:47:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kishorgharat@msc.com	kishorgharat@msc.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate.As we have checked the reported VESPRO file is already available in ICEGATE system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200526000010	157 d 8 h	PAYMENT VERIFY ISSUE	2020-05-26 10:48:08 (Asia/Kolkata)	May	2020-05-30 12:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangalore@atlanticglobalshipping.com	mangalore@atlanticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200526000008	157 d 9 h	MV VICTORIA AT KANDLA-PAYMENT OF MARINE DUES & SEAFARER CHARGES IN PCS PORTAL-UNABLE TO GENERATE THE PAYMENT CONFIRMATION	2020-05-26 10:40:07 (Asia/Kolkata)	May	2020-05-30 13:25:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountskdl@dbcgurat.com	accountskdl@dbcgurat.com	PCS Support	S4	Service Request	Anil Kapoor	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment.As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200525000065	158 d 2 h	NOT VERIFY PAYMENT	2020-05-25 17:35:22 (Asia/Kolkata)	May	2020-05-29 19:05:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200525000064	158 d 2 h	E-PAYMENT INTO KOLKATA PORT TRUST - A/C TOTAL TRANSPORT SYSTEM LIMITED	2020-05-25 17:26:20 (Asia/Kolkata)	May	2020-05-26 13:22:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pradip.paul@kolcpworldindia.com	pradip.paul@kolcpworldindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200525000061	158 d 3 h	PCS REGISTRATION ISSUE - ATLAS COPCO	2020-05-25 16:08:11 (Asia/Kolkata)	May	2020-05-25 16:40:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jessy.m@nittsuo.co.in	jessy.m@nittsuo.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200525000053	158 d 3 h	PAYMENT DONE BUT STATUS IS NOT UPDATED IN PCS	2020-05-25 15:48:09 (Asia/Kolkata)	May	2020-06-01 19:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shraddha@travisionshipping.com	shraddha@travisionshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200525000048	158 d 4 h	PAYMENT NOT REFLECTED - PDA NO - DT013	2020-05-25 15:09:04 (Asia/Kolkata)	May	2020-05-29 16:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vinay@tglsindia.com	vinay@tglsindia.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As discussed user and they have not been done the payment through pcs	Delhi Team
20200525000011	158 d 8 h	CALINV Not reflected in PCS - Reg.	2020-05-25 10:51:15 (Asia/Kolkata)	May	2020-05-29 16:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nalini@kplmail.in	nalini@kplmail.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Ennore	Port Officer	EDI	User Guidance-EDI MESSAGE	calinv is not reflecting	updated the calinv file in pcs 1x application same informed to port user	Delhi Team

20200525000006	158 d 9 h	FW: New Voyage Registration request submitted for vessel PANTANAL	2020-05-25 10:25:08 (Asia/Kolkata)	May	2020-05-29 16:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	saikandla@saiship.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200524000021	159 d 1 h	[WARNING: This Mail may be Spoofed] DPD CODE : SB4	2020-05-24 17:43:07 (Asia/Kolkata)	May	2020-05-25 15:03:23 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	imports@ntco.in	imports@ntco.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	DATA CORRECTION	User unable to verify the payment		Delhi Team
20200524000018	159 d 3 h	+++PRIORITY PLS +++ MT UNIQUE HARMONY DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-05-24 15:44:12 (Asia/Kolkata)	May	2020-05-24 17:19:52 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPROD/IGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200524000017	159 d 4 h	Approval of CRN (DPT)	2020-05-24 14:56:06 (Asia/Kolkata)	May	2020-05-24 17:21:33 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	chakdla@boxworld.com	chakdla@boxworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Wharfage approval pending from port	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200524000007	159 d 7 h	VOUCHER APPROVAL PENDING	2020-05-24 12:03:06 (Asia/Kolkata)	May	2020-05-25 10:40:11 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-EDI MESSAGE	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS,Asked to Contact to the Concern port for the same.	Delhi Team
20200524000006	159 d 8 h	wharfage not approved -MT YM JUPIER-	2020-05-24 11:02:19 (Asia/Kolkata)	May	2020-05-25 10:41:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	jayeshv25@yahoo.com	jayeshv25@yahoo.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Wharfage approval pending from port	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200524000003	159 d 11 h	PCS Page Not Displaying for submitting BERMAN // MT Ocean Chemist V 2006	2020-05-24 07:46:16 (Asia/Kolkata)	May	2020-05-24 10:41:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vizag@samudramarine.com	vizag@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-PCS APPLICATION DOWN	User is querying that the PCS site is not working	User is querying that the PCS site is not working.As we have checked that the PCS site is Working fine.	Delhi Team
20200524000002	159 d 12 h	PCS IS NOT WORKING	2020-05-24 07:38:17 (Asia/Kolkata)	May	2020-05-28 09:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prosenjit@godrichindia.com	prosenjit@godrichindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-PCS APPLICATION DOWN	User is querying that the PCS site is not working	User is querying that the PCS site is not working.As we have checked that the PCS site is Working fine.	Delhi Team
20200524000001	159 d 12 h	PCS portal Not working	2020-05-24 07:06:10 (Asia/Kolkata)	May	2020-05-28 09:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tsrinu.vpt@gmail.com	tsrinu.vpt@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-PCS APPLICATION DOWN	User is querying that the PCS site is not working	User is querying that the PCS site is not working.As we have checked that the PCS site is Working fine.	Delhi Team
20200523000033	160 d 2 h	Fwd: New Berth Request has been submitted for vessel VARAHI	2020-05-23 17:41:14 (Asia/Kolkata)	May	2020-05-30 17:25:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nishit@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	Application	DATA CORRECTION	wrong notification floated to jnpt port		Delhi Team
20200523000031	160 d 2 h	MV VICTORIA AT KANDLA-PAYMENT OF WHARFAGE IN PCS PORTAL-UNABLE TO GENERATE THE PAYMENT CONFIRMATION	2020-05-23 17:22:12 (Asia/Kolkata)	May	2020-05-23 20:27:17 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	accountskdl@dbcgurat.com	accountskdl@dbcgurat.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200523000025	160 d 4 h	NOT GETTING SUCCESS WHILE VERIFYING THE PAYMENT	2020-05-23 15:07:17 (Asia/Kolkata)	May	2020-05-23 18:33:05 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200523000018	160 d 7 h	Advance search of Payment Status option not working.	2020-05-23 12:38:18 (Asia/Kolkata)	May	2020-05-27 19:05:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	Application	DATA CORRECTION	advance search option is not working in payment	Some changes done and its working same informed to port	Delhi Team
20200523000015	160 d 8 h	Change of terminal in berthing application from BMCT to NSIGT    APL SAVANNAH    L0201	2020-05-23 11:40:12 (Asia/Kolkata)	May	2020-05-23 11:54:14 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mby.vmhatre@cma-cgm.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	User Want to Amend the berthing application from BMCT to NSIGT	User Want to Amend the berthing application from BMCT to NSIGT,Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same	Delhi Team

20200523000011	160 d 8 h	MV ERTEA AT KANDLA- PAYMENT OF WHARFAGE IN PCS PORTAL-UNABLE TO GENERATE THE PAYMENT CONFIRMATION	2020-05-23 11:24:10 (Asia/Kolkata)	May	2020-05-23 14:07:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accountskdil@dbcgujrat.com	accountskdil@dbcgujrat.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200522000082	160 d 20 h	jnpt payment 9.80 L 22.05.2020	2020-05-22 23:07:22 (Asia/Kolkata)	May	2020-05-23 11:15:47 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lchandrasedk.ravana@traworld.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200522000062	161 d 3 h	Receipt not received	2020-05-22 16:33:17 (Asia/Kolkata)	May	2020-05-26 17:05:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shaji@markochin.com	shaji@markochin.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	User not able to find payment status	User not able to find payment status. As checked reported issue has been resolve and required file available in the port folder.	Delhi Team
20200522000057	161 d 3 h	Fund not reflecting DC001 CCU	2020-05-22 16:18:13 (Asia/Kolkata)	May	2020-05-22 17:43:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200522000043	161 d 5 h	RE: Surrender BL confirmation vied BL No : HLCUHEL200209577 A/C Bartaman Pvt Ltd	2020-05-22 14:11:18 (Asia/Kolkata)	May	2020-05-26 14:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Prodyut.Banerjee@iss-shipping.com	Prodyut.Banerjee@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200522000041	161 d 5 h	MUMBAI PCS PAYMENT RECEIPT NOT GENERATED (Rs. 98,500.00- ( Axis Bank ltd - 22.05.2020 )	2020-05-22 13:53:16 (Asia/Kolkata)	May	2020-05-23 11:13:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200522000038	161 d 6 h	ATROMITOS L	2020-05-22 13:29:13 (Asia/Kolkata)	May	2020-05-26 14:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	admn@eshwarshipping.com	admn@eshwarshipping.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200522000037	161 d 6 h	PAYSTS file for below payments not received by JNPT	2020-05-22 13:28:12 (Asia/Kolkata)	May	2020-05-22 14:19:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	DATA CORRECTION	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200522000036	161 d 6 h	Fwd: URGENT REQUIRE PCS LOGIN ID & PASSWORD OF CONSIGNEE: SARLA PERFORMANCE FIBERS LIMITED // PAN NO: AABCS1322B	2020-05-22 13:25:13 (Asia/Kolkata)	May	2020-05-26 14:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200522000027	161 d 7 h	PAYMENT NOT REFLECTED - AMOUNT 2,46,250 /-	2020-05-22 12:18:05 (Asia/Kolkata)	May	2020-05-26 19:50:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vinay@tglsindia.com	vinay@tglsindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200522000025	161 d 7 h	PAYMENT NOT REFLECTED - AMOUNT 4,92,500 /-	2020-05-22 12:07:23 (Asia/Kolkata)	May	2020-05-22 19:48:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vinay@tglsindia.com	vinay@tglsindia.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200522000022	161 d 7 h	RE: Require User Id & password	2020-05-22 11:56:21 (Asia/Kolkata)	May	2020-05-26 12:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	admin@gropindogulf.com	admin@gropindogulf.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked to Check we have Created the same and Send it to Registered Email ID	Delhi Team



20200522000009	161 d 9 h	Fwd: RAZORPAY BANK CREDITED.(POTA GLOBAL)	2020-05-22 10:13:09 (Asia/Kolkata)	May	2020-05-22 10:49:46 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ashraff@coc hinport.gov.i n	ashraff@coc hinport.gov.i n	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. Kindly check with the Razorpay team as we have updated the PAYSTS based on the input received from Razorpay. Regards, Vikas Sharma Support Team	Delhi Team
20200521000055	162 d 2 h	Unable to login in PCS	2020-05-21 17:23:09 (Asia/Kolkata)	May	2020-05-25 17:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@agraw almarine.com	info@agraw almarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team	
20200521000053	162 d 2 h	URGENT - UNABLE TO VERIFY PAYMENT - COK PORT PAYMENT DT: 21.05.2020	2020-05-21 17:20:09 (Asia/Kolkata)	May	2020-05-22 11:35:18 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	namratabho gal@evergre en- shipping.co.i n	namratabho gal@evergre en- shipping.co.i n	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verfit the same in pcs 1x application after 3-4 hr.As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team	
20200521000047	162 d 3 h	registration on PCS x1	2020-05-21 16:41:04 (Asia/Kolkata)	May	2020-05-25 17:20:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	maryann@gr tship.com	maryann@gr tship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATI ON	user wan to process of stake holder	Asked to o user kindly submit the stake holder in pcs 1x application	Delhi Team	
20200521000033	162 d 6 h	FORGOT PASSWORD	2020-05-21 13:36:22 (Asia/Kolkata)	May	2020-05-25 13:50:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@krson s.com	vizag@krson s.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	user have forget password	user want to reset password, ask user to reset password by your self	Delhi Team	
20200521000025	162 d 6 h	FW: PDA registration on JNPT	2020-05-21 12:50:17 (Asia/Kolkata)	May	2020-05-25 13:05:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	admin@grou pindogulf.co m	admin@grou pindogulf.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATI ON	USER WANT TO LOGIN ID	Asked to user after approval form port you will get the user id	Delhi Team	
20200521000018	162 d 7 h	Re: Fund Transfer - A/c # 1002289	2020-05-21 12:12:12 (Asia/Kolkata)	May	2020-05-25 12:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts.anc heni@tpm- ent.com	accounts.anc heni@tpm- ent.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team	
20200521000017	162 d 7 h	Activation of User ID - metpo001	2020-05-21 11:46:09 (Asia/Kolkata)	May	2020-05-25 11:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mpcmpl@h otmail.com	mpcmpl@h otmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team	
20200521000016	162 d 7 h	ERROR WHILE LOG IN INTO PCS	2020-05-21 11:43:09 (Asia/Kolkata)	May	2020-05-25 12:01:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	niticha@mbk logistixpl.co m	niticha@mbk logistixpl.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	Marmagao (ex Marmagao)	Trade User	Application	User Guidance- PCS APPLICATO N DOWN	Unable to login in pcs	As checked the application is working fine same informed to user	Delhi Team	
20200521000015	162 d 8 h	M/s. Seatrans Shipping Ltd.	2020-05-21 11:25:07 (Asia/Kolkata)	May	2020-05-25 11:40:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seatransin@ yahoo.co.in	seatransin@ yahoo.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team	
20200521000014	162 d 8 h	PCS site issue.	2020-05-21 11:24:06 (Asia/Kolkata)	May	2020-05-25 12:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nmptedp1@ gmail.com	nmptedp1@ gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	New Mangalore	Port Officer	Application	User Guidance- PCS APPLICATO N DOWN	PCS Application is Down	PCS Application is Down	PCS Application is Down. Asked to Wait We will confirm once the same is resolved. As we have Checked the Site is Working Fine now. You are Requested to Please Check and Confirm.	Delhi Team
20200521000013	162 d 8 h	SEAPORT SERVICES PVT LTD - PCS Password Reset reg.	2020-05-21 11:10:05 (Asia/Kolkata)	May	2020-05-25 11:35:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaport.vizag @gmail.com	seaport.vizag @gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team	
20200521000011	162 d 8 h	PAYMENT VERIFICATION - UNSUCCESSFUL (BOW TRIUMPH)	2020-05-21 10:56:23 (Asia/Kolkata)	May	2020-05-21 12:57:22 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	eirene.eugine @gac.com	eirene.eugine @gac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify payment	User not able to verify payment	Delhi Team	

20200521000001	162 d 11 h	VERYIFICATION ISSUE	2020-05-21 08:05:23 (Asia/Kolkata)	May	2020-05-21 13:44:30 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mangalore@atlanticglobalshipping.com	mangalore@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200520000080	163 d 1 h	MV INDIGO DEVOTION - PROFILE IN CUSTOMS AND DGLL	2020-05-20 18:18:06 (Asia/Kolkata)	May	2020-05-24 18:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200520000075	163 d 1 h	MV NASCO JADE - PROFILE IN CUSTOMS AND DGLL	2020-05-20 18:13:05 (Asia/Kolkata)	May	2020-05-24 18:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200520000068	163 d 1 h	UPDATING OF DETAILS	2020-05-20 17:58:23 (Asia/Kolkata)	May	2020-05-24 18:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	snowshipping77@gmail.com	snowshipping77@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200520000060	163 d 2 h	PCS PAYMENT of M/s. Mohandas K Kurup Pvt. Ltd.	2020-05-20 17:14:18 (Asia/Kolkata)	May	2020-05-24 17:50:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200520000053	163 d 3 h	REGISTRATION MV.FREDERIKE OLDENDORFF - REG	2020-05-20 16:13:10 (Asia/Kolkata)	May	2020-05-24 16:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping@rajaagencies.in	shipping@rajaagencies.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200520000049	163 d 3 h	KARTHAS SHIPPING SOLUTIONS - PCS REGISTRATION	2020-05-20 15:43:07 (Asia/Kolkata)	May	2020-05-24 16:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	karthasshipping.in@gmail.com	karthasshipping.in@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200520000044	163 d 4 h	Password Reset	2020-05-20 15:18:22 (Asia/Kolkata)	May	2020-06-22 13:58:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vctshpg@gmail.com	vctshpg@gmail.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password.We have Guided the User that how to reset the Password.	Delhi Team
20200520000043	163 d 4 h	UNABLE TO UPDATE BERMAN FORM FOR VESSEL HARI ARADHANA	2020-05-20 15:16:23 (Asia/Kolkata)	May	2020-05-24 16:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200520000037	163 d 5 h	Via not received for AGENT CODE ESA1 in PCS // JNPT	2020-05-20 14:17:16 (Asia/Kolkata)	May	2020-05-20 17:28:44 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pankaj.tandel@in.emiratesline.com	pankaj.tandel@in.emiratesline.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200520000034	163 d 6 h	FACT WHARFAGE	2020-05-20 13:29:11 (Asia/Kolkata)	May	2020-05-20 15:50:49 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	bank@factitd.com	bank@factitd.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login,Asked to share the contact details for further assistance	Delhi Team
20200520000018	163 d 7 h	NOT GETTING SUCCESS WHILE VERIFYING THE PAYMENT	2020-05-20 12:23:22 (Asia/Kolkata)	May	2020-05-20 17:32:45 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200520000016	163 d 7 h	VCN CMA CGM RACINE VOY.0MX6FW1MA	2020-05-20 11:44:18 (Asia/Kolkata)	May	2020-05-26 09:10:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MBY.YKOKATE@cma-cgm.com	MBY.YKOKATE@cma-cgm.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	As per the Customer VCN Allotted by the Port is Not Correct	As per the Customer VCN Allotted by the Port is Not Correct,Asked to Contact to the Concern Port For the Same.	Delhi Team
20200520000012	163 d 8 h	M.V. AS SICILIA Voy 2007 VIA L0146 - Deposition of funds in JNPT a/c PRD3 (PRD-3)	2020-05-20 11:15:14 (Asia/Kolkata)	May	2020-05-20 20:20:48 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	sridhar.poojary@mastergroups.com	sridhar.poojary@mastergroups.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200520000008	163 d 9 h	Fwd: RAZORPAY BANK CREDITED.(POTA GLOBAL)	2020-05-20 10:41:11 (Asia/Kolkata)	May	2020-05-24 17:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	DATA CORRECTION	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200520000005	163 d 9 h	VCN NOT GENERATED - M.T. GOLDEN NORI - IMO - 9151137	2020-05-20 09:58:05 (Asia/Kolkata)	May	2020-05-29 10:34:16 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shipping.mumbai@gac.com	shipping.mumbai@gac.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200519000074	164 d 0 h	eDO not receipt	2020-05-19 19:29:22 (Asia/Kolkata)	May	2020-05-24 08:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sanjayk.Singh@adani.com	Sanjayk.Singh@adani.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mundra Port	Trade User	Application	User Guidance-EDO	edo is not reflecting in port login		Delhi Team

20200519000071	164 d 0 h	IMO NO - SEA IGM ERROR // MV CONCORDIA	2020-05-19 18:57:18 (Asia/Kolkata)	May	2020-05-19 19:35:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	asuresh@sunbeamlogistics.com	asuresh@sunbeamlogistics.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200519000069	164 d 1 h	Pays issue - change of Bank Key	2020-05-19 18:34:16 (Asia/Kolkata)	May	2020-05-20 10:34:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vinod@cochinport.gov.in	vinod@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	EDI	DATA CORRECTION	Wrong pays is received		Delhi Team
20200519000066	164 d 1 h	Re: KOTA RUKUN, IMO NO 9167459 NOT REGISTER TO PAYMENT LIGHT DUES ON LINE	2020-05-19 17:53:11 (Asia/Kolkata)	May	2020-05-19 18:35:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Halidia	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	asked to kindly updated the vessel profile in pcs 1x application	Delhi Team
20200519000064	164 d 2 h	Port Trust Deposit (DU009)	2020-05-19 17:39:11 (Asia/Kolkata)	May	2020-05-19 17:48:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200519000085	164 d 2 h	Re: CART IN REQUEST . GLOSTER LIMITED . AAJ0105871A	2020-05-19 16:51:04 (Asia/Kolkata)	May	2020-05-19 17:34:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnerorth.in	documentation@lardnerorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200519000040	164 d 4 h	user ID & password	2020-05-19 15:29:14 (Asia/Kolkata)	May	2020-05-19 18:33:50 (Asia/Kolkata)	PCS Support	closed successful	2 medium	prakale.bm@gmail.com	prakale.bm@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Unable to login in pcs	Asked to user kindly submit the stake holder in pcs 1x application	Delhi Team
20200519000038	164 d 4 h	UPDATE PROFILE OF IMO NO:9318357 WITH VESSEL NAME :WITHAHORIZON WITH NEW CALL SIGN:D5SG3 IN ICEGATE - REG	2020-05-19 15:25:16 (Asia/Kolkata)	May	2020-05-19 16:12:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chennai@atanticglobbalshipping.com	chennai@atanticglobbalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200519000035	164 d 4 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-05-19 15:25:15 (Asia/Kolkata)	May	2020-05-23 16:10:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200519000036	164 d 4 h	RE:VESSEL ACCOUNT TOP UP. A/C - CONTAINER A/C - D1013 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-05-19 15:25:15 (Asia/Kolkata)	May	2020-05-23 16:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200519000026	164 d 6 h	UPDATE PROFILE OF IMO NO:9318357 WITH VESSEL NAME :WITHAHORIZON WITH NEW CALL SIGN:D5SG3 IN ICEGATE - REG	2020-05-19 12:58:17 (Asia/Kolkata)	May	2020-05-23 14:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chennai@atanticglobbalshipping.com	chennai@atanticglobbalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200519000022	164 d 7 h	COCHIN PORT TRUST RS:376799 SHOWING PENDING STATUS	2020-05-19 12:25:14 (Asia/Kolkata)	May	2020-05-23 13:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ravij.dimri@interocean.in	ravij.dimri@interocean.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,	Delhi Team
20200519000012	164 d 7 h	Verify payment issue	2020-05-19 12:07:11 (Asia/Kolkata)	May	2020-05-19 17:03:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nmptedp1@gmail.com	nmptedp1@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200519000002	164 d 9 h	RE: D.O Request for Fresenius Medical Care Asia Pacific Limited/Pecon (P) Limited: MBL Number: HLCUEUR2003AWRF9 & HBL Number:61200242707	2020-05-19 10:37:21 (Asia/Kolkata)	May	2020-05-23 10:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Prodyut.Banerjee@iss-shipping.com	Prodyut.Banerjee@iss-shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200518000085	165 d 0 h	Re: Required Login ID & Password Of JMB1	2020-05-18 19:17:11 (Asia/Kolkata)	May	2020-05-26 10:20:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jmbliner-sci@jmbaxi.com	jmbliner-sci@jmbaxi.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200518000082	165 d 1 h	RE: Unable to release DO BLPL BLESSING2010CCU12000842253038 08.05.2020	2020-05-18 18:30:24 (Asia/Kolkata)	May	2020-05-18 20:35:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team

20200518000081	165 d 1 h	MV. STAR HYDRUS (IMO-9621778) - UPDATE VESSEL PROFILE IN CUSTOMS ICEGATE - URGENT	2020-05-18 18:30:23 (Asia/Kolkata)	May	2020-05-22 18:45:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agencydpd@tmilttd.com	agencydpd@tmilttd.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	EDI	User Guidance- VESPRO-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200518000080	165 d 1 h	RE: PAYMENT SLIP	2020-05-18 18:30:22 (Asia/Kolkata)	May	2020-05-18 18:45:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	geko7@globalcargo.in	geko7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200518000079	165 d 1 h	Unable to Verify PCS Payment Rs. 400000/- less TDS Rs. 8000/Port A/c No. IE030	2020-05-18 18:30:21 (Asia/Kolkata)	May	2020-05-18 19:47:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200518000075	165 d 1 h	DPD E-Delivery orders generated MBL - YMLUS236103592	2020-05-18 18:09:23 (Asia/Kolkata)	May	2020-05-18 18:33:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rushikesh@ymil.in	rushikesh@ymil.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200518000073	165 d 1 h	MV MINERAL SUBIC DJE AT SALAYA ON 20.05.2020 FOR DISCHARGE/ VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-05-18 17:48:20 (Asia/Kolkata)	May	2020-05-18 18:32:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200518000061	165 d 4 h	MV. STAR HYDRUS (IMO-9621778) - UPDATE VESSEL PROFILE IN CUSTOMS ICEGATE - URGENT	2020-05-18 15:41:05 (Asia/Kolkata)	May	2020-05-18 16:16:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agencydpd@tmilttd.com	agencydpd@tmilttd.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200518000057	165 d 4 h	Port Trust Deposit (DU009)	2020-05-18 14:48:37 (Asia/Kolkata)	May	2020-05-18 20:28:47 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200518000056	165 d 4 h	Port Community system (PCS) Login issue	2020-05-18 14:48:36 (Asia/Kolkata)	May	2020-05-22 15:05:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	praffulverseas@gmail.com	praffulverseas@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200518000045	165 d 5 h	send the PAYSTS file and related logs	2020-05-18 14:06:14 (Asia/Kolkata)	May	2020-05-18 14:28:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	DATA CORRECTION	Paysts is not reflecting in port		Delhi Team
20200518000043	165 d 6 h	Re: password re-set request	2020-05-18 13:08:10 (Asia/Kolkata)	May	2020-05-22 13:25:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	eximshippingandlogistics@gmail.com	eximshippingandlogistics@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200518000041	165 d 6 h	resend the PAYSTS file	2020-05-18 13:05:08 (Asia/Kolkata)	May	2020-05-22 14:01:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatade@jnpport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	Payment	User Guidance- Paysts	Paysts is not reflecting in port		Delhi Team
20200518000026	165 d 8 h	Fwd: Wharfage Account	2020-05-18 11:31:18 (Asia/Kolkata)	May	2020-05-22 11:50:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200518000020	165 d 8 h	M.V.AM OCEAN PRIDE WHARFAGE NOTING	2020-05-18 11:19:16 (Asia/Kolkata)	May	2020-05-18 11:25:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	otakandla@gmail.com	otakandla@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance- Other Application	Wharfage approval pending from port	As checked wharfage is pending for approval from port as same informed to user	Delhi Team
20200518000019	165 d 8 h	MV PARNIN-NEW MANGALORE	2020-05-18 11:15:15 (Asia/Kolkata)	May	2020-05-22 11:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ShivaraJ.Naik@wilhelmsen.com	ShivaraJ.Naik@wilhelmsen.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	EDI	User Guidance- DG LL - ICEGATE	VESPRO is not showing at ICEGATE AND DG LL	VESPRO is not showing at ICEGATE and DG LL folder. Asked the User to contact to the ICEGATE and DG LL team for the same.	Delhi Team
20200518000010	165 d 8 h	VCN applications but not reflecting // CMA CGM TITUS // IMO NO 9450636	2020-05-18 10:47:12 (Asia/Kolkata)	May	2020-05-22 10:59:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.rjtekar@cma-cgm.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance- VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALNF file is already available in Port folder.	Delhi Team
20200518000007	165 d 9 h	MV TTT ONE//IMO 9336634//PORT OF REGISTRY	2020-05-18 10:16:08 (Asia/Kolkata)	May	2020-05-22 10:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Saravanan.T@wilhelmsen.com	Saravanan.T@wilhelmsen.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	Application	DATA CORRECTION	Port name is not showing while vespro profile	As updated the port and same informed to user	Delhi Team

20200517000007	166 d 3 h	Re: DELAY IN VCN NUMBER IN PCS	2020-05-17 16:06:18 (Asia/Kolkata)	May	2020-05-17 16:16:11 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Port has given confirmation for approval	Delhi Team
20200517000002	166 d 8 h	MV. MAGNUM POWER DUE AT KANDLA PORT ON 18.05.2020/VCN NO NOT GENERATING /	2020-05-17 10:55:22 (Asia/Kolkata)	May	2020-05-17 16:14:41 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandla@damanshipping.com	kandla@damanshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200516000047	166 d 20 h	DELAY IN VCN NUMBER IN PCS	2020-05-16 22:59:15 (Asia/Kolkata)	May	2020-05-21 09:40:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200516000035	167 d 2 h	Payment showing as pending status for PD A/c Z218- Rs.198362	2020-05-16 17:04:13 (Asia/Kolkata)	May	2020-05-16 18:35:03 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	belapuraccoun@actship.com	belapuraccoun@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200516000032	167 d 3 h	Unable to Verify PCS Payment Rs. 50000/- less TDS Rs. 10000/Port A/c No. IE030	2020-05-16 16:11:07 (Asia/Kolkata)	May	2020-05-16 17:43:43 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200516000024	167 d 4 h	E-Do not display in Transworl and TG Terminals	2020-05-16 15:34:23 (Asia/Kolkata)	May	2020-05-20 19:30:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ltmudra@tmdramarine.com	ltmudra@tmdramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	Do is not reflecting in pcs 1x		Delhi Team
20200516000013	167 d 7 h	IMPORT WHARFAGE PAYMENT SUCCESSFUL BUT AMOUNT RECEIPT NOT BEING GENERATED - MT. CYPRESS GALAXY AT KANDLA	2020-05-16 12:01:18 (Asia/Kolkata)	May	2020-05-20 12:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	logistics@samudramarine.com	logistics@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Unable to login in pcs	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200516000012	167 d 7 h	KINDLY RECTIFY : LKCMBI TO SSSIN1	2020-05-16 11:42:17 (Asia/Kolkata)	May	2020-05-16 13:50:16 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	arshad.hossain@msc.com	arshad.hossain@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200516000007	167 d 8 h	RE: PAYMENT SLIP	2020-05-16 11:30:15 (Asia/Kolkata)	May	2020-05-20 11:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	User not able to find the payment status	User not able to find the payment status, As checked payment has been success and required file available in the port folder	Delhi Team
20200515000073	168 d 1 h	Reset of password	2020-05-15 18:40:13 (Asia/Kolkata)	May	2020-05-20 11:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	osianindia@gmail.com	osianindia@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200515000069	168 d 2 h	LPG/GAS SPIRIT I - VESSEL DETAILS NOT APPEARING IN DGLL WEBSITE FOR PAYING ILH DUES ONLINE	2020-05-15 17:40:14 (Asia/Kolkata)	May	2020-05-15 19:38:46 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vizag@interoceancan.in	vizag@interoceancan.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DGILL-ICEGATE	vespro is not reflecting in icegate/dgill	As checked the vespro file is already available in icegate/dgill and same informed to user	Delhi Team
20200515000060	168 d 2 h	PAYSTS NOT RECEIVED AT PARADIP PORT TRUST PCS	2020-05-15 16:58:27 (Asia/Kolkata)	May	2020-05-19 17:25:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yahoo.in	pptpcs@yahoo.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Paradip	Port Officer	Payment	User Guidance-Paysts	port not received paysts	port not received paysts, As we have checked now the reported PAYSTS file's has been generated and shared with you, kindly check and confirm.	Delhi Team
20200515000059	168 d 2 h	PCS Payment	2020-05-15 16:58:21 (Asia/Kolkata)	May	2020-05-19 17:30:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment		Delhi Team
20200515000058	168 d 2 h	Not able to login - 1002671	2020-05-15 16:49:22 (Asia/Kolkata)	May	2020-05-19 17:05:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	apjrefineries@gmail.com	apjrefineries@gmail.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	user want login credential	user want login credential,As we have checked, you are not registered with us, kindly visit our PCS1X application for new stakeholder registration and submit, after approval from port we will create user id & password & share with you.	Delhi Team

20200515000051	168 d 3 h	PAYSTS MISSING	2020-05-15 16:02:14 (Asia/Kolkata)	May	2020-05-20 14:51:19 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	Payment	User Guidance- Paysts	paysts is not reflecting	paysts is not reflecting,As we have checked now PAYSTS file has been generated and shared with you, kindly check and confirm.	Delhi Team
20200515000046	168 d 4 h	Port Trust Deposit (DU009)	2020-05-15 15:33:11 (Asia/Kolkata)	May	2020-05-19 15:45:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acctts.ca@unitedliners.com	acctts.ca@unitedliners.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	user want confirmation of the made payment	user want confirmation of the made payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200515000044	168 d 4 h	Re: Cart in 40' Reefer Export // Megaa Moda // A/C PSALF // 363IN0134930520-1	2020-05-15 15:09:10 (Asia/Kolkata)	May	2020-05-19 16:59:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shreya.das@msc.com	shreya.das@msc.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- Xml File	coprar is not reflecting	coprar is not reflecting ,As we have checked the reported COPRAR file is already available in port system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200515000042	168 d 4 h	MV. IVS SILVER PEACE DUE AT KANDLA TO LOAD SUGAR / UNABLE TO VERIFY THE WHARFAGE RECEIPT	2020-05-15 14:59:10 (Asia/Kolkata)	May	2020-05-19 16:05:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	payment is not reflecting	payment is not reflecting,As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200515000024	168 d 7 h	PCS- Kolkata Payment Failure- 15th May 2020.	2020-05-15 12:16:10 (Asia/Kolkata)	May	2020-05-19 17:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha@ecornshipping.com	anagha@ecornshipping.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment,As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200515000018	168 d 8 h	PORT FUND NOT REFLECTING IN PORT SYSTEM//AC- DS013	2020-05-15 11:40:05 (Asia/Kolkata)	May	2020-05-15 13:43:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	opskol@shalasia	opskol@shalasia	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,Asked User to Verify the Same at their End	Delhi Team
20200515000016	168 d 8 h	Fwd: UNABLE TO GENERAT SUCCESS RECEIPT- URGENT	2020-05-15 11:31:24 (Asia/Kolkata)	May	2020-05-19 12:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify the payment status	User not able to verify the payment status, As checked reported payment issue has been resolve and required file available in the port folder.	Delhi Team
20200515000010	168 d 8 h	UNABLE TO GENERAT SUCCESS RECEIPT- URGENT	2020-05-15 11:06:21 (Asia/Kolkata)	May	2020-05-19 12:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharatasa@transworld.com	muralidharatasa@transworld.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify payment	User not able to verify reported payment issue has been resolve and required file available in the port folder.	Delhi Team
20200514000098	169 d 0 h	REQUEST FOR VESSEL UPDATE - MV. CL CENTURY	2020-05-14 19:35:09 (Asia/Kolkata)	May	2020-05-14 20:15:29 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tuti@seapol.com	tuti@seapol.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icgate/dgll	As checked the vespro file is already available in icgate and same informed to user	Delhi Team
20200514000090	169 d 0 h	Error while uploading XML file ( Mundra)	2020-05-14 19:26:09 (Asia/Kolkata)	May	2020-05-18 19:45:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mitesh.patel@odex.co	mitesh.patel@odex.co	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mundra Port	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	Asked to user kindly check with sa for vcn link	Delhi Team
20200514000073	169 d 2 h	PCS Registration	2020-05-14 16:53:10 (Asia/Kolkata)	May	2020-05-20 13:53:13 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	anilkumar@cochinport.gov.in	anilkumar@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want to pcs login id	user id as been created and same has been shared to user	Delhi Team
20200514000064	169 d 3 h	RE: Forgot Password : User Name acgdpd	2020-05-14 16:21:06 (Asia/Kolkata)	May	2020-05-14 17:32:15 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	jnptctpd@jnport.gov.in	jnptctpd@jnport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team

20200514000061	169 d 3 h	Problem with EDO - Visaka Industries Ltd. EGLV50700006776 - ANTON SCHEPERS 094N	2020-05-14 16:02:23 (Asia/Kolkata)	May	2020-05-18 19:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cal_julien@icsagroup.com	cal_julien@icsagroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-Other Application	Edo notification issue	As checked attached do not issued through pcs 1x	Delhi Team
20200514000058	169 d 3 h	Pending payment	2020-05-14 15:44:21 (Asia/Kolkata)	May	2020-05-18 16:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@p hvalueshipping.com	accounts@p hvalueshipping.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is not reflecting	User unable to verify the payment.You are requested to kindly try to verify your made payment, after verification you will get success receipt.	Delhi Team
20200514000056	169 d 4 h	MT.TORM MALAYSIA-forward data to ICE GATE	2020-05-14 15:37:20 (Asia/Kolkata)	May	2020-05-18 16:05:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate As we have checked the reported VESPRO file is already available in ICEGATE system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200514000053	169 d 4 h	Unable to upload XML file in Mundra	2020-05-14 15:18:19 (Asia/Kolkata)	May	2020-05-14 18:20:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mitesh.patel@odex.co	mitesh.patel@odex.co	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	xml file uploading option is reflecting		Delhi Team
20200514000052	169 d 5 h	RE:VESSEL ACCOUNT TOP UP. A/c - CONTAINER A/C - DJ013 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-05-14 14:37:14 (Asia/Kolkata)	May	2020-05-18 15:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment.As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200514000051	169 d 5 h	RE: PAYMENT SLIP	2020-05-14 14:37:13 (Asia/Kolkata)	May	2020-05-14 15:02:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200514000030	169 d 6 h	RE: IGM PER X-PRESS YAMUNA V: 20007	2020-05-14 13:05:23 (Asia/Kolkata)	May	2020-05-14 13:25:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sukalyan.sengupta@ooocl.com	sukalyan.sengupta@ooocl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200514000028	169 d 6 h	Please share the process to top-up the PD account	2020-05-14 12:50:20 (Asia/Kolkata)	May	2020-05-18 13:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@patkarandsons.com	info@patkarandsons.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-PAYMENT PROCESS	User want to payment process through pcs 1x	User want to make the payment through pcs then guided to payment proces	Delhi Team
20200514000027	169 d 7 h	AGDORD file issue	2020-05-14 12:32:17 (Asia/Kolkata)	May	2020-05-18 13:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	Wrong format agdord is received	As corrected the agdord and same has been shared to port through sftp	Delhi Team
20200514000022	169 d 7 h	+++ MAERSK KOTAKA/ IMO NO. 9085534+++	2020-05-14 12:07:16 (Asia/Kolkata)	May	2020-05-27 20:48:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mskjnt@merchantshipping.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200514000021	169 d 7 h	Remittance Bank	2020-05-14 11:59:14 (Asia/Kolkata)	May	2020-05-14 15:45:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	amitpandya@westcoastpaper.com	amitpandya@westcoastpaper.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	sbi bank is not showing in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200514000018	169 d 7 h	TDS Charges of M.t. BOCHEM GHENT 29 GIP	2020-05-14 11:54:13 (Asia/Kolkata)	May	2020-05-14 12:16:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import_export@rishishipping.com	import_export@rishishipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	User query for tds		Delhi Team
20200514000015	169 d 8 h	RE:VESSEL ACCOUNT TOP UP. A/c - M004 & CONTAINER A/C - DJ013 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-05-14 11:37:11 (Asia/Kolkata)	May	2020-05-14 12:15:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200514000014	169 d 8 h	PD account details DPD code VT1	2020-05-14 11:30:10 (Asia/Kolkata)	May	2020-05-18 12:35:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nikes1986@yahoo.com	nikes1986@yahoo.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	user want to detail for pda	Asked to user if want pcs login then share the pan number or only pd detail kindly contact to port	Delhi Team

20200514000012	169 d 8 h	Received CALINF file from BAD	2020-05-14 11:05:08 (Asia/Kolkata)	May	2020-05-14 14:26:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kol.kataportrust.gov.in	pcs.hdc@kol.kataportrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Last port call is updated by user,which is not updated in port system	As checked ,user has selected port which is not updated in port system,same is informed to the port to update the port code,so that file get consume	Delhi Team
20200514000008	169 d 8 h	Berth Request issue	2020-05-14 10:55:06 (Asia/Kolkata)	May	2020-05-18 11:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team	
20200514000003	169 d 9 h	MAJESTIC MARITIME PVT LTD//HALDIA PORT TRUST/6,86,000.00 DR	2020-05-14 10:15:22 (Asia/Kolkata)	May	2020-05-19 11:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prabir@majesticmaritime.com	prabir@majesticmaritime.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Haldia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200513000073	170 d 0 h	berth request	2020-05-13 19:04:15 (Asia/Kolkata)	May	2020-05-14 10:31:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opsvizag@seawaysindia.com	opsvizag@seawaysindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team	
20200513000066	170 d 1 h	PLEASE CHECK WHARFAGE CHARGES COMEN REFERENCE // 2020051379541488	2020-05-13 17:55:07 (Asia/Kolkata)	May	2020-05-13 18:50:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bhimjahir@rgroupindia.com	bhimjahir@rgroupindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-Other Payment		As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200513000065	170 d 2 h	M.V. SAFESEA ANYA - IMO NO 9488578	2020-05-13 16:52:18 (Asia/Kolkata)	May	2020-05-17 17:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.vizag@gac.com	shipping.vizag@gac.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro file is not reflecting in icigate	vespro file is not reflecting in icigate.As we have checked the reported VESPRO file is already available in ICEGATE system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200513000051	170 d 3 h	CANCELLATION OF VCN NO FOR VESSEL CONTI EVEREST IS021R	2020-05-13 16:07:14 (Asia/Kolkata)	May	2020-05-17 16:25:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kishorgharat@msc.com	kishorgharat@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to cancel the vcn	Asked to user kindly contact to concerned port	Delhi Team
20200513000050	170 d 3 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 10000//Port A/c No. IE030	2020-05-13 16:07:13 (Asia/Kolkata)	May	2020-05-17 16:30:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200513000048	170 d 3 h	DPD E-Delivery orders generated MBL - YMLUS232132923	2020-05-13 15:51:11 (Asia/Kolkata)	May	2020-05-17 16:01:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushkesh@ymml.in	rushkesh@ymml.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	Application	User Guidance-IMO Searching issue	user is unable to search the igm	user is unable to search the igm. you are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can do the EDO.	Delhi Team
20200513000044	170 d 4 h	IMO NO - SEA IGM ERROR // MV CMB PERMEKE	2020-05-13 15:01:04 (Asia/Kolkata)	May	2020-05-17 15:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	suresh@sunbeamlogistics.com	suresh@sunbeamlogistics.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro file is not reflecting in icigate/dgll	vespro file is not reflecting in icigate/dgll.As we have checked the reported VESPRO file is already available in ICEGATE/DGLL system with the new one call sign, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200513000043	170 d 5 h	M.T.ROYAL EMERALD - VESSEL REGISTRATION	2020-05-13 14:37:22 (Asia/Kolkata)	May	2020-05-13 14:50:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200513000041	170 d 5 h	M.T. MTM DUBLIN VOY 01 DUE JNPT - PCS	2020-05-13 14:21:20 (Asia/Kolkata)	May	2020-05-17 17:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashokp@jmbaxi.com	ashokp@jmbaxi.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-Xml File	vcn is not reflecting	vcn is not reflecting .As per telecom discussion with you, the reported issue has been resolved.	Delhi Team



20200513000040	170 d 5 h	[WARNING: This Mail may be Spoofed] AUSTERE LOGISTICS //URGENT//Container ISO Number Change request ////	2020-05-13 14:11:21 (Asia/Kolkata)	May	2020-05-13 16:00:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccoops@aus terelogistics.com	ccoops@aus terelogistics.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200513000036	170 d 5 h	RE: New Voyage Registration request submitted for vessel E R LOS ANGELES.	2020-05-13 14:01:18 (Asia/Kolkata)	May	2020-05-17 14:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chandrasedk r.b@ood.co m	chandrasedk r.b@ood.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200513000031	170 d 6 h	Pcs user if n login	2020-05-13 13:32:14 (Asia/Kolkata)	May	2020-06-04 11:55:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	madhuramm 796@gmail.c om	madhuramm 796@gmail.c om	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles/ Rights	User Guidance-Login	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200513000024	170 d 7 h	Unable to Login in PCS account	2020-05-13 12:39:09 (Asia/Kolkata)	May	2020-05-17 12:59:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@synerg yearth.in	info@synerg yearth.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password.We have Guided the User that how to reset the Password.	Delhi Team
20200513000017	170 d 7 h	VCN NO NOT SHOWING IN YOUR SYSTEM	2020-05-13 11:56:23 (Asia/Kolkata)	May	2020-05-13 14:34:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	YoutiSS.JNP T@iss-shipping.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200513000011	170 d 8 h	Re: Deactivation of a/c-payment request at JNPCT.....reg	2020-05-13 11:04:17 (Asia/Kolkata)	May	2020-05-13 15:41:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rdrao@jnport gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment	Delhi Team
20200513000008	170 d 9 h	RE: DELAY IN VCN NUMBER IN PCS	2020-05-13 10:40:13 (Asia/Kolkata)	May	2020-05-13 10:43:59 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandla@sam udramarine.c om	kandla@sam udramarine.c om	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	vcn approved by port and confirmation given	Delhi Team
20200513000002	170 d 9 h	Not yet reflect On line deposit Rs 99900/ a/c DC010 kolkata	2020-05-13 10:00:10 (Asia/Kolkata)	May	2020-05-17 12:40:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port-ccu@carecon tainerlines.net	port-ccu@carecon tainerlines.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200512000069	171 d 0 h	DELAY IN VCN NUMBER IN PCS	2020-05-12 18:59:21 (Asia/Kolkata)	May	2020-05-16 19:20:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@sam udramarine.c om	kandla@sam udramarine.c om	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked voyage in submitted and pending for approval from port same informed to user	Delhi Team
20200512000066	171 d 1 h	Reset Password	2020-05-12 18:11:16 (Asia/Kolkata)	May	2020-05-16 18:25:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sheetal.nahar ia@jsw.in	sheetal.nahar ia@jsw.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200512000065	171 d 1 h	Port Trust Deposit (DU009)	2020-05-12 17:51:13 (Asia/Kolkata)	May	2020-05-12 18:46:25 (Asia/Kolkata)	PCS Support	closed successful	2 medium	acctts.cal@un itedliners.co m	acctts.cal@un itedliners.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User want confirmation of payment	User want confirmation of payment . Same has been checked and confirm to user that payment is success	Delhi Team
20200512000063	171 d 2 h	NOT VERIFY PAYMENT	2020-05-12 17:20:10 (Asia/Kolkata)	May	2020-05-16 18:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339 @gmail.com	jayeshv339 @gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200512000061	171 d 2 h	MTAFRAMAX RIO - forward data to ICE GATE	2020-05-12 17:14:10 (Asia/Kolkata)	May	2020-05-12 17:23:26 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@ati anticiglobalsh ipping.com	mumbai@ati anticiglobalsh ipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200512000058	171 d 2 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-05-12 16:48:07 (Asia/Kolkata)	May	2020-05-16 17:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh.t ransworld	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200512000056	171 d 3 h	Re: PCS Credentails	2020-05-12 16:27:23 (Asia/Kolkata)	May	2020-05-12 17:49:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jabee@jabee world.com	jabee@jabee world.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles/ Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team

20200512000053	171 d 3 h	MUMBAI PCS PAYMENT RECEIPT NOT GENERATED R.s. 98,000.00- ( 12.05.2020 )	2020-05-12 16:17:22 (Asia/Kolkata)	May	2020-05-16 16:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200512000048	171 d 4 h	RE:jnpt 04.05.2020	2020-05-12 15:17:16 (Asia/Kolkata)	May	2020-05-16 16:05:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ygalkwad.avana@transworld.com	ygalkwad.avana@transworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200512000046	171 d 4 h	+++PRIORITY PLS +++ MT NORDNEPTUNE DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-05-12 15:11:14 (Asia/Kolkata)	May	2020-05-12 17:50:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200512000035	171 d 5 h	PCS PROBLEM REINHARD SCHEPERSOSI2XN1NC CCU120000602252809 05.05.2020	2020-05-12 14:21:08 (Asia/Kolkata)	May	2020-05-16 14:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200512000032	171 d 6 h	MT DHT PUMA DUE AT SIKKA ON 20.05.2020 FOR DISCHARGE// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-05-12 13:17:20 (Asia/Kolkata)	May	2020-05-16 13:45:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate.As we have checked the reported VESPRO file is already available in ICEGATE system, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200512000026	171 d 7 h	MT-HAIDEBAO - E-DELIVERY ORDER NOT YET GENERATED	2020-05-12 12:41:17 (Asia/Kolkata)	May	2020-05-12 13:40:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tuticorin@antiglobalshipping.com	tuticorin@antiglobalshipping.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Tuticorin	Trade User	Application	User Guidance-IGM ISSUE	user is unable to upload the edo	user is unable to upload the edo.As per telecom discussion with you & remote support,the reported EDO issue has been resolved, now you are able to do the EDO.	Delhi Team
20200512000021	171 d 7 h	USER ID PASSWORD FOR PCS LOGIN REVOKED : GINZA INDUSTRIES LTD / DPD CODE GZ1 ( as per common code trade notice )	2020-05-12 12:24:14 (Asia/Kolkata)	May	2020-05-17 11:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	do-nsapl@niranjan856.com	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	User is Querying for the Reset Password	User is Querying for the Reset Password.We have Guided the User that how to reset the Password.	Delhi Team
20200512000020	171 d 7 h	Tran shipment port of Export Container wrongly update in KOPT System	2020-05-12 12:23:14 (Asia/Kolkata)	May	2020-05-12 12:33:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	asis.m@sbnapl.com	asis.m@sbnapl.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file.Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200512000019	171 d 7 h	DLYSUM not received by KPL-Reg.	2020-05-12 12:03:37 (Asia/Kolkata)	May	2020-05-16 12:35:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	karuppiiah1967vt	KPL(Ennore)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Ennore	Port Officer	EDI	User Guidance-EDI MESSAGE	DLYSUM is not reflecting in port		Delhi Team
20200512000012	171 d 8 h	DPD E-Delivery orders generated MBL - YMLUS236103302	2020-05-12 11:15:07 (Asia/Kolkata)	May	2020-05-16 11:35:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushikesh@ymlin	rushikesh@ymlin	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO,Asked to Link the VCN.	Delhi Team
20200512000010	171 d 8 h	DPD E-Delivery orders generated MBL - YMLUS236103465	2020-05-12 11:02:05 (Asia/Kolkata)	May	2020-05-16 11:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushikesh@ymlin	rushikesh@ymlin	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200512000009	171 d 8 h	Port Trust Deposit (DU009)	2020-05-12 11:01:05 (Asia/Kolkata)	May	2020-05-16 11:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acctts.cal@unitedliners.com	acctts.cal@unitedliners.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200512000008	171 d 8 h	DPD E-Delivery orders generated MBL - YMLUS236103307	2020-05-12 10:56:04 (Asia/Kolkata)	May	2020-05-16 11:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushikesh@ymlin	rushikesh@ymlin	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200512000007	171 d 8 h	FW: Vessel Profile Registration Request for vessel GDYNIA TRADER has been approved.	2020-05-12 10:54:04 (Asia/Kolkata)	May	2020-05-12 11:56:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	deepak_s_bom@poseidonship.com	deepak_s_bom@poseidonship.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate and same informed to user	Delhi Team

20200512000004	171 d 9 h	APPROVED OF WHARFAGE CHARGES OF INDIAN PCS	2020-05-12 10:24:19 (Asia/Kolkata)	May	2020-05-12 10:44:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cskandia@expressworld.com	cskandia@expressworld.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-Other EDI	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS	User is Querying for the Approval of WHARFAGE CHARGES OF INDIAN PCS,Asked to Contact to the Concern port for the same.	Delhi Team
20200511000170	172 d 0 h	Not reflected Goodrich Port payment (AVC - IG03BCNT) through IPAPCS	2020-05-11 18:43:13 (Asia/Kolkata)	May	2020-05-11 19:20:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijts@goodrichindia.com	abhijts@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202005110001708	172 d 1 h	BERMAN	2020-05-11 18:42:08 (Asia/Kolkata)	May	2020-05-11 19:24:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rdrao@jnpport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	BERMAN is generated ans same has been shared to port edi	Delhi Team
202005110001707	172 d 1 h	Port Trust Deposit (DU009)	2020-05-11 17:56:23 (Asia/Kolkata)	May	2020-05-15 18:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.sca@unitedliners.com	acct.sca@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202005110001706	172 d 1 h	M.T. STOLT LERK GIP 24 IMPORT OF 31905.721MTS FERTILIZER GRADE PHOSPHORIC ACID SOLUTION	2020-05-11 17:55:23 (Asia/Kolkata)	May	2020-05-12 10:41:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import_exp@rishishipping.com	import_exp@rishishipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Reqcac is pending for approval	As checked the assessment is submitted state and pending for approval	Delhi Team
202005110000033	172 d 4 h	berthing application ++WIDE JULIET / O19W via no. L0171 IMO no. 9698264 ++ & ++MAERSK GIBRALTAR/ O19W via no. L0109 IMO no. 9739692 ++	2020-05-11 15:10:45 (Asia/Kolkata)	May	2020-05-15 15:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mskjnp@merchantshpg.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	berthing is pending for approval	Berman is submitted and pending for approval from port as same informed to user	Delhi Team
202005110000010	172 d 4 h	RE: PAYMENT SLIP	2020-05-11 14:44:20 (Asia/Kolkata)	May	2020-05-15 14:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202005110000007	172 d 6 h	Revised weight updation in PCS system.	2020-05-11 13:28:12 (Asia/Kolkata)	May	2020-05-11 13:56:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ishan@goodrichindia.com	ishan@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	As checked the coprar is already available in port system	Delhi Team
202005110000005	172 d 7 h	Password- apmtr004- to be reset	2020-05-11 12:37:05 (Asia/Kolkata)	May	2020-05-15 13:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Dinesh.Rao@Apnterminals.com	Dinesh.Rao@Apnterminals.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
202005110000004	172 d 9 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-05-11 10:27:10 (Asia/Kolkata)	May	2020-05-15 10:40:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	DATA CORRECTION	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
202005110000002	172 d 9 h	UNABLE TO PROCESS EDO IN PCS SYSTEM AGAINST IGM NO 2250321 AND	2020-05-11 10:12:09 (Asia/Kolkata)	May	2020-05-15 10:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	dipankarpaik@evergreen-shipping.co.in	dipankarpaik@evergreen-shipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-EDO	container is already mapped	Asked to user kindly search with another bl or container number	Delhi Team
202005110000001	172 d 10 h	COPRAR NO IS NOT SHOWING IN COPRAR SYSTEM // COPRAR NO : 2020050879349330/ 2020050879367250/ 2020050879373167	2020-05-11 09:20:22 (Asia/Kolkata)	May	2020-05-15 09:40:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	csv2.ccu@oecd.sg	csv2.ccu@oecd.sg	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
202005100000008	172 d 21 h	Re: Unable to Generate Agent Delivery Order EDO for IGM NO 2252804 for Vessel : Stolt Sequoia - VCN No 2005075	2020-05-10 22:26:04 (Asia/Kolkata)	May	2020-05-15 10:05:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sanjeevg@jmbaxi.com	sanjeevg@jmbaxi.com	PCS Support	S3	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-EDO	BL number is not searching	BL is not searching in pcs while number do then guided to user kindly search with line number	Delhi Team
202005100000007	173 d 0 h	MV. COURAGE DATE SEND TO ICE GATE & DGLL DEPARTMENTS	2020-05-10 18:56:20 (Asia/Kolkata)	May	2020-05-14 14:24:12 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kandia@shanmarine.com	kandia@shanmarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team

20200510000004	173 d 3 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 10000/Port A/c No. IE030	2020-05-10 16:14:22 (Asia/Kolkata)	May	2020-05-11 10:40:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expresswayshipping.com	finance@expresswayshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200510000001	173 d 7 h	NEW VESSEL REGISTRATION MV LILA HOCHIMINH, IMO NO: 9152600, CALL SIGN:- D5UX2	2020-05-10 12:03:12 (Asia/Kolkata)	May	2020-05-11 12:11:01 (Asia/Kolkata)	PCS Support	closed successful	2 medium	sovanlal.chat@terjee@samudera.id	sovanlal.chat@terjee@samudera.id	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team	
20200509000012	174 d 1 h	Port Trust Deposit (DU009)	2020-05-09 18:19:06 (Asia/Kolkata)	May	2020-05-13 19:25:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200509000010	174 d 4 h	MT CLEAROCEAN APOLLON AT SIKKA ON 15.05.2020 FOR DISCHARGE// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-05-09 15:11:23 (Asia/Kolkata)	May	2020-05-13 15:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icegate	As checked the payment is successful and required file is already available in ICEGATE folder, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200509000009	174 d 5 h	CUSTOM FILE NOT RECEIVE (CHPOE05)	2020-05-09 14:32:18 (Asia/Kolkata)	May	2020-05-15 08:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-Xml File	CUSTOM FILE NOT RECEIVE (CHPOE05)	We have checked the same at our end no such file received from the Customs. Kindly confirm the same with the User so that we can write to ICEGATE for sharing the reported file.	Delhi Team
20200509000007	174 d 5 h	UPDATE PROFILE OF IMO NO: 9365520 WITH NEW VESSEL CODE : DBRE & VESSEL NAME : ROYAL EMERALD IN ICEGATE - REG	2020-05-09 14:09:16 (Asia/Kolkata)	May	2020-05-14 14:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ennore@atlatnicglobalshipping.com	ennore@atlatnicglobalshipping.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Ennore	Trade User	EDI	User Guidance-DG LL - ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate.As we have checked the reported VESPRO file is already available in ICEGATE folder, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200509000004	174 d 7 h	COPRAR FILE-OEL SINGAPORE V.2008	2020-05-09 12:32:07 (Asia/Kolkata)	May	2020-05-09 13:23:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	amar@ymi.in	amar@ymi.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-COPRAR	user is unable to upload the coprar	user is unable to upload the coprar ,you have added a container number twice in the file, kindly remove the one and try to upload the same.	Delhi Team
20200509000002	174 d 7 h	IMO NO: 9416824 & VESSEL NAME: ELECTA // Fw: Vessel Profile Registration Request for vessel ELECTA has been approved.	2020-05-09 12:12:22 (Asia/Kolkata)	May	2020-05-09 12:35:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@interocean.in	mumbai@interocean.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200508000018	175 d 0 h	PCS- Kolkata Payment Failure- 08th May 2020.	2020-05-08 19:14:24 (Asia/Kolkata)	May	2020-05-15 10:55:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha@econshipping.com	anagha@econshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	After verified failure response form bank end		Delhi Team
20200508000016	175 d 1 h	Port Trust Deposit (DU009)	2020-05-08 17:44:10 (Asia/Kolkata)	May	2020-05-13 10:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200508000014	175 d 4 h	MUMBAI PCS PAYMENT RECEIPT NOT GENERATED Rs. 98,000.00- ( 08.05.2020 )	2020-05-08 15:34:16 (Asia/Kolkata)	May	2020-05-12 15:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application after some time	Delhi Team
20200508000013	175 d 5 h	Vessel IMO No- 9708980/Vessel name-MV Capricorn Moon	2020-05-08 14:07:05 (Asia/Kolkata)	May	2020-05-12 14:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangalore@yothigroup.com	mangalore@yothigroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team

20200508000012	175 d 6 h	Unable to make due payment	2020-05-08 13:12:18 (Asia/Kolkata)	May	2020-05-15 13:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	praffulverseas@gmail.com	praffulverseas@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- PAYMENT PROCESS	User is Querying that how to make the Payment	User is Querying that how to make the Payment,Guide the User that how to do the Payment	Delhi Team
20200508000010	175 d 6 h	Fwd: Error in Topup payment to PD A/C at PCS - Reg	2020-05-08 12:44:16 (Asia/Kolkata)	May	2020-05-22 12:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- Other Payment	User unable to make the payment through job	As remote support with user they have successfully make the payment through sbi and issue escalated to job	Delhi Team
20200508000009	175 d 7 h	DPD CODE : IS2 - Ind-Swift Laboratories Ltd.,	2020-05-08 12:18:12 (Asia/Kolkata)	May	2020-06-15 17:44:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anil_singh@gsspl.org	anil_singh@gsspl.org	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda		Delhi Team
20200508000006	175 d 7 h	PCS PAYMENT ISSUE   SHYAM METALICS & ENERGY LIMITED   PARADIP PORT	2020-05-08 11:48:09 (Asia/Kolkata)	May	2020-05-08 14:20:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import@shyamgroup.com	import@shyamgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200507000024	176 d 1 h	DPD E-Delivery orders generated MBL - YMLUS232132898	2020-05-07 18:19:24 (Asia/Kolkata)	May	2020-05-11 18:30:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushikesh@ymml.in	rushikesh@ymml.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200507000023	176 d 1 h	BPT A/C 2006	2020-05-07 17:55:20 (Asia/Kolkata)	May	2020-05-11 18:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jiten@thakkarshipping.in	jiten@thakkarshipping.in	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance- Other Payment	User not able to find payment status.	User not able to find payment status, As checked reported payment has been success and required file available in the port folder.	Delhi Team
20200507000018	176 d 3 h	M.V.ELLA - PCS TO ICEGATE SENT	2020-05-07 15:49:07 (Asia/Kolkata)	May	2020-05-12 14:10:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag.cb@chowgule.co.in	vizag.cb@chowgule.co.in	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance- VESPRO- ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate.As we have checked the reported VESPRO file is already available in ICEGATE folder,once they will consume the same it will reflect, kindly coordinate with them for further assistance and confirm.	Delhi Team
20200507000015	176 d 4 h	Fwd: Need help for Application No. - 2020041178483955	2020-05-07 15:21:22 (Asia/Kolkata)	May	2020-05-11 15:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mscakolkata@gmail.com	mscakolkata@gmail.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	user want user id and password	As we have checked your stakeholder registration request is in submitted stage, kindly ask port to approve the same after approval from port we will share the user id and password on your registered email id.	Delhi Team
20200507000013	176 d 4 h	Unable to verify the payment// MT Arahana V 2005 Due Vizag	2020-05-07 15:06:20 (Asia/Kolkata)	May	2020-05-07 17:56:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vizag@samudramarine.com	vizag@samudramarine.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user is unable to verify payment		Delhi Team
20200507000011	176 d 5 h	JNPT PCS PAYMENT DTD- 07.05.2020 OF Rs 23,76,122/-	2020-05-07 14:25:15 (Asia/Kolkata)	May	2020-05-11 14:45:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysts	payment is not reflecting	payment is not reflecting.As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200507000009	176 d 5 h	UNABLE TO PRECESS PAYMENT	2020-05-07 13:46:11 (Asia/Kolkata)	May	2020-05-11 19:50:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cs.ccu@sealloyd.in	cs.ccu@sealloyd.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- UNABLE TO VERIFY PAYMENT	Unable to login in pcs		Delhi Team
20200507000007	176 d 6 h	PD A/C NO 1812 A/C S.N.DAS FREIGHT FORWARDERS PVT. LTD., MUMBAI	2020-05-07 13:34:08 (Asia/Kolkata)	May	2020-05-12 18:05:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sndas@sndas.in	sndas@sndas.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Mumbai	Trade User	Payment	User Guidance- Other Payment	User is Querying to refund the Amount	User is Querying to refund the Amount,Asked to Talked to the Port for the same.	Delhi Team

20200507000004	176 d 8 h	+++ WIDE JULIET / IMO NO. - 9698264+++	2020-05-07 11:22:17 (Asia/Kolkata)	May	2020-05-11 11:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mkjngpt@me rchantshpg.c om	JNPT	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	JNPT	Trade User	EDI	User Guidance- VESPRO- ICEGATE	vespro file is not reflecting in icagate	vespro file is not reflecting in icagate.As we have checked the reported VESPRO file is already available in ICEGATE folder, kindly coordinate with them and confirm.	Delhi Team
20200507000003	176 d 8 h	RE: New Stakeholder Application for : Marmugao Port	2020-05-07 10:50:09 (Asia/Kolkata)	May	2020-05-11 14:10:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Marmugao (ex Marmugao)	Port Officer	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	Port is Querying for the User ID for the User	Port is Querying for the User ID and the same has been mailed to User on his registered mail ID. The User ID is: pammar001 and the mapped Email ID is: scmgao@gmail.com	Delhi Team
20200506000039	177 d 0 h	RE: PAYMENT MADE OF RS 196000.00	2020-05-06 19:41:22 (Asia/Kolkata)	May	2020-05-06 20:14:31 (Asia/Kolkata)	PCS Support	closed successful	2 medium	deepali@tran slinergroup.c om	deepali@tran slinergroup.c om	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200506000037	177 d 0 h	Containerised Module - Enable add option.	2020-05-06 18:45:29 (Asia/Kolkata)	May	2020-05-11 12:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	karupiah19 67vt	KPL(Ennore)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Ennore	Port Officer	Application	DATA CORRECTION	the filed of Container loading and discharge report(COARRI), Container/Cargo Gate in/out(CODE CO), Equipment Interchange report(EICREPI).		Delhi Team
20200506000035	177 d 1 h	Received Paysts file from Bad	2020-05-06 17:58:09 (Asia/Kolkata)	May	2020-09-16 19:36:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kol kataporttrust gov.in	pcs.hdc@kol kataporttrust gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haladia	Trade User	Payment	User Guidance- Paysts	Wrong paysts is received	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200506000031	177 d 3 h	Fwd: MV MAGNOJA // IGM UPDATE	2020-05-06 16:08:16 (Asia/Kolkata)	May	2020-05-10 16:50:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sunil@aaashir vadshipping. com	sunil@aaashir vadshipping. com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance- Other Application	BL number is not searching	As checked final lgm is yet to be receive form custom as same informed to user	Delhi Team
20200506000030	177 d 3 h	user id and password for IEC no.0389036609	2020-05-06 15:56:15 (Asia/Kolkata)	May	2020-05-10 18:55:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	elastochemie impex@gmail .com	elastochemie impex@gmail .com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200506000026	177 d 3 h	URGENT - UNABLE TO VERIFY PAYMENT - JNPT DT: 06.05.2020	2020-05-06 15:49:14 (Asia/Kolkata)	May	2020-05-07 10:44:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	namratabho gal@evergre en- shipping.co.i n	namratabho gal@evergre en- shipping.co.i n	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200506000024	177 d 3 h	RE: MUMBAI PCS PAYMENT RECEIPT NOT GENERATED Rs. 98,000.00 (05.05.2020)	2020-05-06 15:45:13 (Asia/Kolkata)	May	2020-05-07 10:35:51 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cha- tutorin@su nrichgroup.c om	cha- tutorin@su nrichgroup.c om	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200506000023	177 d 4 h	JNPT Customer : ESA1 JNPT payment 05-05-2020 - PCS error	2020-05-06 15:30:13 (Asia/Kolkata)	May	2020-05-11 10:30:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Santosh.Devi ekar@in.emir atesline.com	Santosh.Devi ekar@in.emir atesline.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	DATA CORRECTION	User unable to verify the payment		Delhi Team
20200506000017	177 d 4 h	Fw: Import Laden Ctr laying in yard due to Importer's PD a/c on Finance hold.....reg 008AA13391	2020-05-06 15:03:10 (Asia/Kolkata)	May	2020-05-10 15:30:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nitin.jadhav @catl.co.in	nitin.jadhav @catl.co.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance- Other Payment	User not able to find payment status.	User not able to find payment status. As checked reported payment has been success and required file available in the port folder.	Delhi Team
20200506000016	177 d 4 h	HALDIA PORT VESSEL RELATED PORT PAYMENT THROUGH PCS	2020-05-06 14:55:07 (Asia/Kolkata)	May	2020-05-10 19:45:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@abmw aterways.co. n	info@abmw aterways.co. n	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haladia	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	User not able to verify the payment	User not able to verify the payment	Delhi Team

20200506000014	177 d 5 h	MV JAQHAR RANIM(VCN:JXY12020041167) AT KANDLA. MARINE DUES AND SEAFARER PAID BUT STILL THE PAYMENT CONFIRMATION NOT GENERATED	2020-05-06 13:56:20 (Asia/Kolkata)	May	2020-05-07 11:45:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accountskdli@dbcgujrat.com	accountskdli@dbcgujrat.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200506000012	177 d 5 h	MV ML SWALLOW due New Mangalore (IMO No.9723992) - Vessel Name & Callsign to be updated in PCS	2020-05-06 13:46:19 (Asia/Kolkata)	May	2020-05-13 14:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	harish.kumar@gac.com	harish.kumar@gac.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	User is Querying that How to Update the VESPRO Name in PCS	User is Querying that How to Update the VESPRO Name in PCS. Guide him to do the same.	Delhi Team
20200506000009	177 d 7 h	Fwd: Sinar Pomala-43 // CCUI2000063 // COPRAR: 2020050479177418	2020-05-06 12:12:08 (Asia/Kolkata)	May	2020-05-10 12:25:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	partha.chkr abarti@one-line.com	partha.chkr abarti@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200506000008	177 d 7 h	Re:Allotment of Rotation number message not received for non-containerized cargo	2020-05-06 11:57:03 (Asia/Kolkata)	May	2020-05-10 16:10:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance- EDI MESSAGE	Port is Querying for the Allotment of Rotation number message not received for non-containerized cargo	Delhi Team	
20200506000007	177 d 7 h	Re:Bill of entry message not received for non-containerized cargo	2020-05-06 11:54:53 (Asia/Kolkata)	May	2020-05-10 16:01:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	EDI	User Guidance- EDI MESSAGE	Port is Querying for the Bill of entry message not received for non-containerized cargo	Delhi Team	
20200506000005	177 d 7 h	MT PVT NEPTUNE AT- KANDLA ERROR WHILE VARIFYING PORT PAYMENT.	2020-05-06 11:53:05 (Asia/Kolkata)	May	2020-05-10 19:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@samudramarine.com	kandla@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly share the cm detail and account statement	Delhi Team
20200505000042	178 d 0 h	Re: Authentication Failed After Logging to PCS Website	2020-05-05 19:10:07 (Asia/Kolkata)	May	2020-05-05 19:30:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mgupta.hdc@kolkataporttrust.gov.in	mgupta.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance- RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200505000040	178 d 1 h	Re: CARTIN AGAINST BKG NO - CI0140482 // SAFE AGRITRADE PVT LTD	2020-05-05 18:11:20 (Asia/Kolkata)	May	2020-05-09 18:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	documentati on@lardnem orth.in	documentati on@lardnem orth.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User not able to find COPRAR file status	User not able to find COPRAR file status. As checked and found required file available in the port folder.	Delhi Team
20200505000039	178 d 1 h	Payment not reflecting in Mumbai Port Trust Account	2020-05-05 18:03:19 (Asia/Kolkata)	May	2020-05-05 19:30:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accounts@saiship.com	accounts@saiship.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is available in port system as same informed to user	Delhi Team
20200505000037	178 d 1 h	Fwd: PHILPPINE NAVY VESSEL - PCS PAYMENTS	2020-05-05 18:01:19 (Asia/Kolkata)	May	2020-05-09 18:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200505000036	178 d 1 h	MT BLUE MOON CALLING AT SIKKA ON 12.05.2020 FOR DISCHARGE// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-05-05 17:54:17 (Asia/Kolkata)	May	2020-05-05 19:32:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jamnagar@inerocean.in	jamnagar@inerocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO- ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200505000034	178 d 2 h	Fwd: Philippine navy vessel - Port Payments/ A/c No. 10002877	2020-05-05 17:32:15 (Asia/Kolkata)	May	2020-05-09 17:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- Other Payment	User not able to find payment status	User not able to find payment status. As checked reported payment has been success and required file available in the port folder.	Delhi Team
20200505000031	178 d 2 h	Re: CARTIN AGAINST BKG NO - CI0140482 // SAFE AGRITRADE PVT LTD	2020-05-05 17:22:14 (Asia/Kolkata)	May	2020-05-05 19:33:47 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentati on@lardnem orth.in	documentati on@lardnem orth.in	PCS Support	S4	Incident	Anil Kapoor	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team

20200505000029	178 d 3 h	Fwd: 12 Lakh Transfers PCS Thru reg.	2020-05-05 16:32:09 (Asia/Kolkata)	May	2020-05-05 16:48:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex cochin)	Port Officer	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	Asked to kindly share the cm detail	Delhi Team
20200505000028	178 d 3 h	Reset JNPT PCS ID & Password	2020-05-05 16:29:07 (Asia/Kolkata)	May	2020-05-09 17:05:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	supriya.p@mangalamorganics.com	supriya.p@mangalamorganics.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200505000026	178 d 3 h	Reset password for Admin id - Mormugao Port Trust - Goa	2020-05-05 16:09:05 (Asia/Kolkata)	May	2020-05-05 17:11:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	MGPT001	MGPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Marmugao (ex Marmugao)	Port Officer	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs		Delhi Team
20200505000025	178 d 3 h	MV. IVS CRIMSON CREEK DUE AT KANDLA TO LOAD RICE / UNABLE TO VARIFY THE WHARFAGE RECEIPT	2020-05-05 16:02:05 (Asia/Kolkata)	May	2020-05-05 17:04:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200505000024	178 d 3 h	RE: comparing IPCS success payments of 04/05/20 and JNPT FOCUS success payments of 04/05/20	2020-05-05 15:55:04 (Asia/Kolkata)	May	2020-05-10 07:50:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	Application	User Guidance-Other Application	ESB file is not transferring auto	As ked to port user kindly check api and network	Delhi Team
20200505000023	178 d 3 h	NON-RECEIPT OF PAYMENT STATUS in PCS	2020-05-05 15:52:23 (Asia/Kolkata)	May	2020-05-06 19:42:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mumbai@atianticglobalshipping.com	mumbai@atianticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200505000022	178 d 4 h	Re: CARTIN AGAINST BKG NO - CI0140482 // SAFE AGRITRADE PVT LTD	2020-05-05 15:33:21 (Asia/Kolkata)	May	2020-05-05 15:43:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnernorth.in	documentation@lardnernorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200505000021	178 d 4 h	NEED TO CHANGE TRADE FROM EXPORT TO IMPORT// COPRAR NO - 2020050579211031 VCN NO - CCU12000071	2020-05-05 15:19:19 (Asia/Kolkata)	May	2020-05-05 16:18:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tamojit.banerjee@ccu.pilsip.com	tamojit.banerjee@ccu.pilsip.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200505000020	178 d 4 h	Unable to login	2020-05-05 15:16:22 (Asia/Kolkata)	May	2020-05-09 15:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	joydeep.roy@vldhunseni.com	joydeep.roy@vldhunseni.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldira	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200505000019	178 d 4 h	Re:Shipping Bill(CHPOE05) message not showing clearly	2020-05-05 15:07:25 (Asia/Kolkata)	May	2020-05-10 10:35:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	Application	DATA CORRECTION	CHPOE05 detail are not showing		Delhi & Mumbai Team(Both)
20200505000018	178 d 4 h	MUMBAI PCS PAYMENT RECEIPT NOT GENERATED Rs. 98,000.00- (05.05.2020)	2020-05-05 14:57:17 (Asia/Kolkata)	May	2020-05-09 15:40:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application after 2-3 hrs	Delhi Team
20200505000017	178 d 6 h	AGDORD file issue	2020-05-05 13:35:07 (Asia/Kolkata)	May	2020-05-05 15:40:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	Wrong format agdord is received	As corrected the agdord and same has been shared to port through sftp	Delhi Team
20200505000016	178 d 7 h	PDA A/c # MRC008	2020-05-05 12:41:22 (Asia/Kolkata)	May	2020-05-05 16:17:54 (Asia/Kolkata)	PCS Support	closed successful	2 medium	CTA-AMARTIN@cma-cgm.com	CTA-AMARTIN@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200505000015	178 d 7 h	MT. BEATRICE & MT. TSM ALPHECCA // PAYMENT VERIFICATION ERROR reg.	2020-05-05 12:06:17 (Asia/Kolkata)	May	2020-05-10 19:05:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@samudramarine.com	mumbai@samudramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200505000014	178 d 7 h	MV ASIAN SUNRISE - EDO Error	2020-05-05 12:03:17 (Asia/Kolkata)	May	2020-05-09 12:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	harihar.dash@oslggroup.in	harihar.dash@oslggroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200505000013	178 d 7 h	Payment not done	2020-05-05 11:54:18 (Asia/Kolkata)	May	2020-05-09 16:45:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	alam@westcoastmarine.co.in	alam@westcoastmarine.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO MAKE PAYMENT	User is Unable to make the Payment	User is Unable to make the Payment.	Delhi Team



20200505000012	178 d 8 h	RE: Bill no : 2020043079070490 shows double entry	2020-05-05 11:27:12 (Asia/Kolkata)	May	2020-05-12 16:15:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@inport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	Payment	User Guidance-Other Application	Port is Querying that the Bill no - 2020043079070490 shows double entry		Delhi Team
20200505000011	178 d 8 h	IDBI payment bill no : 2020050479189099 received without prefix bankcode as 683695495	2020-05-05 11:26:11 (Asia/Kolkata)	May	2020-05-09 11:40:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	Payment	DATA CORRECTIO N	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200505000010	178 d 8 h	RE: PAYMENT SLIP	2020-05-05 11:09:10 (Asia/Kolkata)	May	2020-05-05 15:14:18 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200505000009	178 d 8 h	Advance Search issue	2020-05-05 10:56:09 (Asia/Kolkata)	May	2020-05-10 15:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vijuchinport	CoPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Application	User Guidance-Other Application	User unable to search the vessel in application		Delhi Team
20200505000008	178 d 8 h	Port Account Cant Login Page show technical Issue	2020-05-05 10:55:09 (Asia/Kolkata)	May	2020-05-09 11:40:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts1@ufti.in	accounts1@ufti.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-Login	User is not able to Login	User is not able to Login.We have Updated the Expiry Date and Now he is able to Login	Delhi Team
20200505000006	178 d 8 h	RE: Change in Agent Name	2020-05-05 10:49:08 (Asia/Kolkata)	May	2020-05-09 15:05:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Marmagao (ex Marmugao)	Port Officer	User Roles / Rights	DATA CORRECTIO N	User unable to registered in pcs 1x application		Delhi & Mumbai Team(Both)
20200505000005	178 d 8 h	ERROR MESSAGE RECEIVED- REG.	2020-05-05 10:45:07 (Asia/Kolkata)	May	2020-05-09 12:20:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kkd.ops@beonlineagency.s.in	kkd.ops@beonlineagency.s.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	User unable to upload the vessel profile in pcs 1x	Asked to user kindly clear the history and cookies and try to upload the same in application	Delhi Team
20200505000002	178 d 9 h	Fw[Z]: payment through PCS	2020-05-05 10:37:06 (Asia/Kolkata)	May	2020-05-09 12:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accessdevelo per.india@g mail.com	accessdevelo per.india@g mail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Haldia	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200504000021	179 d 0 h	jnpt 04.05.2020	2020-05-04 19:15:18 (Asia/Kolkata)	May	2020-05-04 20:21:05 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ichandrasekaraavana@transworld.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application	Delhi Team
20200504000020	179 d 1 h	PAYMENT NOT REFLECTING IN PORT SYSTEM/AC NO:DS013	2020-05-04 18:38:13 (Asia/Kolkata)	May	2020-05-08 21:55:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opskol@shalasia	opskol@shalasia	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application	Delhi Team
20200504000019	179 d 2 h	MT SUNDORO CALLING AT SIKKA ON 05.05.2020 FOR LOADING// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //URGENT//	2020-05-04 17:19:03 (Asia/Kolkata)	May	2020-05-08 17:40:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200504000017	179 d 2 h	Fwd: Deposit via PCS for KoPT- IO017	2020-05-04 17:05:23 (Asia/Kolkata)	May	2020-05-07 18:02:21 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	rgokul@kolkataporttrust.gov.in	rgokul@kolkataporttrust.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	Payment	User Guidance-PAYMENT PROCESS	User want to payment process through pcs 1x	User want to make the payment through pcs then guided to payment prces	Delhi Team
20200504000016	179 d 2 h	Non-credit of INR - 6,141/- & INR 1,90,136/- in Account No.PIL2	2020-05-04 16:54:21 (Asia/Kolkata)	May	2020-05-08 17:59:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Bhavesh.Patel@mum.pils hip.com	Bhavesh.Patel@mum.pils hip.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200504000015	179 d 3 h	Unable to Verify PCS Payment Rs. 500000/- less TDS Rs. 10000//Port A/c No. IE030	2020-05-04 16:07:15 (Asia/Kolkata)	May	2020-05-08 16:55:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expreswayship ping.com	finance@expreswayship ping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200504000009	179 d 6 h	Can't register new stakeholder - Mormugao Port Trust - Goa	2020-05-04 12:52:12 (Asia/Kolkata)	May	2020-05-08 13:20:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MGPT001	MGPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Marmagao (ex Marmugao)	Port Officer	User Roles / Rights	User Guidance- NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200504000008	179 d 7 h	MV ZHONG CHANG RONG SHENG - VESSEL REGISTRATION AT ICE GATE & DGLL	2020-05-04 12:06:07 (Asia/Kolkata)	May	2020-05-04 12:42:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	seatrans.vizag@seatrans.co.in	seatrans.vizag@seatrans.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200504000006	179 d 8 h	Vessel details entry	2020-05-04 11:36:04 (Asia/Kolkata)	May	2020-05-08 11:59:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	k.chandrasekar@benlineagencies.in	k.chandrasekar@benlineagencies.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	User Is Querying that How to Register the VESPRO in PCS	User Is Querying that How to Register the VESPRO in PCS, We have Guided the User that how to register the Vessel in PCS	Delhi Team
20200504000001	179 d 10 h	PCS system update required for vessel type " MAINLINE CONTAINER VESSELS " Reg	2020-05-04 09:08:06 (Asia/Kolkata)	May	2020-06-02 13:46:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	thangaraj_gj@omegaship.com	thangaraj_gj@omegaship.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Tuticorin	Trade User	Application	User Guidance- User want modification in pcs1x	user want some updation in application, guided user to provide port approval for the same	Delhi Team	
20200502000058	180 d 23 h	PORT PAYMENT - DSO63	2020-05-02 20:37:08 (Asia/Kolkata)	May	2020-05-02 21:34:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ajay.b@sbmapi.com	ajay.b@sbmapi.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is already available in port system as same informed to user	Delhi Team
20200502000057	180 d 23 h	MT BW GALATEA CALLING AT SIKKA ON 07.05.2020 FOR LOADING// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-05-02 20:17:04 (Asia/Kolkata)	May	2020-05-06 20:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interocean.in	jamnagar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icagate	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200502000056	180 d 23 h	Re: VIA request for DH DELTA TUG	2020-05-02 19:52:22 (Asia/Kolkata)	May	2020-05-06 20:30:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	EDI	User Guidance- EDI MESSAGE	Calinf is not received in port edi	As checked calinf file is available in port system and same informed to port	Delhi Team
20200502000055	181 d 1 h	PDA AMOUNT NOT CREDITED	2020-05-02 18:38:14 (Asia/Kolkata)	May	2020-05-06 18:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aniruddha.shipping@anglogoldly.com	aniruddha.shipping@anglogoldly.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200502000053	181 d 1 h	M.V. PIA OLDENDORFF - KINDLY TRANSFER VESSEL DETAILS TO ICEGATE URGENTLY	2020-05-02 18:27:13 (Asia/Kolkata)	May	2020-05-06 18:50:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ssshivzag@gmail.com	ssshivzag@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icagate	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200502000052	181 d 1 h	Unable to Verify PCS Payment Rs. 200000/- less TDS Rs. 2000/Port A/c No. IE030	2020-05-02 18:26:13 (Asia/Kolkata)	May	2020-05-02 21:32:43 (Asia/Kolkata)	PCS Support	closed successful	2 medium	finance@expreswayshipping.com	finance@expreswayshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200502000050	181 d 1 h	MV INCE ANADOLU - PROFILE IN CUSTOMS AND DGLL	2020-05-02 18:23:12 (Asia/Kolkata)	May	2020-05-02 18:58:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	operations@crossradeshipping.in	operations@crossradeshipping.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate/dgll and same informed to user	Delhi Team
20200502000048	181 d 2 h	RE: CART IN ORDER AGAINST BK NO- 363IN0014730420-1 /// INV-GOEL ALLOY	2020-05-02 17:32:06 (Asia/Kolkata)	May	2020-05-06 17:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@sslogistics.in	info@sslogistics.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200502000047	181 d 2 h	PCS VOYAGE NUMBER NOT REFLECTING AT JNPT FINANCE DEPT FOR VESSEL DH DELTA	2020-05-02 17:11:24 (Asia/Kolkata)	May	2020-05-06 17:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnpt@atlanticglobalshipping.com	jnpt@atlanticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is submitted and pending for approval from port after approval same vcn will reflect	Delhi Team
20200502000046	181 d 2 h	Re: Transaction Advice / /KOLKATA PDA A/C : DT013	2020-05-02 17:08:23 (Asia/Kolkata)	May	2020-05-08 08:35:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@tgsindia.com	accts.cal@tgsindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked, the reported payment is showing successful in pcs 1x application and required file is available in port system .	Delhi Team
20200502000045	181 d 2 h	Re: Container not found PCS/MEDU7105290	2020-05-02 17:01:22 (Asia/Kolkata)	May	2020-05-06 17:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aloy.bose@msc.com	aloy.bose@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200502000044	181 d 2 h	Re: OUTSPAN CART IN FROM EX KOLKATA TO COTONOJU // 10X20 // BOOKING-CIO140474 // 5TH LOT // INVOICE- 2010000156	2020-05-02 16:54:22 (Asia/Kolkata)	May	2020-05-02 20:17:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnemorth.in	documentation@lardnemorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team

20200502000043	181 d 2 h	Re: CART IN ORDER /// 6X/20 / SHRI JATADHARI /// COTONDUU // BOOKING NO:CI0140485	2020-05-02 16:46:21 (Asia/Kolkata)	May	2020-05-02 17:55:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documentation@lardnerorth.in	documentation@lardnerorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200502000041	181 d 3 h	MV. IVS CRIMSON CREEK DUE AT KANDLA TO LOAD RICE / UNABLE TO VARYIFY THE WHARFAGE RECEIPT	2020-05-02 16:19:17 (Asia/Kolkata)	May	2020-05-02 16:45:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200502000039	181 d 4 h	PCS ERROR -NEWPORT INDIA P LTD -USER ID - newps001	2020-05-02 15:26:12 (Asia/Kolkata)	May	2020-05-02 18:48:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Sanjay.Nagap@newportank.com	Sanjay.Nagap@newportank.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	DATA CORRECTIO N	User unable to verify the payment		Delhi Team
20200502000038	181 d 4 h	Port Whgarfage - m.v Lady Lilly - Approval of CRN.	2020-05-02 15:26:10 (Asia/Kolkata)	May	2020-05-02 15:46:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chakdia@boxcoworld.com	chakdia@boxcoworld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Reqcac is pending for approval	As checked the reqcac is available in port system same informed to user and pend for approval form port	Delhi Team
20200502000033	181 d 4 h	PCS receipt	2020-05-02 14:49:06 (Asia/Kolkata)	May	2020-05-06 16:59:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cochinaccounts@actship.com	cochinaccounts@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	Unable to login in pcs		Delhi Team
20200502000032	181 d 5 h	RQ FOR NOT SHOWING COPRAR NO IN PCS SYSTEM VESSEL : X-PRESS GANGES/200009	2020-05-02 14:39:05 (Asia/Kolkata)	May	2020-05-02 16:40:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ccudocs@monstarlines.com	ccudocs@monstarlines.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200502000029	181 d 5 h	Payment through PCS site	2020-05-02 14:07:21 (Asia/Kolkata)	May	2020-05-02 14:35:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rmodi@dnhs pinners.com	rmodi@dnhs pinners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-PAYMENT PROCESS	Unable to make the payment	supported to user on remote sessions and guided to user payment process	Delhi Team
20200502000026	181 d 5 h	CONTAINERS NOT REFLECTING IN PORT SYSTEM ///	2020-05-02 13:58:20 (Asia/Kolkata)	May	2020-05-06 14:59:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	arshad.hossain@msc.com	arshad.hossain@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200502000025	181 d 6 h	Container not showing in port system // container no-FDCU0374232 // COPRAR 2020050279108593/VSL-SINAR POMALAA - 043/VCN- CCU12000063	2020-05-02 13:41:19 (Asia/Kolkata)	May	2020-05-02 17:34:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200502000022	181 d 6 h	Re-generate of password	2020-05-02 13:01:13 (Asia/Kolkata)	May	2020-05-06 13:45:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kushalcorp95@gmail.com	kushalcorp95@gmail.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	user is unable to reset password	guided to user that how to reset password	Delhi Team
20200502000018	181 d 6 h	Fwd: Payment at PCS account 52W	2020-05-02 12:48:11 (Asia/Kolkata)	May	2020-05-06 13:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	port has received wrong paysts file		Delhi Team
20200502000017	181 d 7 h	MT AURA M CALLING SIKKA ON 08.05.2020 FOR LOADING// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-05-02 12:36:10 (Asia/Kolkata)	May	2020-05-06 12:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate.As we have checked the reported VESPRO file is already available in ICEGATE folder, kindly coordinate with them and confirm.	Delhi Team
20200502000014	181 d 7 h	UNABLE TO VERIFIED PAYMENT IN PCS //PAYMENT TRANSFER TO PDA A/C RS 29.400/- // CUSTOMER ID: JOV1	2020-05-02 11:48:05 (Asia/Kolkata)	May	2020-05-02 18:47:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accounts@jdlpl.net	JNPT	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200502000011	181 d 8 h	USER ID - newlo001 - PASSWORD REGENERATE	2020-05-02 11:26:24 (Asia/Kolkata)	May	2020-05-06 11:45:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@newslogistics.in	info@newslogistics.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	user is unable to login into pcs	guided to user that how to reset password	Delhi Team
20200502000010	181 d 9 h	HIGH PROSPERITY - IMO NUMBER 9292357	2020-05-02 10:12:13 (Asia/Kolkata)	May	2020-05-02 10:56:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mangalore@admiralshpg.com	mangalore@admiralshpg.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro file is not reflecting in/dgll	vespro file is not reflecting in /dgll.As we checked the reported VESPRO file is in submitted stage, kindly ask port to approve the same.after approved it will reflect at DGLL site.	Delhi Team

20200502000007	181 d 9 h	TRANSHIPMENT PORT WRONGLY UPDATED IN PCS	2020-05-02 09:43:11 (Asia/Kolkata)	May	2020-05-06 17:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	oprs.cal@tgsindia.com	oprs.cal@tgsindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team	
20200502000003	181 d 11 h	MARINE DUES PAYMENT IN PCS PORTAL-UNABLE TO GENERATE THE PAYMENT CONFIRMATION	2020-05-02 07:50:18 (Asia/Kolkata)	May	2020-05-06 17:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accountskdl@dbcgujrat.com	accountskdl@dbcgujrat.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team	
20200502000002	181 d 18 h	Recovery of LOGIN ID & PASSWORD / Request to RESET the LOGIN ID and PASSWORD. - PAN.NO. AAJCS6021P DPD CODE : 57H (Contact No.9920205815 - Dinesh.M.P)	2020-05-02 01:06:09 (Asia/Kolkata)	May	2020-05-02 14:45:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	dinesh_mp@sanathan.com	dinesh_mp@sanathan.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User not able to registration in PCS 1x application	User not able to registration in PCS 1x application,	Delhi Team	
20200501000013	181 d 21 h	E D/O for IGM NO. 2251808 VCN NO 2004140 Item no. 29	2020-05-01 21:43:05 (Asia/Kolkata)	May	2020-05-02 12:02:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	terencepatel@samsarashipping.com	terencepatel@samsarashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team	
20200501000006	182 d 5 h	VCN NOT ALLOTTED VESSEL COSCO EUROPE VOYAGE 061 BMCT	2020-05-01 14:24:12 (Asia/Kolkata)	May	2020-05-05 15:15:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Rohan.Patil@coscon.com	Rohan.Patil@coscon.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is submitted and pending for approval from port after approval same vcn will reflect	Delhi Team	
20200501000005	182 d 5 h	LPG/C.SEASHINE - E-DELIVERY ORDER NOT YET GENERATED	2020-05-01 13:59:10 (Asia/Kolkata)	May	2020-05-05 14:45:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@atianticiglobalshipping.com	tuticorin@atianticiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Tuticorin	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team	
20200501000003	182 d 8 h	PAYMENT VERIFICATION - UNSUCCESSFUL (DAEHO SUNSTAR)	2020-05-01 11:41:14 (Asia/Kolkata)	May	2020-05-02 12:34:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	eirene.eugine@gac.com	eirene.eugine@gac.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Unable to verify the Payment	User is Unable to verify the Payment	Delhi Team	
20200501000001	182 d 9 h	PCS Stakeholder Registration Pending	2020-05-01 09:46:19 (Asia/Kolkata)	May	2020-05-05 11:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gillmarines18@gmail.com	gillmarines18@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Visakhapatnam	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the User ID and Password	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked the User that the Registration is in Submitted State. Once the port will approve the Registration we will share the credentials with you.	Delhi Team
20200430000034	182 d 21 h	Forgot of our PCS Account password	2020-04-30 22:27:21 (Asia/Kolkata)	April	2020-05-05 07:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	yogesh.bichitkar@gmail.com	yogesh.bichitkar@gmail.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User not able to login in PCS1x	User not able to login in PCS1x. As checked and share the required details.	Delhi Team	
20200430000032	182 d 21 h	PAYMENT NOT CREDITED	2020-04-30 22:27:19 (Asia/Kolkata)	April	2020-05-05 08:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rizwan@inoxshipping.com	rizwan@inoxshipping.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kandla	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User not able to find payment details	User not able to find payment details, As checked reported payment issue has been resolve and required file available in the port folder.	Delhi Team	
20200430000031	182 d 23 h	sksp001	2020-04-30 20:30:06 (Asia/Kolkata)	April	2020-05-04 13:27:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vikas@shreekrishnagroup.in	vikas@shreekrishnagroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team	
20200430000030	183 d 1 h	FW: Marine Account for APL PDA NO > MRC008.	2020-04-30 17:57:06 (Asia/Kolkata)	April	2020-04-30 18:41:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team	
20200430000029	183 d 1 h	m.v panamax 4	2020-04-30 17:49:04 (Asia/Kolkata)	April	2020-05-04 18:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@seapoi.com	vizag@seapoi.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Asked to kindly share the cm detail	Delhi Team	
20200430000028	183 d 1 h	vcn	2020-04-30 17:46:04 (Asia/Kolkata)	April	2020-05-04 18:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@seapoi.com	vizag@seapoi.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	Asked to kindly share the cm detail	Delhi Team	

2020043000027	183 d 2 h	Non nominated contrs showing in xml file download from PCS website	2020-04-30 17:38:04 (Asia/Kolkata)	April	2020-05-04 18:55:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prakash@tgerminals.com	prakash@tgerminals.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	DATA CORRECTION	IGM is showing wrong detail in pcs at terminal		Delhi Team
2020043000026	183 d 3 h	kindly update in our pd account 2661 M/s Bhagvati Impex	2020-04-30 16:38:18 (Asia/Kolkata)	April	2020-05-04 17:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhagvati.mumbai@gmail.com	bhagvati.mumbai@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020043000023	183 d 3 h	Not yet reflect Online deposits 9990U/ a/c DC010 Kolkata, BIL/ONL/00197639623B	2020-04-30 15:58:12 (Asia/Kolkata)	April	2020-05-04 16:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port-cc@carecon.tainerlines.net	port-cc@carecon.tainerlines.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020043000021	183 d 3 h	Razorpay "Success" status, Dtd. 30.04.2020, Rs. 15,000.00	2020-04-30 15:54:11 (Asia/Kolkata)	April	2020-05-04 16:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-OTHER PAYMENT ISSUE	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020043000020	183 d 4 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-04-30 15:38:10 (Asia/Kolkata)	April	2020-05-04 16:40:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh@ransworld	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020043000019	183 d 4 h	[WARNING: This Mail may be Spoofed] please sends user id & password	2020-04-30 15:35:09 (Asia/Kolkata)	April	2020-05-04 16:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@bsapolycontainer.com	accounts@bsapolycontainer.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
2020043000018	183 d 4 h	Re:Shipping Bill and LEO details Not showing in PCS site	2020-04-30 15:11:06 (Asia/Kolkata)	April	2020-05-05 15:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sddedp	CHPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Port Officer	Application	User Guidance-Other Application	Shipping Bill and LEO details are Not showing in regulatory clearance		Delhi Team
2020043000017	183 d 5 h	RE: Deactivation of a/c-payment request at JNPT. USER ID : Shree001	2020-04-30 14:34:22 (Asia/Kolkata)	April	2020-05-04 15:40:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	imports@shreejit.com	imports@shreejit.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
2020043000016	183 d 6 h	RE:MCSIPL-PAYMENT RECEIPT SHOWS WRONG PD ACCOUNT	2020-04-30 13:36:15 (Asia/Kolkata)	April	2020-05-06 16:45:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mcsbby.acct@seahorsegroup.co.in	mcsbby.acct@seahorsegroup.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	DATA CORRECTION	Wrong PDA accountis update need to change	Asked to user kindly contact to port for update the pda	Delhi Team
2020043000014	183 d 6 h	SB/RAZORPAY, DTD. 29.04.2020, Success status.	2020-04-30 13:26:13 (Asia/Kolkata)	April	2020-04-30 14:38:45 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-Other Payment	Payment is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020043000012	183 d 7 h	CONFIRMATION OF PAYMENT REG	2020-04-30 12:27:06 (Asia/Kolkata)	April	2020-05-04 17:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mrllogistics@gmail.com	mrllogistics@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,	Delhi Team
2020043000011	183 d 7 h	Fwd: MV Maersk Tanjung Voy-018E VIA-L0074 IMO-933251 , BERMAN for VCN INNSA1GTOL0074 not received	2020-04-30 12:18:05 (Asia/Kolkata)	April	2020-04-30 12:49:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-BIRTHING PROBLEM	BERMAN NOT RECEIVED	BERMAN NOT RECEIVED,As we Check that the BERMAN is available at port End	Delhi Team
2020043000010	183 d 7 h	List of Sender ID of shipping line for Mundra Port	2020-04-30 12:07:04 (Asia/Kolkata)	April	2020-05-01 17:48:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Santosh.Chavan@dpworld.com	Santosh.Chavan@dpworld.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mundra Port	Trade User	Application	User Guidance-Other Application	User want to list for registered in mundra port		Delhi Team
2020043000008	183 d 8 h	PAYMENT SLIP	2020-04-30 11:33:20 (Asia/Kolkata)	April	2020-04-30 19:53:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

2020043000007	183 d 8 h	Fw: JNPT // Payment // DPD through PCS	2020-04-30 11:18:20 (Asia/Kolkata)	April	2020-04-30 17:48:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	exim@bestvaluechem.com	exim@bestvaluechem.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
2020043000004	183 d 8 h	Re: RELEASE DPD CONATINER NO. WHSU2625246 (20)/PORT CODE : KC4/CONSIGNEDEE K K CHEMPRO INDIA PVT LTD	2020-04-30 11:14:17 (Asia/Kolkata)	April	2020-04-30 14:10:55 (Asia/Kolkata)	PCS Support	closed successful	2 medium	logistic@kkc hemindia.com	logistic@kkc hemindia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-USER WANT CONFIRMATION OF PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment.	Delhi Team
2020043000002	183 d 10 h	PCS JNPT PAYMENT NOT CREDITED 29th APRIL 2020 LINE CODE MSC1	2020-04-30 09:15:23 (Asia/Kolkata)	April	2020-05-04 11:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pritam.ghara t@msc.com	pritam.ghara t@msc.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User not able to find payment details. As checked reported payment has been success and required file available in the port folder	Delhi Team	
20200429000018	184 d 1 h	AGDORD ISSUE	2020-04-29 18:13:13 (Asia/Kolkata)	April	2020-05-02 19:17:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	nic@kolkata porttrust.gov.in	nic@kolkata porttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-Other EDI	Wrong format agord is received	As corrected the agord and same has been shared to port through sftp	Delhi Team
20200429000017	184 d 1 h	DPD E-Delivery Order & Empty Letter - YMLUS236100996	2020-04-29 17:55:12 (Asia/Kolkata)	April	2020-05-03 20:55:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli n	ketan@ymli n	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200429000015	184 d 3 h	VCN application is not getting viewed by JNPT finance : Touraine / 2334	2020-04-29 16:38:23 (Asia/Kolkata)	April	2020-05-03 16:59:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	raut@samsar ashipping.com	raut@samsar ashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200429000011	184 d 4 h	Port Trust Deposit (DU009)	2020-04-29 15:17:12 (Asia/Kolkata)	April	2020-04-29 16:26:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	accts.cal@un tedliners.com	accts.cal@un tedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200429000010	184 d 4 h	DELAY IN VCN NUMBER IN PCS	2020-04-29 15:16:12 (Asia/Kolkata)	April	2020-05-03 15:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@sam udramarine.com	kandla@sam udramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200429000007	184 d 5 h	JNPT PCS PAYMENT DTD- 28.04.2020 OF Rs 47,11,932/-	2020-04-29 14:28:06 (Asia/Kolkata)	April	2020-04-29 14:39:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	idmsa@hmm 21.com	idmsa@hmm 21.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200429000005	184 d 7 h	MT JUMAIRA - IMO NO: 9477177 - CALL SIGN: D6A2705 - PLS LINK THE SUB VSL TO CUSTOMS & DGLL	2020-04-29 11:55:07 (Asia/Kolkata)	April	2020-05-03 12:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.tuti corin@gac.com	shipping.tuti corin@gac.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200429000004	184 d 8 h	KOLKATA PORT TRUST TO PCS PAYMENT RECEIPT NOT GENERATED Rs. 23,80,000.00- (29.04.2020)	2020-04-29 11:10:22 (Asia/Kolkata)	April	2020-04-29 13:40:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	tuticorin@ati anticiglobalsh ipping.com	tuticorin@ati anticiglobalsh ipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200429000003	184 d 9 h	Re: Deactivation of a/c-payment request at JNPT.....reg / login issue	2020-04-29 10:24:15 (Asia/Kolkata)	April	2020-05-03 10:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200429000001	184 d 9 h	IGM No. 2252420 Lines Non Reflection for issue of EDO // MT Sea Smart V 2002 Due Vizag	2020-04-29 09:47:11 (Asia/Kolkata)	April	2020-05-03 10:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@samu dramarine.com	vizag@samu dramarine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Other Application	BL number i snot searching	Asked to user kindly do edo after final igm is received from icgate	Delhi Team

20200428000019	185 d 0 h	Fund requirement for HDC PDA A/C FNP/PCAN/08/121	2020-04-28 19:14:06 (Asia/Kolkata)	April	2020-04-29 11:40:55 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200428000018	185 d 0 h	Fund requirement for KOPT PDA A/C CMA (KOLKATA)	2020-04-28 19:05:05 (Asia/Kolkata)	April	2020-05-02 19:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User Not able to find payment confirmation	User Not able to find payment confirmation, As checked reported payment is success and required file available in the port folder	Delhi Team
20200428000016	185 d 2 h	RE: PCS JNPT PAYMENT NOT CREDITED 27th APRIL 2020 LINE CODE MSC1	2020-04-28 17:09:11 (Asia/Kolkata)	April	2020-04-29 10:32:40 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pritam.ghara t@msc.com	pritam.ghara t@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200428000014	185 d 2 h	Fwd: RAZORPAY "SUCCESS" Payment .	2020-04-28 16:47:08 (Asia/Kolkata)	April	2020-05-03 10:25:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@co chinport.gov.in	rajeevan@co chinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200428000013	185 d 3 h	Required USER ID PASSWORD	2020-04-28 16:14:05 (Asia/Kolkata)	April	2020-05-02 17:35:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	info@ratnam ani.in	info@ratnam ani.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200428000012	185 d 4 h	ROTATION NO NOT REFLECTING FOR VESSEL MSC KATRINA	2020-04-28 15:21:21 (Asia/Kolkata)	April	2020-05-02 15:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kishorgharat @msc.com	kishorgharat @msc.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200428000011	185 d 5 h	payment confirmation	2020-04-28 14:03:08 (Asia/Kolkata)	April	2020-04-30 16:44:43 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	bhagvati.mu mba@gmail.com	bhagvati.mu mba@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment.	Delhi Team
20200428000009	185 d 7 h	RE: FUND TRANSFER CONFIRMATION A/C OLA(OSL SHIPPING AGENCIES(I) PVT LTD)	2020-04-28 12:23:17 (Asia/Kolkata)	April	2020-05-29 20:12:07 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	accounts@se afreightlogis tic.com	accounts@se afreightlogis tic.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200428000007	185 d 8 h	JNPT PCS credit not received in the PD Account.	2020-04-28 11:40:12 (Asia/Kolkata)	April	2020-05-02 11:55:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MBYALOKH ANDE@cma-cgm.com	MBYALOKH ANDE@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200428000006	185 d 8 h	+++ MAERSK KITHIRA / 018W via no. L0075 IMO no. 9215323 +++	2020-04-28 11:28:11 (Asia/Kolkata)	April	2020-05-02 11:59:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mskjnt@me rchantshpg.c om	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	berman is submitted and pending for approval	Berman is submitted and pending for approval from port as same informed to user	Delhi Team
20200428000005	185 d 8 h	Forgot User id & Password for PCS - DPD ID NK1	2020-04-28 11:19:10 (Asia/Kolkata)	April	2020-05-02 11:30:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nkexim@gm ail.com	nkexim@gm ail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200428000004	185 d 8 h	RE: Please reset the password for user icsap010	2020-04-28 10:56:07 (Asia/Kolkata)	April	2020-05-02 11:15:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ccn_jk@icsag roup.com	ccn_jk@icsag roup.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User not able to reset password	User not able to reset password, share the password reset process to user	Delhi Team
20200428000003	185 d 8 h	FW: PCS JNPT PAYMENT NOT CREDITED 27th APRIL 2020 LINE CODE MSC1	2020-04-28 10:53:07 (Asia/Kolkata)	April	2020-05-02 11:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000044	185 d 21 h	VESSEL ACCOUNT TOP UP. A/c - M004 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-04-27 21:51:13 (Asia/Kolkata)	April	2020-05-01 22:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@ja kmaritime.co m	jak-finance1@ja kmaritime.co m	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User Not able to find payment confirmation	User Not able to find payment confirmation, As checked reported payment is success and required file available in the port folder	Delhi Team

20200427000042	185 d 22 h	Account Details for PCS 1x	2020-04-27 21:27:10 (Asia/Kolkata)	April	2020-04-27 21:33:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200427000041	185 d 22 h	Fwd: Account Balance of NS2 as on : 27-04-2020	2020-04-27 21:00:07 (Asia/Kolkata)	April	2020-09-16 19:37:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gjangir@nevatisteel.com	gjangir@nevatisteel.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000039	185 d 23 h	Re: RAZORPAY "SUCCESS" Payment .	2020-04-27 20:05:20 (Asia/Kolkata)	April	2020-05-02 12:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000036	186 d 2 h	PAYMENT NOT SHOWING IN INPT. A/C : TS LINE.	2020-04-27 17:35:23 (Asia/Kolkata)	April	2020-04-27 19:13:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vasant.takane@tslineindia.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000034	186 d 2 h	Change Free Text of Ticket#20200427000034 ---	2020-04-27 16:52:17 (Asia/Kolkata)	April	2020-05-01 17:01:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- Other Payment	Payment is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000032	186 d 2 h	RAZORPAY "SUCCESS" Payment .	2020-04-27 16:46:18 (Asia/Kolkata)	April	2020-05-01 16:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000031	186 d 2 h	NOT VERIFY PAYMENT	2020-04-27 16:46:17 (Asia/Kolkata)	April	2020-05-01 17:15:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000029	186 d 3 h	RE: DPD E-Delivery Order & Empty Letter - YMLUS236100944	2020-04-27 16:30:15 (Asia/Kolkata)	April	2020-04-27 21:27:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ketan@ymli.in	ketan@ymli.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- Other Application	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200427000028	186 d 3 h	MV BEAUTY PEONY VESSEL NAME UPDATATION - MOST URGENT	2020-04-27 16:24:16 (Asia/Kolkata)	April	2020-05-01 16:59:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	navship.para.dip@gmail.com	navship.para.dip@gmail.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Paradip	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate.As we have checked the reported VESPRO file is already available in ICEGATE folder, kindly coordinate with them and confirm.	Delhi Team
20200427000025	186 d 3 h	BPCL PCS PAYMENT 27.04.2020 (1002126)	2020-04-27 16:09:12 (Asia/Kolkata)	April	2020-05-01 16:40:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000024	186 d 4 h	PCS registration	2020-04-27 15:40:08 (Asia/Kolkata)	April	2020-05-01 16:50:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User want to credential for pcs login	User id has been created and share to user	Delhi Team
20200427000023	186 d 4 h	PAYMENT SLIP	2020-04-27 15:09:07 (Asia/Kolkata)	April	2020-04-27 16:20:42 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol7@globalcargo.in	gekol7@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000021	186 d 4 h	reset password	2020-04-27 15:08:04 (Asia/Kolkata)	April	2020-05-01 15:30:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	admin@preetikashipping.com	admin@preetikashipping.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	User want to reset password	User want to reset password, asked user to Please visit the Indian PCS Website: <a href="https://indianpcs.gov.in/PA_PCS">https://indianpcs.gov.in/PA_PCS</a> and click Forgot Password?and enter Your User id, registered email id, and Registered mobile number and generate an OTP. The OTP will be sent to your registered email id which you can use to reset password.	Delhi Team
20200427000017	186 d 5 h	DLYSUM not received-Reg.	2020-04-27 14:35:55 (Asia/Kolkata)	April	2020-05-01 17:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	1 low	karupiah1967vt	KPL(Ennore)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Ennore	Port Officer	EDI	User Guidance- Other EDI	DLYSUM is not reflecting in port	As informed to port Month of April, 1 from Razorpay & another 2 from SBI, both are not sharing the DLYSUM with the PCS1x currently	Delhi Team



20200427000016	186 d 5 h	RE:VESSEL ACCOUNT TOP UP. A/c - M1004 (JAK MARITIME AND LOGISTICS INDIA PVT LTD)	2020-04-27 14:26:20 (Asia/Kolkata)	April	2020-05-01 16:55:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jak-finance1@jakmaritime.com	jak-finance1@jakmaritime.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment.As we have checked the reported payment has been successful and the required file is available in port folder. kindly coordinate with port for confirmation of the same.	Delhi Team
20200427000013	186 d 5 h	DPD E-Delivery Order & Empty Letter - YMLUM576081427	2020-04-27 14:10:18 (Asia/Kolkata)	April	2020-05-05 12:03:19 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ketan@ymli.n	ketan@ymli.n	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance- IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link ven with igm	Delhi Team
20200427000011	186 d 5 h	Port Trust Deposit (DU009)	2020-04-27 13:56:17 (Asia/Kolkata)	April	2020-05-01 14:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000010	186 d 5 h	Fwd: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020042578854377)	2020-04-27 13:49:16 (Asia/Kolkata)	April	2020-05-01 17:55:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	viral.tanna33@gmail.com	viral.tanna33@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	Unable to login in pcs	Asked stake holder is submitted and pending for approval from port	Delhi Team
20200427000009	186 d 6 h	PCS PAYMENT CONFIRMATION	2020-04-27 13:42:17 (Asia/Kolkata)	April	2020-04-27 14:19:42 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tax@speedy.cfs.com	tax@speedy.cfs.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment.As we have checked the reported payment has been successful and the required file is available in port folder. kindly coordinate with port for confirmation of the same.	Delhi Team
20200427000008	186 d 6 h	MV. JALMURARI - arriving Dhamra Port on 30.04.2020 // Vessel name not showing in DGL for online ILH Payment	2020-04-27 13:29:13 (Asia/Kolkata)	April	2020-05-02 13:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Chandan.Das@wilhelmsen.com	Chandan.Das@wilhelmsen.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Paradip	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro file is not reflecting in /dgl	vespro file is not reflecting in /dgl.As we have checked the reported IMO number is not registered in pcs1x application, kindly registered the same and then it will reflect at ILH site.	Delhi Team
20200427000006	186 d 6 h	PCS PAYMENT CONFIRMATION	2020-04-27 13:07:13 (Asia/Kolkata)	April	2020-05-01 13:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tax@speedy.cfs.com	tax@speedy.cfs.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysts	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200427000005	186 d 7 h	password reset request DPD Code RN1	2020-04-27 12:31:05 (Asia/Kolkata)	April	2020-04-27 13:17:38 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mmp12007@gmail.com	mmp12007@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	Unable to login in pcs	As checked account is disable and asked to user kindly submit the stake holder registration in pcs 1x application	Delhi Team
20200427000002	186 d 8 h	Container Type Classification Code & Container Gross Weight wrongly updated	2020-04-27 11:42:20 (Asia/Kolkata)	April	2020-04-27 11:55:42 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	impfd.kol@lancermarine.in	impfd.kol@lancermarine.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file,Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200427000001	186 d 10 h	CORRECTION IN COPRAR	2020-04-27 08:52:20 (Asia/Kolkata)	April	2020-04-27 09:10:34 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User Want to Amend the COPRAR file	User Want to Amend the COPRAR file,Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200426000003	187 d 0 h	RE: Ticket Number - 821311 - Re: PCS DO ISSUE	2020-04-26 18:56:22 (Asia/Kolkata)	April	2020-05-01 10:35:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	karuppaswamy.konar@apl.com	karuppaswamy.konar@apl.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance- EDO	Jose response is showing failure through odex		Delhi Team
20200425000017	187 d 22 h	M.T. SILVER LINDA - IMO NO 9683415	2020-04-25 21:08:07 (Asia/Kolkata)	April	2020-04-25 21:59:17 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shipping.vizag@gac.com	shipping.vizag@gac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance- VESPRO- ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate/dgl and same informed to user	Delhi Team

20200425000014	188 d 0 h	AGDORD file issue	2020-04-25 19:40:17 (Asia/Kolkata)	April	2020-04-29 20:15:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	DATA CORRECTION	Wrong format agdord is received	As corrected the agdord and same has been shared to port through sftp	Delhi Team
20200425000012	188 d 2 h	RE: Problem in receiving file CHPOI013	2020-04-25 17:38:23 (Asia/Kolkata)	April	2020-04-25 18:01:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mohit.pandya@apnterminals.com	mohit.pandya@apnterminals.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance-EDI MESSAGE	CHPIO13 is not received in port edi	As and found some issue with icgate and same informed to user	Delhi Team
20200425000011	188 d 6 h	CUSTOM FILE NOT RECEIVE	2020-04-25 13:12:11 (Asia/Kolkata)	April	2020-04-25 15:50:34 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	edshelpdesk@deendayalport.gov.in	edshelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPIO5 is not received in port edi		Delhi Team
20200425000009	188 d 7 h	CHPOI13 / CHPOI03 Files not received in PCS Folder	2020-04-25 12:12:05 (Asia/Kolkata)	April	2020-04-25 16:38:02 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	docshelpdesk.amct@adani.com	docshelpdesk.amct@adani.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Mundra Port	Trade User	EDI	User Guidance-Xml File	chpoi13 files not reflecting		Delhi Team
20200425000008	188 d 7 h	Fwd: PCS JNPT PAYMENT NOT CREDITED 24th APRIL 2020 LINE CODE MSC1	2020-04-25 11:58:23 (Asia/Kolkata)	April	2020-04-29 12:15:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnpport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	Payment	User Guidance-Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200425000007	188 d 7 h	URGENT...SKY SHIPPING	2020-04-25 11:53:22 (Asia/Kolkata)	April	2020-04-29 14:20:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	skyshippings@gmail.com	skyshippings@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200425000006	188 d 8 h	berth request & Pilot memo	2020-04-25 11:11:18 (Asia/Kolkata)	April	2020-04-29 11:50:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opsvizag@seawaysindia.com	opsvizag@seawaysindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200425000005	188 d 8 h	passenger crew list	2020-04-25 11:06:17 (Asia/Kolkata)	April	2020-04-25 13:24:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	opsvizag@seawaysindia.com	opsvizag@seawaysindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-Passenger Crew List Upload	user is unable to upload the passenger crew list	user is unable to upload the passenger crew list after submission the berth request.	Delhi Team
20200425000004	188 d 11 h	// URGENT // VCN NOT REFLECTING ON PCS	2020-04-25 08:11:16 (Asia/Kolkata)	April	2020-04-25 12:27:40 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Abir.Mukherjee@x-pressfeeders.com	Abir.Mukherjee@x-pressfeeders.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked voyage in submitted and pending for approval from port same informed to user	Delhi Team
20200424000027	188 d 22 h	M.T. MARAN THETIS - IMO NO 9421427	2020-04-24 21:02:17 (Asia/Kolkata)	April	2020-04-28 21:30:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.vizag@gat.com	shipping.vizag@gat.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icegate	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200424000025	188 d 23 h	Fwd: Your PCS1x through payment shows "Initiated"	2020-04-24 20:00:09 (Asia/Kolkata)	April	2020-04-28 20:25:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	iancruzcb@gmail.com	iancruzcb@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application	Delhi Team
20200424000024	189 d 1 h	PCS registration	2020-04-24 17:43:13 (Asia/Kolkata)	April	2020-04-24 19:35:09 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tanusree@kolkataporttrust.gov.in	tanusree@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Unable to login in pcs	User id has been created and share to port user	Delhi Team
20200424000020	189 d 3 h	RE: error in pcs for oel progress voy 2007	2020-04-24 15:43:20 (Asia/Kolkata)	April	2020-04-28 16:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	atanu.ghosh@msc.com	atanu.ghosh@msc.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200424000018	189 d 4 h	NEED ID & P.W	2020-04-24 14:51:13 (Asia/Kolkata)	April	2020-04-28 18:35:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200424000017	189 d 5 h	Non-credit of INR - 11.174/-, INR 155,023/- & INR 277,210/- in Account No.PIL2	2020-04-24 14:23:12 (Asia/Kolkata)	April	2020-04-28 16:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Bhavesh.Patel@mum.pilship.com	Bhavesh.Patel@mum.pilship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200424000016	189 d 5 h	PAYMENT NOT REFLECTING ON PORT COMMUNITY SYSTEM	2020-04-24 14:23:11 (Asia/Kolkata)	April	2020-04-28 14:45:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mcsbby.acct@seahorsegroup.co.in	mcsbby.acct@seahorsegroup.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200424000015	189 d 5 h	MV WONDERFUL WORLD AT DEENDAYAL PORT (KANDLA) // DUEL AGENCY //	2020-04-24 13:48:07 (Asia/Kolkata)	April	2020-04-25 16:55:46 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	kandla@interocean.in	kandla@interocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application		Delhi Team

20200424000013	189 d 6 h	MAERSK LINS IMO NO. 9527025	2020-04-24 13:42:06 (Asia/Kolkata)	April	2020-04-28 13:50:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	msjngpt@me rchantshpg.c om	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	EDI	User Guidance- VESPRO- ICEGATE	vespro is not reflecting in Icegate	As checked the vespro file is already available in icegate and same informed to user	Delhi Team
20200424000012	189 d 6 h	RE: Forgot user name and Password	2020-04-24 13:37:05 (Asia/Kolkata)	April	2020-04-28 16:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjngpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	Unable to login in pcs	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
20200424000010	189 d 6 h	FW: New PCS eDO - DOINCCU120200423345064	2020-04-24 13:15:24 (Asia/Kolkata)	April	2020-04-28 13:40:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	apclearing@ gmail.com	apclearing@ gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- BLANK EDO	user has done edo but not able to download	As checked,the EDO pdf is shown blank due to Outlook security reason, It can be view directly by login email id in website.same is informed to user	Delhi Team
20200424000009	189 d 6 h	RE: Export Coprar MV Supa Bhum voy 069E VCN CCU12000028	2020-04-24 13:15:22 (Asia/Kolkata)	April	2020-04-24 14:24:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santiago@ch akiat.net	santiago@ch akiat.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User want changing in coprar	As checked the coprar is already available in port system as same informed to user and changing in coprar kindly contact to port	Delhi Team
20200424000008	189 d 6 h	REQUEST FOR USERNAME & PASSWORD - DPD CODE -66T	2020-04-24 13:06:22 (Asia/Kolkata)	April	2020-04-24 13:46:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mayuri@tajir. com	mayuri@tajir. com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	user want user id and password	user want user id and password.As per telecom discussion with you, we have not found any user id against below mentioned PAN number, you are requested kindly go to new stakeholder registration and submit, after approval from port we will share user id and password with you.	Delhi Team
20200424000003	189 d 7 h	PAYMENT IN KOPT PDA ACCOUNT THROW IN PCS	2020-04-24 11:53:15 (Asia/Kolkata)	April	2020-05-05 13:23:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opskolkata@ winwinmariti me.com	opskolkata@ winwinmariti me.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200424000002	189 d 8 h	CALINF XML FILE NOT RECEIVED AT PARADIP PORT PCS	2020-04-24 11:19:13 (Asia/Kolkata)	April	2020-04-28 11:35:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pptpcs@yah oo.in	pptpcs@yah oo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Port Officer	EDI	User Guidance- EDI MESSAGE	Calinf is not received in port edi	The calinf file is already in port system same informed to user	Delhi Team
20200424000001	189 d 8 h	User id for Audit team - reg	2020-04-24 10:56:05 (Asia/Kolkata)	April	2020-04-28 14:45:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	selvarathna.s @vocportgo v.in	selvarathna.s @vocportgo v.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Tuticorin	Port Officer	User Roles / Rights	DATA CORRECTIO N	New user id is required for audit to port admin		Delhi Team
20200423000031	189 d 23 h	TRANSSHIPMENT PORT WRONGLY FILED //ADVANCE CONTAINER LIST	2020-04-23 20:02:19 (Asia/Kolkata)	April	2020-04-24 10:44:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opskol@shal. asia	opskol@shal. asia	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User want changing in coprar	Asked to user kindly contact to concerned port for amendment in coprar	Delhi Team
20200423000030	190 d 1 h	First Login - PCS	2020-04-23 18:06:05 (Asia/Kolkata)	April	2020-04-27 19:20:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	animon.nair @shivaphar machem.com	animon.nair @shivaphar machem.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200423000029	190 d 2 h	Re: Request you to please provide us user id and password for pcs account for maintain PD account balance our DPD code - 25 X	2020-04-23 17:07:18 (Asia/Kolkata)	April	2020-05-18 12:32:05 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import.eastm an@cjsahgr oup.com	import.eastm an@cjsahgr oup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200423000027	190 d 2 h	Fwd: wharfage payment-1002126	2020-04-23 17:06:17 (Asia/Kolkata)	April	2020-04-27 17:45:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@coc hinport.gov.i n	ashraff@coc hinport.gov.i n	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200423000025	190 d 2 h	RE: activation of account (ANUH PHARMA AP5)	2020-04-23 16:47:19 (Asia/Kolkata)	April	2020-04-27 16:59:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	darshan.r@ anuhpharma.c om	darshan.r@ anuhpharma.c om	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200423000024	190 d 3 h	PASSWORD RESET REQUEST	2020-04-23 16:09:11 (Asia/Kolkata)	April	2020-04-27 16:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	diving@niree kshan.in	diving@niree kshan.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Tuticorin	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password,We have Guided the User that how to reset the Password.	Delhi Team
20200423000022	190 d 3 h	RE: PAYMENT DONE BUT STATUS IS NOT UPDATED IN PCS	2020-04-23 16:00:07 (Asia/Kolkata)	April	2020-04-27 16:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shraddha@tr ansvionship ping.com	shraddha@tr ansvionship ping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200423000021	190 d 3 h	CONCORD MARITIME AND LOGISTICS PVT LTD A/C NO. 1795	2020-04-23 16:00:05 (Asia/Kolkata)	April	2020-04-27 19:10:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	amit.parab@concord-logistics.com	amit.parab@concord-logistics.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200423000020	190 d 3 h	[WARNING: This Mail may be Spoofed] Assessment and payment of Port Charges for shipment arriving at Mumbai Port	2020-04-23 16:00:03 (Asia/Kolkata)	April	2020-04-27 18:55:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shirishk@orientnrm.com	shirishk@orientnrm.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-Other Payment	User wants to Know the Wharfage Payment	User wants to Know the Wharfage Payment for the same. You are requested to kindly contact to the concern port for Wharfage Charges.	Delhi Team
20200423000019	190 d 3 h	MT BASSET IMO N. NOT REFLECTING IN- ICE GATE	2020-04-23 15:59:58 (Asia/Kolkata)	April	2020-04-27 16:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kochi@interocan.in	kochi@interocan.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200423000018	190 d 3 h	Fwd: New Stakeholder Approved for : Mundra Port	2020-04-23 15:59:57 (Asia/Kolkata)	April	2020-04-23 19:57:17 (Asia/Kolkata)	PCS Support	closed successful	2 medium	kla@tassgro up.com	kla@tassgro up.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	User Roles / Rights	DATA CORRECTION			Delhi Team
20200423000017	190 d 3 h	NOT VERIFY PAYMENT	2020-04-23 15:55:54 (Asia/Kolkata)	April	2020-04-27 16:55:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200423000015	190 d 3 h	MV MARVEL//VESSEL PROFILE/ETA TO CHENNAI 25.04.2020	2020-04-23 15:55:53 (Asia/Kolkata)	April	2020-04-27 16:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Saravanan.T@wilhelmsen.com	Saravanan.T@wilhelmsen.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DG LL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200423000016	190 d 3 h	Port Trust Deposit (DU009)	2020-04-23 15:55:53 (Asia/Kolkata)	April	2020-04-27 16:45:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.s.ca@unitedliners.com	acct.s.ca@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200423000014	190 d 3 h	GMP1 PAYMENT made on 20/04/2020	2020-04-23 15:55:52 (Asia/Kolkata)	April	2020-04-27 16:50:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vpatil@goodrichindia.com	vpatil@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200423000012	190 d 3 h	JNPort DPD Code 13R (SOLAE COMPANY INDIA PVT LTD)	2020-04-23 15:55:47 (Asia/Kolkata)	April	2020-06-09 17:53:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pankaj.srivastava@dupont.com	pankaj.srivastava@dupont.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200422000030	191 d 0 h	RE: Amend the disposal mode of transport RAIL to ROAD in COPRAR.	2020-04-22 19:06:04 (Asia/Kolkata)	April	2020-04-22 19:15:49 (Asia/Kolkata)	PCS Support	closed successful	2 medium	CTA.PGHOSH@cmacgm.com	CTA.PGHOSH@cmacgm.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User Want to Amend the COPRAR RAIL to ROAD	User Want to Amend the COPRAR RAIL to ROAD. As we have checked, Our intervention is not required for the same. You are requested to kindly contact to the concern port for the same.	Delhi Team
20200422000029	191 d 0 h	Re: Deactivation of a/-payment request at JNPCT.....reg	2020-04-22 18:55:23 (Asia/Kolkata)	April	2020-04-23 15:55:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	madhumati.p arab@parksonspackaging.com	madhumati.p arab@parksonspackaging.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200422000028	191 d 1 h	eDO at Mumbai Port	2020-04-22 17:58:15 (Asia/Kolkata)	April	2020-04-26 19:01:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nikhil@pmapl.com	nikhil@pmapl.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	User Guidance-Other Application	Unable to received the edo notification	Asked to user kindly share the do number	Delhi Team
20200422000024	191 d 2 h	Fwd: Your PCS1x through payment shows "Initiated"	2020-04-22 17:19:11 (Asia/Kolkata)	April	2020-04-26 17:30:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application	Delhi Team
20200422000023	191 d 2 h	Vardaan Shipping CHA-- PCS Registration confirmation	2020-04-22 17:03:08 (Asia/Kolkata)	April	2020-04-27 12:58:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vardaanship ping@gmail.com	vardaanship ping@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	User is Querying for the Stake Holder Registration	User is Querying for the Stake Holder Registration,Asked to Do the Fresh Registration in Indian PCS	Delhi Team

20200422000022	191 d 3 h	REQUEST FOR CREDIT OF AMT IN PD ACCOUNT NO.14.	2020-04-22 16:29:05 (Asia/Kolkata)	April	2020-04-26 17:35:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madhavi.shipping@gmail.com	madhavi.shipping@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200422000021	191 d 3 h	PAYMENT SLIP	2020-04-22 15:46:20 (Asia/Kolkata)	April	2020-04-22 16:56:10 (Asia/Kolkata)	PCS Support	closed successful	2 medium	geko7@globalcargo.in	geko7@globalcargo.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment. As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200422000020	191 d 3 h	New Voyage Registration request submitted for vessel INTER SYDNEY /// VCN NOS	2020-04-22 15:43:19 (Asia/Kolkata)	April	2020-04-26 15:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumops1@efficientmarin.e.com	mumops1@efficientmarin.e.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200422000018	191 d 4 h	MT.SC CHENGDU- forward data to ICE GATE	2020-04-22 14:43:11 (Asia/Kolkata)	April	2020-04-26 14:50:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@anticglobalshipping.com	mumbai@anticglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icigate	As checked the vespro file is already available in icigate and same informed to user	Delhi Team
20200422000016	191 d 5 h	Fwd: Customer Key Date Report	2020-04-22 14:24:10 (Asia/Kolkata)	April	2020-04-26 15:40:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200422000010	191 d 7 h	Port Trust Deposit (DU003)	2020-04-22 12:22:15 (Asia/Kolkata)	April	2020-04-26 12:35:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.cal@unitedliners.com	accts.cal@unitedliners.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User want confirmation of payment	User want confirmation of payment. Same has been checked and confirm to user that payment is success	Delhi Team
20200422000004	191 d 8 h	Export Coprar MV Supa Bhum voy 069E VCN CCU12000028	2020-04-22 10:57:04 (Asia/Kolkata)	April	2020-04-22 11:17:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	coprar is not reflecting	coprar is not reflecting. As we have checked the reported COPRAR file is already available in port folder, kindly coordinate with them and confirm.	Delhi Team
20200422000003	191 d 9 h	Re : User access for PCS 1x	2020-04-22 10:31:22 (Asia/Kolkata)	April	2020-06-11 11:16:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rdrao@jnport.gov.in	JNPT	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Port is Querying for the User ID		Delhi Team
20200422000002	191 d 9 h	DPT Import wharfrage	2020-04-22 10:18:21 (Asia/Kolkata)	April	2020-04-22 12:15:35 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Port Officer	Payment	User Guidance-Other Payment	User Not able to find Payment status	User Not able to find Payment status	Delhi Team
20200421000021	192 d 2 h	CHA ( PD account no. P-90)	2020-04-21 17:38:21 (Asia/Kolkata)	April	2020-04-25 17:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	asingh@psb.edi.com	asingh@psb.edi.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to services cat for pda	Asked to user kindly contact to concerned port for services cat.	Delhi Team
20200421000020	192 d 2 h	AMOUNT NOT REFLECTED IN OUR PORT A/C--DS018	2020-04-21 17:37:21 (Asia/Kolkata)	April	2020-04-21 17:59:48 (Asia/Kolkata)	PCS Support	closed successful	2 medium	koikkatta_account@maxiconline.com	koikkatta_account@maxiconline.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User Not able to find payment status	User Not able to find reported payment as success and required file available in the port folder and same inform to the user	Delhi Team
20200421000018	192 d 3 h	E-PAYMENT INTO KOLKATA PORT TRUST - A/C TOTAL TRANSPORT SYSTEM LIMITED	2020-04-21 16:09:11 (Asia/Kolkata)	April	2020-04-22 11:25:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pradip.paul@kolcpwordindia.com	pradip.paul@kolcpwordindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-PAYMENT PROCESS	User Not able to find the payment status	User Not able to find the payment status.Guided the User	Delhi Team
20200421000016	192 d 4 h	VCN is not getting searched whilst putting berthing request : TILOS / 03808 & ANAFI / 03506	2020-04-21 15:39:07 (Asia/Kolkata)	April	2020-04-21 16:07:52 (Asia/Kolkata)	PCS Support	closed successful	2 medium	raut@samsarashipping.com	raut@samsarashipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	VCN is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200421000014	192 d 4 h	Re: PAYMENT MADE TO PORT A/C - BON FREIGHT	2020-04-21 15:32:06 (Asia/Kolkata)	April	2020-04-25 16:35:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Other Payment	User Not able to find payment status	User Not able to find payment status. As checked with the team. Only one payment is success and other payment is showing failed.and same inform to the user for contact with the bank for the refund	Delhi Team

20200421000013	192 d 5 h	BILL NO : 2020042078701536 (GMP1) received with Duplicate BankReferenceId 2291970820331	2020-04-21 14:38:19 (Asia/Kolkata)	April	2020-04-25 16:20:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad e@jnpport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	Payment	DATA CORRECTION	Wrong paysts is received with double tran.		Delhi Team
20200421000011	192 d 5 h	CONTAINER NOT SHOWING AGAINST COPRAR NO 2020040378341970	2020-04-21 14:23:18 (Asia/Kolkata)	April	2020-04-25 14:40:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sunny@goodrichindia.com	sunny@goodrichindia.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-EDI MESSAGE	User Not able to find COPRAR files	User Not able to find COPRAR files. As checked COPRAR file already available in the port folder and same inform to the User.	Delhi Team
20200421000010	192 d 6 h	RE: Permission for DPD facility from JNPCT	2020-04-21 13:04:09 (Asia/Kolkata)	April	2020-04-28 16:05:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prajakta.kadam@in.megachem.com	prajakta.kadam@in.megachem.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-STAKE HOLDER REGISTRATION	Stake holder is submitted state	As checked stake holder sis submitted and pending for approval from port as same informed to user	Delhi Team
20200421000008	192 d 7 h	MV TRUE FAITH - CALL SIGN V3Z53	2020-04-21 12:41:06 (Asia/Kolkata)	April	2020-04-21 12:50:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mngpr.pnm@pennonshipping.com	mngpr.pnm@pennonshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icagate	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200421000007	192 d 7 h	UNABLE TO MAKE TOP UP IN PD AC	2020-04-21 12:24:04 (Asia/Kolkata)	April	2020-04-25 14:59:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	custom@trinitycycles.in	custom@trinitycycles.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Unable to make the payment	Asked to user kindly contact us or provide the detail of pcs user id	Delhi Team
20200421000006	192 d 7 h	KINDLY RESET PASSWORD	2020-04-21 12:06:22 (Asia/Kolkata)	April	2020-04-25 12:20:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cokdoc@cargoplacement.com	cokdoc@cargoplacement.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200421000005	192 d 8 h	MV SILVIA AMBITION // ERROR OCCURED DURING VERIFYING PAYMENT //	2020-04-21 11:33:19 (Asia/Kolkata)	April	2020-04-21 14:20:57 (Asia/Kolkata)	PCS Support	closed successful	2 medium	agencykdl@actship.com	agencykdl@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify the payment	User not able to verify the payment, As checked reported payment issue has been resolved and required file available in the port folder. same inform to the user.	Delhi Team
20200421000003	192 d 8 h	Received AGDORD file from bad	2020-04-21 10:57:14 (Asia/Kolkata)	April	2020-04-21 12:49:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Wrong format agdord is received	As corrected the agdord and same has been shared to port through sftp	Delhi Team
20200420000043	192 d 23 h	Forgot user id & password	2020-04-20 20:29:13 (Asia/Kolkata)	April	2020-04-24 20:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santosh.jalake@hikal.com	santosh.jalake@hikal.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	Asked to user kindly submit the stakeholder registration in pcs 1x application	Delhi Team
20200420000041	193 d 0 h	Deposit INR 1,00,000/- in PD Account No16Z	2020-04-20 18:45:20 (Asia/Kolkata)	April	2020-04-25 12:50:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	amar.dabhan e@elkem.com	amar.dabhan e@elkem.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User want to Payment status	User want to Payment status	Delhi Team
20200420000040	193 d 1 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-04-20 17:57:15 (Asia/Kolkata)	April	2020-04-24 18:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200420000039	193 d 1 h	M.V.SPIRIT OF MUMBAI S017R BERMAN	2020-04-20 17:45:13 (Asia/Kolkata)	April	2020-04-24 17:55:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	dilip.kumar.msc	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI		berman is not received	As checked berman is submitted and pending for approval from port	Delhi Team
20200420000038	193 d 3 h	*** URGENT *** PASSWORD NOT WORKING // USER ID IS - chalo003 // Agility Logistics Pvt Ltd	2020-04-20 16:31:04 (Asia/Kolkata)	April	2020-04-24 16:40:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	BPatel@agility.com	BPatel@agility.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password. We have Guided the User that how to reset the Password.	Delhi Team
20200420000037	193 d 3 h	Not yet reflect Online deposits 149850/ a/c DC010 Kolkata ref no is 1970640939	2020-04-20 16:24:04 (Asia/Kolkata)	April	2020-04-24 17:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port-ccu@carecontainerlines.net	port-ccu@carecontainerlines.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked payment is pending then informed to user kindly verify the same in pcs application	Delhi Team
20200420000035	193 d 3 h	Payment Update Account No.64B	2020-04-20 15:58:21 (Asia/Kolkata)	April	2020-04-24 16:20:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts.jrtc@yahoo.in	accounts.jrtc@yahoo.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200420000033	193 d 3 h	Fwd: CPT PAYMENT ON 20.04.2020 A/C 1002126 - 2nd lot	2020-04-20 15:56:20 (Asia/Kolkata)	April	2020-04-24 16:01:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cocchinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

2020042000029	193 d 4 h	Fwd: PORT PAYMENT A/C NO.1002244 RS. 15,000/- on 20.04.2020	2020-04-20 15:18:16 (Asia/Kolkata)	April	2020-04-24 15:40:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020042000027	193 d 4 h	Fwd: Deposit Account No 0001001880-HPCL	2020-04-20 15:15:15 (Asia/Kolkata)	April	2020-04-24 15:35:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-Other Payment	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020042000026	193 d 4 h	VAGHANI INC * 37A	2020-04-20 14:57:13 (Asia/Kolkata)	April	2020-04-24 20:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vaghani@vaghaniagroup.com	vaghani@vaghaniagroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-Login	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
2020042000025	193 d 5 h	PAYMENT SLIP	2020-04-20 14:42:12 (Asia/Kolkata)	April	2020-04-24 14:50:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haladia	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020042000024	193 d 5 h	DPT Import wharfage/ NOT VERIFY PAYMENT//	2020-04-20 14:27:10 (Asia/Kolkata)	April	2020-04-24 17:45:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
2020042000018	193 d 6 h	NORD VANQUISH/ IMO-9833058	2020-04-20 13:10:20 (Asia/Kolkata)	April	2020-04-24 13:25:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Sharad.Hulgekar@wilhelmsen.com	Sharad.Hulgekar@wilhelmsen.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL. We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
2020042000015	193 d 6 h	RE: Deactivation of a/c-payment request at JNPCT.....reg	2020-04-20 12:45:20 (Asia/Kolkata)	April	2020-04-25 10:45:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sunilsharma@westcoastpaper.com	sunilsharma@westcoastpaper.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-Login	User is Querying for the User ID and Password	User is Querying for the User ID and Password. Asked to reset the Password	Delhi Team
2020042000014	193 d 6 h	EXPORT COPRAR NO: 2020042079683131	2020-04-20 12:45:17 (Asia/Kolkata)	April	2020-04-23 16:53:54 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	cs.ccu@seallloyd.in	cs.ccu@seallloyd.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
2020042000013	193 d 6 h	Fwd: PAYMENT RECEIPT NOT GENERATE AGAINST BILL NO. 202004100518 ## MT. DAISY JNPY	2020-04-20 12:44:19 (Asia/Kolkata)	April	2020-04-20 17:12:27 (Asia/Kolkata)	PCS Support	closed successful	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment		Delhi Team
2020042000012	193 d 7 h	Re: Non functioning of Indian PCS portal-Regarding	2020-04-20 12:34:16 (Asia/Kolkata)	April	2020-04-24 16:10:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@cochinport.gov.in	rajeevan@cochinport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Application	User Guidance-Other Payment	user is unable to complete payment		Delhi Team
2020042000011	193 d 7 h	RE: New Stakeholder Approved for : Jawaharlal Nehru Port Trust	2020-04-20 11:55:13 (Asia/Kolkata)	April	2020-04-24 12:45:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anil_singh@gsspl.org	anil_singh@gsspl.org	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-WANT LOGIN CREDENTIAL	USER want login id and password	USER want login id and password user id has been shared with user	Delhi Team
2020042000010	193 d 7 h	DEENDAYAL PORT PORT PAYMENT THROUGH PCS (KABUL -2004 AT KANDLA)	2020-04-20 11:45:11 (Asia/Kolkata)	April	2020-04-24 12:05:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajubha.sodha@mastergroups.com	rajubha.sodha@mastergroups.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment. As we have checked the reported payment has been successful and the required file is already available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
2020042000008	193 d 8 h	NEFT PAYMENT IN PCS SYSTEM (PCS ALLOW no. 814)	2020-04-20 11:20:08 (Asia/Kolkata)	April	2020-04-24 11:35:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	asingh@psb.edi.com	asingh@psb.edi.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	Payment	User Guidance-PAYMENT PROCESS	user want to know how to make payment	user want to know how to make payment. As per telecom discussion with you, We have assisted you that how to make payment.	Delhi Team
2020042000007	193 d 8 h	NOT VERIFY PAYMENT	2020-04-20 11:14:10 (Asia/Kolkata)	April	2020-04-24 13:35:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment. As we have checked the reported payment has been successful and the required file are available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team

2020042000001	193 d 9 h	MT LOVINA CALLING SIKKA ON 25.04.2020 FOR DISCHARGING/ VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-04-20 09:58:18 (Asia/Kolkata)	April	2020-04-24 10:20:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@nterocean.in	jamnagar@nterocean.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icagate	vespro file is not reflecting in icagate.As we have checked the reported VESPRO file is already available in ICEGATE folder, kindly coordinate with them and confirm.	Delhi Team
20200419000010	193 d 21 h	PLS SHARE NEW LINK OVERSEAS USER ID & PASSWORD	2020-04-19 22:10:16 (Asia/Kolkata)	April	2020-04-24 13:30:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	newlinkovers eas@gmail.com	newlinkovers eas@gmail.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200419000008	194 d 0 h	BERMAN REQUEST NOT PROCEEDING WITH VCN NUMBER.	2020-04-19 19:34:18 (Asia/Kolkata)	April	2020-04-23 20:55:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MDR.KBOYI NA@cm-cgm.com	MDR.KBOYI NA@cm-cgm.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200419000007	194 d 0 h	FW: [EXTERNAL] RE: CONTAINER NO. SEGU4804222	2020-04-19 19:15:17 (Asia/Kolkata)	April	2020-04-23 20:59:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jnctdpd@jnport.gov.in	jnctdpd@jnport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Application	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200419000006	194 d 0 h	JNPT NOB1 LINE TOPUP	2020-04-19 18:49:13 (Asia/Kolkata)	April	2020-04-23 13:24:24 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opsbuk1@nobleshipping.net	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200419000005	194 d 2 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL - 1.COURAGE 2.ARK PROGRESS 3.PREM 4.GAL INSTALLER	2020-04-19 17:35:03 (Asia/Kolkata)	April	2020-04-24 10:45:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atantiglobalshipping.com	mumbai@atantiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted and pending for approval from port	Delhi Team
20200419000004	194 d 3 h	PCS ACCOUNT LOGIN ISSUE (Cadila Healthcare Limited)	2020-04-19 16:14:15 (Asia/Kolkata)	April	2020-04-23 16:50:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	bhavik@rhihacargo.com	bhavik@rhihacargo.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User is not able to Login	User is not able to Login,We have Guided the User to Reset the Password.	Delhi Team
20200419000003	194 d 6 h	VCN NOT SHOWING AT PCS SYSTEM OF VESSEL - 1.COURAGE 2.ARK PROGRESS3.PREM	2020-04-19 13:26:14 (Asia/Kolkata)	April	2020-04-23 14:10:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@atantiglobalshipping.com	mumbai@atantiglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-EDI MESSAGE	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have checked that the CALINF file is already available in Port folder.	Delhi Team
20200419000001	194 d 8 h	file not received	2020-04-19 11:13:19 (Asia/Kolkata)	April	2020-04-23 12:50:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Port Officer	EDI	User Guidance-EDI MESSAGE	Port is Querying for the CALINF File	Port is Querying for the CALINF File.As we have checked that the Required CALINF File is generated and available in Port folder. Please find the Attached screenshot for your reference.	Delhi Team
20200418000026	195 d 1 h	Fwd: REQ USER ID & PASSWORD	2020-04-18 18:42:03 (Asia/Kolkata)	April	2020-04-22 00:54:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vsambhus@gmail.com	vsambhus@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	Asked to user kindly contact us or provide the detail of pan card	Delhi Team
20200418000025	195 d 1 h	PAYMENT DETAILS. CNEE. POSCO MAHARASHTRA STEEL PVT LTD. (DPD CODE "PMS" "21Z") . "Posco001"	2020-04-18 17:45:18 (Asia/Kolkata)	April	2020-04-19 13:12:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	imps@atc.co.in	imps@atc.co.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200418000021	195 d 4 h	RE: payment confirmation	2020-04-18 15:21:21 (Asia/Kolkata)	April	2020-04-22 17:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	munaccounts@paramountsealink.com	munaccounts@paramountsealink.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is showing failure	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200418000019	195 d 6 h	FW: NEFT JNPT	2020-04-18 13:42:09 (Asia/Kolkata)	April	2020-04-22 14:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	dilcommercia l@dhnanuka.com	dilcommercia l@dhnanuka.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT		Paymnet is failure in rozar pay then same informed to user and it will refund within 2-4 days	Delhi Team
20200418000018	195 d 6 h	Unable to Verify PCS Payment Rs. 200000/- less TDS Rs. 2000/Port A/c No. IE030	2020-04-18 13:40:09 (Asia/Kolkata)	April	2020-04-22 14:01:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	finance@expreswayship ping.com	finance@expreswayship ping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200418000017	195 d 6 h	FUND TRANSFER CONFIRMATION A/C SFL/ SEA FREIGHT & LOGISTICS SOLUTION	2020-04-18 13:38:08 (Asia/Kolkata)	April	2020-04-22 16:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@seafreightlogistic.com	accounts@seafreightlogistic.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked payment has not completed by pcs as same informed to port	Delhi Team



20200418000016	195 d 6 h	PORT PAYMENT FOR MV. IRON LADY V AT PARADIP THROUGH PCS. TOP URGENT	2020-04-18 13:37:08 (Asia/Kolkata)	April	2020-04-20 11:36:30 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	jitendrapati@samsarashipping.com	jitendrapati@samsarashipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user is unable to verify payment		Delhi Team
20200418000015	195 d 6 h	Re: ERROR FOUND IN CUSTOMS -FILE NOT FOUND IN VIZAG CUSTOMS INVTZ1 / INGGV1	2020-04-18 13:30:07 (Asia/Kolkata)	April	2020-04-21 14:21:53 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	puyvastvg2017@gmail.com	puyvastvg2017@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200418000014	195 d 6 h	MV AMBER L // ERROR OCCURED DURING VERIFYING PAYMENT //	2020-04-18 13:07:05 (Asia/Kolkata)	April	2020-04-23 18:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	agencykdl@actship.com	agencykdl@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	User unable to verify the payment.As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200418000013	195 d 6 h	Fwd: PAYMENT NOT REFLECTING DUE TO TYPING MISTAKE IN PCS	2020-04-18 12:43:22 (Asia/Kolkata)	April	2020-04-22 12:59:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kdsollection@koikataportrust.gov.in	kdsollection@koikataportrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200418000012	195 d 7 h	Deposit amount not show in our port PCAN A/C	2020-04-18 12:20:19 (Asia/Kolkata)	April	2020-04-22 12:30:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	import@purtil.net	import@purtil.net	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200418000010	195 d 8 h	PAYMENT DONE BUT STATUS IS NOT UPDATED IN PCS	2020-04-18 11:22:12 (Asia/Kolkata)	April	2020-04-22 11:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shraddha@tr ansvisionshipping.com	shraddha@tr ansvisionshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200418000009	195 d 8 h	AGENT CODE: CST1 - CASTO SHIPPING LINE LLP (Amount deducted & not reflecting in our Port A/c)	2020-04-18 11:19:17 (Asia/Kolkata)	April	2020-04-22 11:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts@casto shipping.com	accts@casto shipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200418000008	195 d 8 h	RE: New Stake Holder---- Vestas Wind Technology India Pvt.LTD//JNPT PORT//	2020-04-18 11:19:13 (Asia/Kolkata)	April	2020-04-18 13:22:02 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	maknp@vestas.com	maknp@vestas.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	we found that due payment was not done on time the same is not captured by the Razorpay & showing failed at our end.	Delhi Team
20200418000007	195 d 8 h	VESSEL VOYAGE //LAST PORT OF CALL//CHENNAI	2020-04-18 11:16:12 (Asia/Kolkata)	April	2020-04-18 12:06:04 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Saravanan.T@wilhelmsen.com	Saravanan.T@wilhelmsen.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Chennai (ex Madras)	Trade User	Application	User Guidance- User want modification in pcsLx	user is asking for adding port name.	user is asking for adding port name.ask user to The mentioned port has been added as you requested, kindly check and confirm.	Delhi Team
20200418000006	195 d 8 h	UNABLE TO LOGIN	2020-04-18 10:50:09 (Asia/Kolkata)	April	2020-04-18 14:40:32 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	somnath.ccu@panasialine.com	somnath.ccu@panasialine.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200418000005	195 d 9 h	wharfage not approves of MT ZAO GALAXY	2020-04-18 10:17:05 (Asia/Kolkata)	April	2020-04-18 12:08:18 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	jayeshv25@yahoo.com	jayeshv25@yahoo.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance- EDI MESSAGE	Wharfage approval pending from port	Wharfage is submitted state and pending for approval form port same informed to user	Delhi Team
20200418000004	195 d 9 h	COPRAR and AGDORD file issue	2020-04-18 10:10:04 (Asia/Kolkata)	April	2020-04-22 10:30:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkata porttrust.gov.in	nic@kolkata porttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	Wrong format agdord is received	As checked and corrected the agdord and same has been shard to port	Delhi Team
20200418000003	195 d 9 h	MT HONG KONG DAWN CALLING SIKKA ON 20.03.2020 FOR LOADING //VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-04-18 09:49:22 (Asia/Kolkata)	April	2020-04-22 10:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@in terocean.in	jamnagar@in terocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200418000002	195 d 10 h	Verification of Payment for Bill No.2020041778634702 // PD Account no.111 A/c Samsung India Electronics Pvt Ltd	2020-04-18 09:14:19 (Asia/Kolkata)	April	2020-04-22 09:50:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chintan@psa c.in	chintan@psa c.in	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance- RAZOR PAY ISSUE	User not verify the payment	As checked reported payment issue resolve and required file available in port folder.	Delhi Team
20200417000047	195 d 21 h	PCS EDO NOT RELEASED THRU API - BL NO. ISB0461123	2020-04-17 21:50:18 (Asia/Kolkata)	April	2020-04-21 22:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	MBY.GMIRANDA@cma-cgm.com	MBY.GMIRANDA@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- IMO Searching issue	IGM is not searching in pcs	IGM is not searching searching then guided to user the final igm yet to be receive from icgate	Delhi Team

20200417000043	195 d 22 h	PAYMENT DONE BUT STATUS IS NOT UPDATED IN PCS	2020-04-17 21:07:12 (Asia/Kolkata)	April	2020-05-30 15:27:10 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	shraddha@tr ansvisionship ping.com	shraddha@tr ansvisionship ping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200417000038	196 d 0 h	PCS- Kolkata Payment Failure- 17th April 2020.	2020-04-17 19:15:22 (Asia/Kolkata)	April	2020-04-22 10:10:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha@eco nshipping.co m	anagha@eco nshipping.co m	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200417000036	196 d 0 h	Not reflected Goodrich Port payment (A/C - IG03BCNT) through IPAPCS	2020-04-17 18:45:16 (Asia/Kolkata)	April	2020-04-27 19:21:15 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	abhijits@goo drichindia.co m	abhijits@goo drichindia.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200417000035	196 d 1 h	PORT PAYMENT - PDA AC.DSOB3	2020-04-17 18:34:14 (Asia/Kolkata)	April	2020-04-21 18:40:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ajay.b@sbm apl.com	ajay.b@sbm apl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200417000033	196 d 1 h	PAYMENT NOT SHOWING IN JNPT. A.C: TS LINE.	2020-04-17 17:48:10 (Asia/Kolkata)	April	2020-04-17 20:25:52 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	vasant.takan e@tlineindia .com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Unable to verify the Payment.	User is Unable to verify the Payment.	Delhi Team
20200417000029	196 d 2 h	Re: UNABLE TO GENERAT SUCCESS RECEIPT- URGENT	2020-04-17 16:46:23 (Asia/Kolkata)	April	2020-04-17 17:26:54 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ashraff@coc hinport.gov.i n	ashraff@coc hinport.gov.i n	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200417000028	196 d 3 h	UNABLE TO GENERAT SUCCESS RECEIPT- URGENT	2020-04-17 16:22:24 (Asia/Kolkata)	April	2020-04-17 16:57:51 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	muralidhara.t sa@transwor ld.com	muralidhara.t sa@transwor ld.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200417000026	196 d 4 h	Re: CART IN ORDER FOR 1X40 BKG NO. 596756803 FOR BARANGBALI EXP/03	2020-04-17 15:38:15 (Asia/Kolkata)	April	2020-04-17 15:50:19 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	nic@kolkata porttrust.gov in	nic@kolkata porttrust.gov in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the copra is already available in port system as same informed to user	Delhi Team
20200417000023	196 d 5 h	Re: CONT. DETENTION INVOICE // MBL: ONEYRICVVR695300 // HBL: ATL-40060995 & ATL-40061011 // CONT. NO. MOPU0618600 (40) // CNEE : TIMKEN INDIA LTD.	2020-04-17 14:30:07 (Asia/Kolkata)	April	2020-04-21 15:01:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tapas.patra @univworld- logistics.com	tapas.patra @univworld- logistics.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-Xml File	AGDORD file is not reflecting at port	AGDORD file is not reflecting at port.As per telecom discussion with user, issue has been resolved auto	Delhi Team
20200417000022	196 d 5 h	REQSAC msg not received- Reg.	2020-04-17 14:23:03 (Asia/Kolkata)	April	2020-04-22 09:45:16 (Asia/Kolkata)	PCS Support	Auto Closed	3 high	karuppiyah19 67vt	KPL(Ennore)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Ennore	Port Officer	EDI	User Guidance-Xml File	reqsac file not received at port		Delhi Team
20200417000020	196 d 5 h	MV. GREAT TALENT - Require VCN	2020-04-17 14:16:05 (Asia/Kolkata)	April	2020-04-17 14:49:30 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	mitra.haldia @gmail.com	mitra.haldia @gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	EDI	User Guidance-Xml File	calinf file is not reflecting at port end	calinf file is not reflecting at port end.As we have checked the reported CALINF file is already available in port folder, kindly check with them and confirm.	Delhi Team
20200417000019	196 d 5 h	Failure of Fund Transfer in DPD A/c: 14J	2020-04-17 13:44:21 (Asia/Kolkata)	April	2020-04-24 11:01:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madhavi.ship ping@gmail. com	madhavi.ship ping@gmail. com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is showing failure		Delhi Team
20200417000016	196 d 6 h	MT.CHEM TAURUS DUE MUMBAI // UNABLE TO GENERATE E-DO	2020-04-17 13:07:16 (Asia/Kolkata)	April	2020-04-21 13:55:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@sa mudramarine .com	mumbai@sa mudramarine .com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	Application	User Guidance-IGM ISSUE	user is unable to do the edo	user is unable to do the edo.As checked ,you are requested to kindly link the VCN with IGM in VCN Link section under Trade. If any other Party has done the Voyage Registration then ask the party to link the VCN at their own login. Afterwards you can do the EDO.	Delhi Team
20200417000015	196 d 6 h	PAYMENT OF JNPT THROUGH NEFT.	2020-04-17 12:59:18 (Asia/Kolkata)	April	2020-04-21 16:20:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha@eco nshipping.co m	anagha@eco nshipping.co m	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	User not find the correct PD account name for payment	User not find the correct PD account name for payment, maintained by Port authority, so same inform to the user.	Delhi Team

20200417000012	196 d 6 h	Port Trust Deposit (DU009)	2020-04-17 12:51:16 (Asia/Kolkata)	April	2020-04-21 13:05:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.ca@unitedliners.com	accts.ca@unitedliners.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	User want confirmation of payment	User want confirmation of payment. Same has been checked and confirm to user that payment is success	Delhi Team
20200417000004	196 d 8 h	Request ISO CODE CHANGE to 4500 // COPRAR - 2020041778610538/ VCN-CCU12000011 // NYKU4719584 //	2020-04-17 10:52:21 (Asia/Kolkata)	April	2020-04-21 13:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	As checked the coprar is already available in port system as same informed to user for any changes kindly contact to nic	Delhi Team
20200417000003	196 d 8 h	PAYMENT AGAINST DPD CLIENT EMPIRE INDUSTRIES DPD CODE - E14 PCS PAYMENT	2020-04-17 10:49:21 (Asia/Kolkata)	April	2020-04-17 13:29:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	documents@niranjan856.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200417000001	196 d 9 h	STI LILY - IMO NUMBER 9838242 (URGENT)	2020-04-17 10:10:16 (Asia/Kolkata)	April	2020-04-21 11:25:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangalore@atlanticglobalshipping.com	mangalore@atlanticglobalshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200416000017	197 d 1 h	Re: RAZORPAY // Pota Global // 1002842 // 16.04.2020	2020-04-16 18:23:06 (Asia/Kolkata)	April	2020-04-16 18:58:03 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS End. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200416000016	197 d 1 h	MT NEVESKIY PROSPECT CALLING SIKKA ON 22.04.2020 FOR DISCHARGING// VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-04-16 18:01:03 (Asia/Kolkata)	April	2020-04-20 18:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jannagar@interocean.in	jannagar@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200416000014	197 d 2 h	Not reflected Goodrich Port payment (AVC - IGO38CNT) through IPAPCS	2020-04-16 17:38:21 (Asia/Kolkata)	April	2020-04-16 18:12:53 (Asia/Kolkata)	PCS Support	closed successful	2 medium	abhijits@goodrichindia.com	abhijits@goodrichindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200416000012	197 d 2 h	Re: For PCS 1x Users - Prevent Transmission Of COVID -19	2020-04-16 17:13:18 (Asia/Kolkata)	April	2020-04-20 18:10:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	devidutt@aa.fcpl.com	devidutt@aa.fcpl.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application	Delhi Team
20200416000011	197 d 3 h	Re: JNPT Port Code: VAGHANI INC-JNPT-37A & RAYS IMPORT INC-RI	2020-04-16 16:39:15 (Asia/Kolkata)	April	2020-04-20 16:55:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vaghani@vaghaniagroup.com	vaghani@vaghaniagroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-PAYMENT PROCESS	User want to payment process through pcs 1x	Asked to user kindly provide the pan number and contact detail	Delhi Team
20200416000010	197 d 3 h	Re: NOT VERIFY PAYMENT	2020-04-16 16:13:11 (Asia/Kolkata)	April	2020-04-16 16:18:28 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200416000009	197 d 3 h	Not able to View Invoice	2020-04-16 16:03:10 (Asia/Kolkata)	April	2020-04-20 17:20:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	arvindprabhu.r@isuzu-india.com	arvindprabhu.r@isuzu-india.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Ennore	Trade User	Application	User Guidance-Other Application	User want to e-invoice is not working and wharfare related kindly submit assessment in pcs	Asked to user e-invoice is not working and wharfare related kindly submit assessment in pcs	Delhi Team
20200416000008	197 d 3 h	RE: AMEND GROSS WEIGHT AS 32000	2020-04-16 15:48:08 (Asia/Kolkata)	April	2020-04-20 16:01:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	documentation@lardnerorth.in	documentation@lardnerorth.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	User want to change in coprar then guided to user kindly contact to port	Delhi Team
20200416000005	197 d 4 h	PLEASE UPDATE VESSEL IN PCS	2020-04-16 15:23:06 (Asia/Kolkata)	April	2020-04-20 15:30:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kochi@interocean.in	kochi@interocean.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE		As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200416000004	197 d 4 h	Update PdAccountNo of attached list.	2020-04-16 15:13:05 (Asia/Kolkata)	April	2020-04-20 21:50:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Port Officer	Application	DATA CORRECTION	Port user want to update the pda	Port user want to update the pda. We have Updated the PD Account No as requested by you. You are Requested to kindly Check the same at your end.	Delhi Team

20200416000002	197 d 4 h	FW: KPT neft details...	2020-04-16 14:51:25 (Asia/Kolkata)	April	2020-04-20 15:35:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	faiyaz.shami m@allcargologistics.com	faiyaz.shami m@allcargologistics.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	user has made the nft the asked to kindly contact to port	Delhi Team
20200415000036	198 d 0 h	Unable to login in PCS portal	2020-04-15 19:26:10 (Asia/Kolkata)	April	2020-04-19 19:55:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madhavi.ship ping@gmail.com	madhavi.ship ping@gmail.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password.We have Guided the User that how to reset the Password.	Delhi Team
20200415000034	198 d 1 h	Fwd: CPT PAYMENT ON 15.04.2020 A/C 1001800	2020-04-15 18:06:21 (Asia/Kolkata)	April	2020-04-15 20:02:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200415000033	198 d 1 h	UERGENT! EDO system error	2020-04-15 17:55:20 (Asia/Kolkata)	April	2020-04-19 18:05:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Amit.M@perma.sg	Amit.M@perma.sg	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	Unable to search then igm then guided to user kindly link the vcn with igm in trade section	Delhi Team
20200415000032	198 d 2 h	FW: Fund requisition for KOLKATA Call for upcoming Vessels	2020-04-15 17:28:17 (Asia/Kolkata)	April	2020-04-19 18:08:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tarak.ghosh@ransworld	Chennai (ex Madras)	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200415000025	198 d 3 h	DPD E-Delivery orders generated MBL - YMLUS236101657	2020-04-15 16:27:10 (Asia/Kolkata)	April	2020-04-19 16:55:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rushkesh@ymml.in	rushkesh@ymml.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-EDO	User is not able to Release the EDO	User is not able to Release the EDO.Asked to Link the VCN.	Delhi Team
20200415000024	198 d 3 h	IBC MARINE // MV. CMA CGM BUTTERFLY - 0VK52E1PL // UNDER APL FLAG	2020-04-15 16:24:09 (Asia/Kolkata)	April	2020-04-19 18:20:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.kkanoyja@cma-cgm.com	mby.kkanoyja@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	EDI	User Guidance-VESPRO/DGLL-ICEGATE		Vespro is not registered in pcs then asked to user kindly registered the same in pcs	Delhi Team
20200415000021	198 d 3 h	Fwd: Sent from Snipping Tool	2020-04-15 15:43:04 (Asia/Kolkata)	April	2020-04-20 12:25:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nalini@kplmail.in	nalini@kplmail.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Ennore	Port Officer	Payment	User Guidance-PAYMENT PROCESS	Unable to make the payment	Asked to kindly share the user contact detail	Delhi Team
20200415000019	198 d 4 h	VCN Number Not Generate	2020-04-15 15:18:21 (Asia/Kolkata)	April	2020-04-19 18:08:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations.m umbaiport@globotransp o.com	operations.m umbaiport@globotransp o.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked voyage in submitted and pending for approval from port same informed to user	Delhi Team
20200415000018	198 d 4 h	PORT TRUST DEPOSIT (MU001)	2020-04-15 15:12:20 (Asia/Kolkata)	April	2020-04-19 15:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.s.cal@unitedliners.com	acct.s.cal@unitedliners.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User want confirmation of payment	User want confirmation of payment	Delhi Team
20200415000017	198 d 4 h	RE: New Stake Holder---- Vestas Wind Technology India Pvt.LTD//JNPT PORT/DPD-VT3	2020-04-15 15:09:20 (Asia/Kolkata)	April	2020-04-19 15:30:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	maknp@vestas.com	maknp@vestas.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-PAYMENT PROCESS		As guided to user for payment process through pcs 1x	Delhi Team
20200415000016	198 d 4 h	PORT TRUST DEPOSIT (DU003)	2020-04-15 15:06:19 (Asia/Kolkata)	April	2020-04-19 18:08:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	acct.s.cal@unitedliners.com	acct.s.cal@unitedliners.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200415000015	198 d 4 h	Fwd: Status of Your Request for registering with PCS - APPROVED!	2020-04-15 14:46:17 (Asia/Kolkata)	April	2020-04-19 15:01:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S3	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	Asked to user kindly contact us or provide the detail	Delhi Team
20200415000014	198 d 5 h	Request ISO CODE CHANGE to 2231 // COPRAR - 2020041378511707// VCN-CCU12000009// KKTU6076198 //	2020-04-15 14:19:14 (Asia/Kolkata)	April	2020-04-15 14:32:00 (Asia/Kolkata)	PCS Support	closed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	As checked the coprar is already available in port system as same informed to user for any changes kindly contact to nic	Delhi Team
20200415000013	198 d 5 h	[WARNING: This Mail may be Spoofed] Re: FW: Payment status	2020-04-15 14:15:13 (Asia/Kolkata)	April	2020-04-19 18:08:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@afipl.com	mumbai@afipl.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200415000012	198 d 5 h	Fwd: Password re-set for JNPT terminal	2020-04-15 13:45:10 (Asia/Kolkata)	April	2020-04-19 18:08:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	madhavi.ship ping@gmail.com	madhavi.ship ping@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200415000010	198 d 7 h	VESSEL NAME MAERSK TAURUS MZ3 18/E	2020-04-15 12:07:18 (Asia/Kolkata)	April	2020-04-19 15:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kolte.Nilesh@in.zim.com	Kolte.Nilesh@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	Unable to search then igm then guided to user kindly link the vcn with igm in trade section	Delhi Team

20200415000009	198 d 7 h	Send CALIN F and BERMAN files to JNPT API	2020-04-15 11:51:16 (Asia/Kolkata)	April	2020-04-19 13:45:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Port Officer	EDI	User Guidance-EDI MESSAGE	User Not able to find CALINF and BERMAN files	User Not able to find CALINF and BERMAN files, Reported issue has been resolved and file available in the port folder.	Delhi Team
20200415000008	198 d 8 h	NOT VERIFY PAYMENT	2020-04-15 12:22:14 (Asia/Kolkata)	April	2020-04-19 13:30:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User not able to verify payment	User not able to verify payment, As checked the reported payment issue has been resolve and Paysts file available in the port folder and same inform to the user.	Delhi Team
20200415000006	198 d 8 h	MV JAG RADHA DUE AT KANDLA	2020-04-15 10:50:09 (Asia/Kolkata)	April	2020-04-19 18:08:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	exp@actship.com	exp@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Wharefage approval pending from port	As checked wharfage is pending for approval from port as same informed to user	Delhi Team
20200415000003	198 d 9 h	Re: PCS Payments Related.	2020-04-15 10:09:05 (Asia/Kolkata)	April	2020-04-15 10:38:39 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pravinmatade@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200415000002	198 d 11 h	Re: CPT PAYMENT ON 13.04.2020 A/C 1002126	2020-04-15 07:44:07 (Asia/Kolkata)	April	2020-04-19 18:08:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajeevan@cochinport.gov.in	rajeevan@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200415000001	198 d 17 h	VCN Number (XY12020041115	2020-04-15 01:59:05 (Asia/Kolkata)	April	2020-04-19 16:55:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kutch@sk-agency.com	kutch@sk-agency.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Application	User Guidance-User want modification in pcsLx	user want modification in cif value for wharfage payment	user want modification in cif value for wharfage payment,We have forwarded the same to the technical team. As this comes under change may take some time to update in the application. We will update you regarding the same soon.	Delhi Team
20200414000016	198 d 20 h	Required User-ID and password against PCAN A/c no 08/112 ( Ruchi Soya Industries Ltd.) -- Urgent	2020-04-14 23:14:06 (Asia/Kolkata)	April	2020-04-19 15:30:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	siddhartha_banerjee@ruchisoya.com	siddhartha_banerjee@ruchisoya.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	Unable to login in pcs	Asked to user kindly provide the pan number	Delhi Team
20200414000014	199 d 0 h	[WARNING: This Mail may be Spoofed] RE: REGISTRATION PROCESS TO ACCESS PCS / JNPT / PD ACCOUNT DETAILS / COMMON CODE: 43H / FAZLANI EXPORTS PVT LTD	2020-04-14 19:04:17 (Asia/Kolkata)	April	2020-04-20 15:37:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	import@fazlani.com	import@fazlani.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-Login	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200414000011	199 d 4 h	WHARFAGE NOT APPROVED OF MV SILVIA AMBITION	2020-04-14 15:36:12 (Asia/Kolkata)	April	2020-04-14 18:01:19 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chem@actship.com	chem@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Wharefage approval pending from port	As checked wharfage is pending for approval from port as same informed to user	Delhi Team
20200414000008	199 d 5 h	Fw: Re: PCAN PAYMENT	2020-04-14 14:17:23 (Asia/Kolkata)	April	2020-04-18 17:42:33 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts.pccpl@athagroup.in	accounts.pccpl@athagroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi & Mumbai Team(Both)
20200414000007	199 d 6 h	Importer - Loreal India Pvt Ltd // DPD code - 230	2020-04-14 13:01:14 (Asia/Kolkata)	April	2020-04-18 17:42:33 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	karishma.burda@iladharpasoo.com	karishma.burda@iladharpasoo.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200414000006	199 d 7 h	PD account details	2020-04-14 12:39:11 (Asia/Kolkata)	April	2020-04-18 13:15:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	import@atharvalogistic.com	import@atharvalogistic.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-WANT LOGIN CREDENTIAL	user want login credential	user want login credential,As per telecom discussion with you, stakeholder registration has been submitted successful, once the port will approve your request we will create user id and password and share with you.	Delhi Team
20200414000005	199 d 7 h	RE: e-DO against Telex Release B/L No. HLCUSHA2001EHFFP6	2020-04-14 12:17:09 (Asia/Kolkata)	April	2020-04-18 17:42:33 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Pradnya.Sarang@hlag.com	Pradnya.Sarang@hlag.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching then guided to user kindly link vcn with igm	Delhi Team
20200414000004	199 d 7 h	WHARFAGE NOT APPROVED OF MT CHEMROAD SEA	2020-04-14 11:54:07 (Asia/Kolkata)	April	2020-04-18 15:50:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chem@actship.com	chem@actship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Application	User Guidance-Other Application	Wharefage approval pending from port	As checked wharfage is pending for approval from port as same informed to user	Delhi Team

20200414000003	199 d 9 h	M.V.SPIRIT OF MUMBAI SIO16R BERMAN	2020-04-14 10:40:18 (Asia/Kolkata)	April	2020-04-18 16:25:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	dilip.kumar.msc	Chennai (ex Madras)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-EDI MESSAGE	berman is not received in port edi	As checked the berman is already available in port system as same informed to user	Delhi Team
20200413000052	199 d 23 h	Fwd: Customer's can not verify the payment.(unable to generate the "Success" receipts)	2020-04-13 20:11:16 (Asia/Kolkata)	April	2020-04-17 21:01:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT		As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000051	200 d 1 h	JNPT PAYMENT - 9.80 L	2020-04-13 18:23:04 (Asia/Kolkata)	April	2020-04-17 18:45:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lchandrakesa.ravana@transworld.com	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000049	200 d 1 h	UNABLE TO GENERAT SUCCESS RECEIPT- URGENT	2020-04-13 17:47:21 (Asia/Kolkata)	April	2020-04-13 20:15:18 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muralidharatasa@transworld.com	muralidharatasa@transworld.com	PCS Support	S3	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000048	200 d 2 h	RE: BANK DETAILS & STATEMENT OF ACCOUNT - RE: Account Balance of 480 as on : 13-04-2020 - IVP LIMITED	2020-04-13 17:27:18 (Asia/Kolkata)	April	2020-04-13 19:58:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mbvyas@ivpindia.com	mbvyas@ivpindia.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to payment process through pcs 1x	As checked the user id active then guided to user kindly reset the password after make the payment	Delhi Team
20200413000044	200 d 3 h	Fund Transfer to KOPT PDA A/C CMA & ANL (KOLKATA)	2020-04-13 16:15:09 (Asia/Kolkata)	April	2020-04-13 20:02:34 (Asia/Kolkata)	PCS Support	closed successful	2 medium	cta.sbiswas@cma-cgm.com	cta.sbiswas@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO UPLOAD EDO	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000043	200 d 3 h	NOT VERIFY PAYMENT	2020-04-13 15:50:07 (Asia/Kolkata)	April	2020-04-17 19:52:30 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000042	200 d 3 h	04-11-2020 14.46.24.pdf	2020-04-13 15:50:06 (Asia/Kolkata)	April	2020-04-17 19:52:30 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000041	200 d 4 h	Below 4 files are not received JNPT API	2020-04-13 15:23:22 (Asia/Kolkata)	April	2020-04-13 16:46:13 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Other EDI	Paysts is not reflecting in port		Delhi Team
20200413000040	200 d 4 h	PAYMENT IN KOPT PDA ACCOUNT THROW IN PCS	2020-04-13 15:07:24 (Asia/Kolkata)	April	2020-04-23 15:55:40 (Asia/Kolkata)	PCS Support	closed successful	2 medium	opskolkata@winwinmaritime.com	opskolkata@winwinmaritime.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	Payment	User Guidance-Paysts	Paysts is not reflecting in port	Paysts generated and shared to port as same informed to port user	Delhi Team
20200413000038	200 d 4 h	Ticket#202004130000038	2020-04-13 15:00:21 (Asia/Kolkata)	April	2020-04-17 16:37:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sunita@manishchemical.com	sunita@manishchemical.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000034	200 d 4 h	MAJESTIC MARITIME PVT LTD/6,86,000.00/	2020-04-13 14:54:20 (Asia/Kolkata)	April	2020-04-17 16:37:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	prabir@majesticmaritime.com	prabir@majesticmaritime.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200413000033	200 d 5 h	AL BETROLEYA - Mapping With ICEGATE / Vessel Profile Registration Request for vessel AL BETROLEYA has been approved.	2020-04-13 14:40:18 (Asia/Kolkata)	April	2020-05-14 13:39:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	jmboperation@haldia@jmbaxi.com	jmboperation@haldia@jmbaxi.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE		As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200413000032	200 d 5 h	PAYMENT SLIP	2020-04-13 14:26:16 (Asia/Kolkata)	April	2020-04-13 15:12:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000031	200 d 5 h	Fwd: Deactivation of a/c-payment request at JNPCT.....reg	2020-04-13 14:24:16 (Asia/Kolkata)	April	2020-04-17 16:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	User unable to verify the payment	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200413000028	200 d 5 h	MUMBAI PCS PAYMENT RECEIPT NOT GENERATED Rs. 1,96,000.00- ( 13.04.2020.)	2020-04-13 13:50:13 (Asia/Kolkata)	April	2020-04-17 16:37:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cha-tuticorin@sunrichgroup.com	cha-tuticorin@sunrichgroup.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	User unable to verify the payment then guided to user kindly verify the same after some time	Delhi Team
20200413000027	200 d 5 h	PAYMENT SLIP	2020-04-13 13:43:12 (Asia/Kolkata)	April	2020-04-13 15:06:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team

20200413000026	200 d 6 h	Missing PAYSTS	2020-04-13 12:49:06 (Asia/Kolkata)	April	2020-04-17 16:59:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk@deendayalport.gov.in	edphelpdesk@deendayalport.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Port Officer	EDI	User Guidance-Paysts		Paysts generated and shared to port as same informed to port user	Delhi Team
20200413000023	200 d 7 h	Re: Deactivation of a/c-payment request at JNPCT.....reg	2020-04-13 12:13:22 (Asia/Kolkata)	April	2020-04-13 12:26:25 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	import@jmfndia.com	JNPCT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPCT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200413000022	200 d 7 h	DPD E-Delivery orders generated MBL - YMLUS236100528	2020-04-13 11:49:19 (Asia/Kolkata)	April	2020-04-17 13:10:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ketan@ymli n	ketan@ymli n	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPCT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200413000021	200 d 8 h	Export Coprar MV XP HOOGLY_VCN CCU12000018	2020-04-13 11:22:15 (Asia/Kolkata)	April	2020-04-17 11:55:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	User want changing in coprar	Asked to user kindly contact to nic for changing in coprar	Delhi Team
20200413000008	200 d 9 h	RE: Haldia Port PCS confirmation for processing E-payment	2020-04-13 10:03:10 (Asia/Kolkata)	April	2020-04-17 17:05:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Banerjee Uzz wal_zim@in.zim.com	Banerjee Uzz wal_zim@in.zim.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Haldia	Port Officer	Application	DATA CORRECTION	Stake holder name lengths need to expend		Delhi Team
20200413000006	200 d 9 h	Re: [Ticket#202004130000003] PAYMENT NOT REFLECTING DUE TO TYPING MISTAKE IN PCS	2020-04-13 09:52:04 (Asia/Kolkata)	April	2020-04-17 11:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	support@pcs@nic.in	support@pcs@nic.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200413000005	200 d 10 h	MT NAVIG8 PASSION CALLING SIKKA ON 22.04.2020 FOR LOADING //VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-04-13 09:37:22 (Asia/Kolkata)	April	2020-04-17 11:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@in terocean.in	jamnagar@in terocean.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200413000002	200 d 10 h	MT.NEW SENA V.2003 DUE AT CHENNAI PORT - CHANGE OF VESSEL NAME	2020-04-13 08:45:17 (Asia/Kolkata)	April	2020-04-17 11:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	seaportchn@airtelmail.in	seaportchn@airtelmail.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icigate/dgll	As checked the vespro file is already available in icigate/dgll and same informed to user	Delhi Team
20200413000001	200 d 10 h	REQUEST FOR VCN NUMBER - M.T.BOW CAPRICORN (IMO-9752010) VOY-202002 DUE TO MUMBAI PORT	2020-04-13 08:44:16 (Asia/Kolkata)	April	2020-04-17 11:20:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shipping.mu mba@gac.com	shipping.mu mba@gac.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked then vcn is submitted and pending for approval then same informed to user	Delhi Team
20200412000002	201 d 5 h	Receiving duplicate AGDORD file	2020-04-12 13:48:20 (Asia/Kolkata)	April	2020-04-12 16:39:41 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pcs.hdc@kol kataporttrust.gov.in	pcs.hdc@kol kataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance-EDI MESSAGE	Port has received multiple file for agdord	As checked the and found the the agdord file has been shared only one time	Delhi Team
20200411000021	202 d 3 h	FW: Payment for bill no. 2020040978444225 has been made. // PD AC NO. SH7 // SHRIRAM FILAMENTS	2020-04-11 16:42:07 (Asia/Kolkata)	April	2020-04-13 11:00:49 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPCT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200411000020	202 d 3 h	Fwd: Payment for bill no. 2020040978444499 has been made// Shri Venkatesh Filaments	2020-04-11 16:40:06 (Asia/Kolkata)	April	2020-04-15 17:05:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	lucky1113@gmail.com	lucky1113@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPCT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200411000019	202 d 3 h	DEENDAYAL PORT PORT PAYMENT THROUGH PCS (AS SICILIA - AT KANDLA)	2020-04-11 16:35:06 (Asia/Kolkata)	April	2020-04-15 17:55:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rjubha.sodh a@mastergr oups.com	rjubha.sodh a@mastergr oups.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200411000011	202 d 6 h	PCS NOT WORKING	2020-04-11 13:33:04 (Asia/Kolkata)	April	2020-04-11 18:11:35 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	in.ccu.docs@one-line.com	in.ccu.docs@one-line.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	As checked pcs application is working fine as same informed to user	Delhi Team
20200411000010	202 d 6 h	JNP1GT00K1753ATHEN S GLORY	2020-04-11 13:06:21 (Asia/Kolkata)	April	2020-04-15 14:03:30 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Pradnya.Sar ang@hlag.com	Pradnya.Sar ang@hlag.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPCT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	IGM is not searching searching then guided to user kindly link vcn with igm	Delhi Team
20200411000007	202 d 7 h	MV SSL Chennai V.150 - VCN request is not showing in PCS	2020-04-11 12:26:16 (Asia/Kolkata)	April	2020-04-11 13:14:41 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tarak.ghosh.t ransworld	Chennai (ex Madras)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the voyage is in submitted stake and same informed to user after approval in application same is reflecting	Delhi Team
20200411000004	202 d 7 h	Not VERIFY	2020-04-11 11:48:13 (Asia/Kolkata)	April	2020-04-15 12:50:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jayeshv339@gmail.com	jayeshv339@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Informed to user this is issue with bank end and same escalated to bank and waiting for bank response	Delhi Team

20200411000003	202 d 9 h	Re: Applying for cartin order endorsed AGAINST BOOKING NO. CIO140394 & CIO140395	2020-04-11 09:56:21 (Asia/Kolkata)	April	2020-04-11 13:42:02 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	documentation@lardnermorth.in	documentation@lardnermorth.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	user is asking for check coprar Availability on Port System.As we have checked the reported COPRAR is already available in port folder, kindly check and confirm.	Delhi Team	
20200411000001	202 d 11 h	AMOUNT NOT REFLECTED IN OUR PORT A/C--DS018	2020-04-11 08:41:10 (Asia/Kolkata)	April	2020-04-15 09:05:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kolkatta_account@maxiconline.com	kolkatta_account@maxiconline.com	PCS Support	S4	Service Request	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-Paysts	payment is not reflecting.As we have checked the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team	
20200410000007	203 d 2 h	Payment debited from our account but showing failure in PCS portal	2020-04-10 17:41:04 (Asia/Kolkata)	April	2020-04-15 11:05:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@kaanaazassociates.com	accounts@kaanaazassociates.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Delhi Team	
20200410000006	203 d 2 h	Top Up PD Account at JNPT	2020-04-10 16:55:19 (Asia/Kolkata)	April	2020-04-14 18:01:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Dattatray_Waghmare@jabil.com	Dattatray_Waghmare@jabil.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	79	Unable to login in pcs	As checked id is showing inactive then guide to user kindly registered the same in pcs application	Delhi Team
20200410000005	203 d 2 h	MT STEMNITSA CALLING SIKKA ON 03.04.2020 FOR LOADING // VESSEL REGISTRATION IN CUSTOM EDI SYSTEM //	2020-04-10 16:52:18 (Asia/Kolkata)	April	2020-04-15 14:03:30 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jamnagar@interoce.in	jamnagar@interoce.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icagate	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200410000004	203 d 2 h	COPRAR not reflected in PORT system //CART IN ORDER BOOKING NO : CCUA02984400 A/C. ARCVAC FORGECAST PVT LTD.	2020-04-10 16:51:18 (Asia/Kolkata)	April	2020-04-11 12:59:14 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	in.ccu.cartin@one-line.com	in.ccu.cartin@one-line.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-COPRAR	copra is not showing in port system	As checked the coprar is already available in port system as same informed to user	Delhi Team
20200410000003	203 d 3 h	FW: Status of Payment done through - PCS Razor pay -DPD code-R12	2020-04-10 16:24:15 (Asia/Kolkata)	April	2020-04-14 17:35:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	riocare@riocareindia.com	riocare@riocareindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Delhi Team	
20200410000001	203 d 5 h	UNABLE TO ISSUE EDO FOR BL NO - ONEYSPBVO2600900	2020-04-10 14:08:19 (Asia/Kolkata)	April	2020-04-20 13:05:21 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	in.ccu.doccs@one-line.com	in.ccu.doccs@one-line.com	PCS Support	S4	Service Request	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance-UNABLE TO UPLOAD EDO	user is unable to do the edo.As we have checked you have already done the EDO for mentioned container number, kindly check at your end and confirm.	Delhi Team	
20200409000020	204 d 0 h	RE: BL NO : HLCUSIN200240584	2020-04-09 19:32:10 (Asia/Kolkata)	April	2020-04-14 15:48:27 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Pradnya.Sarang@hlag.com	Pradnya.Sarang@hlag.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	IGM is not searching in pcs	As vcn is not link with igm then guided to user kindly link the vcn with igm	Delhi Team
20200409000019	204 d 0 h	PCS- Kolkata Payment Failure- 09th April 2020.	2020-04-09 19:20:08 (Asia/Kolkata)	April	2020-04-14 16:42:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anagha@ecoshipping.com	anagha@ecoshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Informed to user this is issue with bank end and same escalated to bank and waiting for bank response	Delhi Team
20200409000017	204 d 1 h	LNG/C MARAN GAS DUPHELU Due at Deendayal Port Kandla - Vessel Data to be Sent to Customs & DGLL Site	2020-04-09 18:08:21 (Asia/Kolkata)	April	2020-04-09 18:32:08 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	jmboperation@kandla@jmbaxi.com	jmboperation@kandla@jmbaxi.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate and same informed to user	Delhi Team
20200409000016	204 d 2 h	PD account number cannot be selected while doing top up urgent	2020-04-09 17:42:17 (Asia/Kolkata)	April	2020-04-13 20:04:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	cok_acc2@omegaship.com	cok_acc2@omegaship.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Application	User Guidance-Other Application	User want to add the pda in their login	As checked the pda is not showing in drop down then guided to kindly contact to port for updating pda	Delhi Team
20200409000015	204 d 2 h	PCS Error while verifying payment	2020-04-09 17:21:15 (Asia/Kolkata)	April	2020-04-09 19:49:12 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	ajinkya.bhatkarping.com	ajinkya.bhatkarping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly proved the bank statement the pcs transaction snap screen	Delhi Team
20200409000014	204 d 3 h	Re: FW: PAYMENT ADVISE	2020-04-09 15:55:04 (Asia/Kolkata)	April	2020-04-13 16:30:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	anirudhtha@portall.in	anirudhtha@portall.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team



202004090000011	204 d 4 h	COPRAR and VESPRO file issue	2020-04-09 14:43:16 (Asia/Kolkata)	April	2020-04-13 16:59:35 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nic@kolkataporttrust.gov.in	nic@kolkataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-EDI MESSAGE	Vespro is in wrong format	As checked user has uploaded the coprar with incorrect detail number same informed to port user kindly upload the correct detail	Delhi Team
202004090000010	204 d 5 h	Re: PUBLIC NOTICE NO. 11/2020 // THC CHARGES // CUSTOMER CODE : ARM	2020-04-09 14:32:15 (Asia/Kolkata)	April	2020-04-13 16:59:35 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	imports@aromaorganic.com	imports@aromaorganic.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance-PAYMENT PROCESS	User want to payment process through pcs 1x	Asked to user kindly provide the contact number so that we can guide to process through remote session	Delhi Team
202004090000009	204 d 6 h	MT MRAWEH// VESSEL PROFILE APPROVED IN PCS	2020-04-09 13:16:06 (Asia/Kolkata)	April	2020-04-13 14:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Saravanan.T@wilhelmsen.com	Saravanan.T@wilhelmsen.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Ennore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
202004090000008	204 d 6 h	Error in submitting EDO //BL NO. HDMUH#PIN0641007/VSL: SSL.sabarimala/55	2020-04-09 13:09:05 (Asia/Kolkata)	April	2020-04-13 13:35:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sonalin@sbmapl.com	sonalin@sbmapl.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	81	bill number is not searching	bill number is not searching issue is sorted auto	Delhi Team
202004090000007	204 d 6 h	MT THE WEISSE // VCN NOT REFLECTING PCS	2020-04-09 12:53:04 (Asia/Kolkata)	April	2020-04-13 15:59:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	WSS.NHAV ASHEVA@wilhelmsen.com	WSS.NHAV ASHEVA@wilhelmsen.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	vcn is not reflecting	vcn is not reflecting .As we have checked the reported voyage registration is in submitted stage, once the same will approve by port authority VCN will receive to you.	Delhi Team
202004090000006	204 d 6 h	RE: Tanker Line up Report from 04.04.2020 to 10.04.2020	2020-04-09 12:49:23 (Asia/Kolkata)	April	2020-04-13 14:55:02 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	WSS.NHAV ASHEVA@wilhelmsen.com	WSS.NHAV ASHEVA@wilhelmsen.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS.As we have check, the Reported Voyage is in Submitted State and the required file is available in the Port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
202004090000004	204 d 7 h	MV AHU C - PROFILE IN CUSTOMS AND DGLL	2020-04-09 12:31:22 (Asia/Kolkata)	April	2020-04-13 14:55:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	operations@crostradeshipping.in	operations@crostradeshipping.in	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	VESPRO is not showing at ICEGATE AND DGLL	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
202004090000003	204 d 7 h	Emailing: Op.TransactionCyberReceipt 09-04-2020 (7). Op.TransactionCyberReceipt 09-04-2020 (1). Op.TransactionCyberReceipt 09-04-2020 (2). Op.TransactionCyberReceipt 09-04-2020 (3). Op.TransactionCyberReceipt 09-04-2020 (4). Op.TransactionCyberReceipt 09-04-2020	2020-04-09 11:56:17 (Asia/Kolkata)	April	2020-04-09 15:11:20 (Asia/Kolkata)	PCS Support	closed successful	2 medium	chem@actshipp.com	chem@actshipp.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment		Delhi Team
202004090000001	204 d 8 h	FW: DPD ACCOUNT - E RECEIPT	2020-04-09 11:00:11 (Asia/Kolkata)	April	2020-04-09 11:50:16 (Asia/Kolkata)	PCS Support	closed successful	2 medium	Manish.Tandon@jubl.com	Manish.Tandon@jubl.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	user want success receipt of maid payment	user want success receipt of maid payment.As per telecom discussion with you, now success receipt has been received,and the required file is available in port folder.	Delhi Team
202004080000023	205 d 2 h	Common Ref No. 2020040878424533 - VCN not generated	2020-04-08 17:33:08 (Asia/Kolkata)	April	2020-04-12 17:45:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	opskandla2@armitaindia.com	opskandla2@armitaindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting in pcs application	As checked the vcn is in submitted the pending for approval from port as same informed to user	Delhi Team

20200408000022	205 d 2 h	VCN Not Generate	2020-04-08 17:19:07 (Asia/Kolkata)	April	2020-04-12 17:45:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vickyp@sevensmaritime.com	vickyp@sevensmaritime.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Mumbai	Trade User	EDI	User Guidance-VCN NOT REFLECTING	VCN is not Reflecting in PCS	VCN is not Reflecting in PCS As we have check, the Reported Voyage is in Submitted State and the required file is available in the Port folder. Once the port will approve the same, VCN will be allotted, VCN are requested to please check with them and confirm.	Delhi Team
20200408000021	205 d 3 h	Fwd: Urgent*****JNPT >> Payment credited >> release hold	2020-04-08 15:52:16 (Asia/Kolkata)	April	2020-04-12 17:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mbhagchandani@gulbransen.com	mbhagchandani@gulbransen.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200408000018	205 d 4 h	Fwd: FW: Vessel Profile Registration Request for vessel ORIENTAL VIOLA has been approved.	2020-04-08 15:27:14 (Asia/Kolkata)	April	2020-04-12 16:10:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sslvpsops@seaworldship.com	sslvpsops@seaworldship.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE. We have Checked the VESPRO is already available in ICEGATE folder. Asked the Use to contact to the ICEGATE team for the same.	Delhi Team
20200408000017	205 d 4 h	Fwd: JNPT PORT PAYMENT DT.04/04/2020	2020-04-08 15:07:11 (Asia/Kolkata)	April	2020-04-13 15:15:22 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ramnikalgosalia@gmail.com	ramnikalgosalia@gmail.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200408000016	205 d 5 h	FW: E-DO.pdf.pdf @ MSC	2020-04-08 14:26:07 (Asia/Kolkata)	April	2020-04-13 11:20:52 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	atanu.ghosh@msc.com	atanu.ghosh@msc.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Application	79	Wrong name is showing in edo	Updated the correct detail in pcs 1x application as same informed to user	Delhi Team
20200408000015	205 d 5 h	JNPT PCS PAYMENT DTD-08.04.2020 OF Rs 60,96,352/-	2020-04-08 14:19:05 (Asia/Kolkata)	April	2020-04-12 17:20:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	idmsa@hmm21.com	idmsa@hmm21.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-Other Payment	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200408000014	205 d 5 h	PAYMENT CONFIRMATION- WHARFAGE & MHC- FEDERAL CRIMSON	2020-04-08 14:04:24 (Asia/Kolkata)	April	2020-04-12 15:55:23 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	surajit@shyafmferro.com	surajit@shyafmferro.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200408000013	205 d 5 h	RE: PAYMENT VERIFICATION - UNSUCCESSFUL	2020-04-08 13:54:22 (Asia/Kolkata)	April	2020-04-08 18:43:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	eirene.eugine@gac.com	eirene.eugine@gac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment		Delhi Team
20200408000011	205 d 6 h	M.V.JAG RADHA// AMBA RIVER COKE LTD.	2020-04-08 13:35:20 (Asia/Kolkata)	April	2020-04-12 15:55:23 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	peacock_shipping123@hotmail.com	peacock_shipping123@hotmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is pending in pcs then guided to user kindly verify the same in application	Delhi Team
20200408000010	205 d 6 h	Fwd: VIA NOT APPROVED FOR M.V. SONGA ANTOFAGASTA VOY-2013W IMO NO-9399753	2020-04-08 12:55:15 (Asia/Kolkata)	April	2020-04-12 13:25:20 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Port Officer	EDI	User Guidance-Xml File	berman file is not reflecting	berman file is not reflecting. We have re-submit the same through API.	Delhi Team
20200408000008	205 d 7 h	Bank Statement and PCS report R Nandlal and sons 180	2020-04-08 12:14:10 (Asia/Kolkata)	April	2020-04-08 13:13:15 (Asia/Kolkata)	PCS Support	closed successful	2 medium	importsr2015@gmail.com	importsr2015@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	payment is not reflecting	payment is not reflecting. As per telecom discussion with you, the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200408000007	205 d 7 h	+++ REQUEST TO CHANGE VOYAGE NO. OF VESSEL MAERSK DENVER @NSICT IMO NO.- 9332999+++	2020-04-08 11:55:09 (Asia/Kolkata)	April	2020-04-08 15:50:37 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mskjnpt@mechantshpg.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Application	User Guidance-Other Application	User want to change the voyage number	User has submitted the wrong voy number then guided to kindly resubmit the voyage in pcs	Delhi Team

20200408000004	205 d 8 h	+++PRIORITY PLS +++ MT RESOLVE II DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-04-08 10:46:21 (Asia/Kolkata)	April	2020-04-12 11:35:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro file is not reflecting in icagate.	As we have checked the reported VESPRO file is already available in ICEGATE folder, kindly coordinate with them and confirm.	Delhi Team
20200408000002	205 d 9 h	Re: unable to verify the payment	2020-04-08 10:38:18 (Asia/Kolkata)	April	2020-04-12 15:55:23 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accounts@ntaindia.net	accounts@ntaindia.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	User Roles / Rights	User Guidance-RESET PASSWORD	Unable to login in pcs	As checked user unable to login then guided to for reset the password through pcs 1x	Delhi Team
20200407000027	205 d 23 h	RE: BL NO. GOSUXNG1400733 A/C HARMAN FINOCHEM LTD. STRAIGHT B/L DPD	2020-04-07 20:05:13 (Asia/Kolkata)	April	2020-04-12 10:25:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Kolte.Nilesh@in.zim.com	Kolte.Nilesh@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance-IGM ISSUE	User unable to search the igm	As igm is not link with vcn then guided to user kindly link the igm with vcn	Delhi Team
20200407000026	206 d 1 h	DEENDAYAL PORT PORT PAYMENT THROUGH PCS	2020-04-07 17:51:17 (Asia/Kolkata)	April	2020-04-11 18:09:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rajubha.sodha@mastergroups.com	rajubha.sodha@mastergroups.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200407000025	206 d 3 h	Fwd: Payment to PD account No 1004017 on 18.03.2020-1,00,000/-	2020-04-07 16:38:10 (Asia/Kolkata)	April	2020-04-07 20:00:36 (Asia/Kolkata)	PCS Support	closed successful	2 medium	ashraff@cochinport.gov.in	ashraff@cochinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance-Paysts	Paysts is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed toport user	Delhi Team
20200407000024	206 d 4 h	CHOP03 NOT RECEIVED	2020-04-07 14:57:16 (Asia/Kolkata)	April	2020-04-11 15:55:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	docshelpdes@nani.com	docshelpdes@nani.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Mundra Port	Port Officer	EDI	User Guidance-EDI MESSAGE	CHPIO3 is not received in port edi	As checked the chpio03 is available in port system as same informed to port user	Delhi Team
20200407000023	206 d 4 h	Payment towards cargo dues with our PCAN: FN/PCAN/09/15 amount to Rs. 65,000/-	2020-04-07 14:52:16 (Asia/Kolkata)	April	2020-04-11 15:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Halidia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs 1x application	Delhi Team
20200407000022	206 d 5 h	PAYMENT SLIP	2020-04-07 14:24:13 (Asia/Kolkata)	April	2020-04-07 14:53:30 (Asia/Kolkata)	PCS Support	closed successful	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Halidia	Trade User	Payment	User Guidance-OTHER PAYMENT ISSUE	User want to confirmation for pda apymnet	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200407000021	206 d 5 h	could not login in PCS1x _Tata International Logistics Ltd	2020-04-07 14:22:12 (Asia/Kolkata)	April	2020-04-11 15:50:57 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	rkchoudhury@tmlltd.com	rkchoudhury@tmlltd.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Paradip	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	As checked the account is showing expiry then update the expiry date	Delhi Team
20200407000020	206 d 5 h	RE: cochin port wharfage payment Rs.18,79,561.00/- BY AXIS BANK LTD	2020-04-07 14:18:13 (Asia/Kolkata)	April	2020-04-11 15:50:57 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tuticorin@antiglobalshipping.com	tuticorin@antiglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is pending bank end then guided to user kindly verify after some time	Delhi Team
20200407000019	206 d 6 h	PAYMENT SLIP	2020-04-07 13:42:08 (Asia/Kolkata)	April	2020-04-11 16:25:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	gekol6@globalcargo.in	gekol6@globalcargo.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Halidia	Trade User	Payment	User Guidance-Paysts	Payment is not reflecting in port	As checked the paysts is already available in port system then as same informed to port	Delhi Team
20200407000017	206 d 6 h	payment towards land related charges with our LCAN: FN/LCAN/15/51 amount to Rs. 4,00,000/-	2020-04-07 12:47:21 (Asia/Kolkata)	April	2020-04-11 15:35:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chiranjeeb.chakraborty@oislgroup.in	chiranjeeb.chakraborty@oislgroup.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Halidia	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200407000016	206 d 7 h	MT BON CHALLENGER – IMO NUMBER 9361471 (URGENT)	2020-04-07 12:41:21 (Asia/Kolkata)	April	2020-10-19 10:40:23 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mangalore@admiralshpg.com	mangalore@admiralshpg.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO-ICEGATE	vespro is not reflecting in icagate	As checked the vespro file is already available in icagate/dgll and same informed to user	Delhi Team
20200407000015	206 d 7 h	DPD CODE - HRF ( COMMON CODE - 612)	2020-04-07 12:28:21 (Asia/Kolkata)	April	2020-04-11 17:10:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	suja@harmarfinochem.com	suja@harmarfinochem.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance-NOT ABLE TO LOGIN	Unable to login in pcs	User unable to login in pcs then guided to user for reset password process	Delhi Team
20200407000013	206 d 7 h	GRM3 PAYMENT made on 01/04/2020	2020-04-07 12:14:17 (Asia/Kolkata)	April	2020-04-07 17:14:41 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vpatl@goodrichindia.com	vpatl@goodrichindia.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200407000012	206 d 7 h	Re: MT PRINCESS ALEXIA – IMO NUMBER 9294305 (URGENT)	2020-04-07 11:53:14 (Asia/Kolkata)	April	2020-04-07 17:09:46 (Asia/Kolkata)	PCS Support	closed successful	2 medium	lightdues-dgll	Chennai (ex Madras)	PCS Support	S4	Incident	Vikas Sharma	PCS Support	New Mangalore	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icagate/dgll	As checked the vespro file is already available in icagate/dgll and same informed to user	Delhi Team
20200407000011	206 d 7 h	Re: DPD CODE:SC2_05 X 20FT_Fwd: Kept on Hold At JNPT Terminal	2020-04-07 11:43:14 (Asia/Kolkata)	April	2020-04-15 09:10:09 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	trivenilogistics@gmail.com	trivenilogistics@gmail.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	user is unable to verify payment	As checked the payment is pending in pcs then guided to user kindly verify the same in application	Delhi Team

20200407000010	206 d 8 h	MT PRINCESS ALEXIA – IMO NUMBER 9294305 (URGENT)	2020-04-07 11:34:14 (Asia/Kolkata)	April	2020-04-11 17:05:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mangalore@admiralshpg.com	mangalore@admiralshpg.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	New Mangalore	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200407000009	206 d 8 h	UNABLE TO VERIFY PAYMENT IN IPCS FOR FUND TRANSFERRED THRU HDFC BANK	2020-04-07 11:11:11 (Asia/Kolkata)	April	2020-04-11 09:07:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	anupbasu@scahorsegroup.co.in	anupbasu@scahorsegroup.co.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	payment is not reflecting	payment is not reflecting.As we can check payment is verified & showing success at our end.	Delhi Team
20200407000008	206 d 8 h	forgot password & login	2020-04-07 10:54:07 (Asia/Kolkata)	April	2020-04-11 11:10:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	renuka@manishchemical.com	renuka@manishchemical.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- Login	user want user id and password	user want user id and password, user id has been shared with the user as requested	Delhi Team
20200407000007	206 d 8 h	Fwd: MV MSC ROMA // VCN : JNP1NG00K1770 // online berthing application status	2020-04-07 10:44:07 (Asia/Kolkata)	April	2020-04-07 17:12:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	EDI	User Guidance- EDI MESSAGE	berman is not received in port edi	As checked the berman is resubmitted to port and asked to port kindly check	Delhi Team
20200407000005	206 d 10 h	Fwd: Deactivation of a/c- payment request at JNPCT.....reg	2020-04-07 09:22:18 (Asia/Kolkata)	April	2020-04-07 15:27:11 (Asia/Kolkata)	PCS Support	closed successful	2 medium	bhavenchem@gmail.com	bhavenchem@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysts	payment is not reflecting	payment is not reflecting.As per telecom discussion with you,the reported payment has been successful and the required file is available in port folder, kindly coordinate with port for confirmation of the same.	Delhi Team
20200407000001	206 d 18 h	MT. SOUTHERN DRAGON DUE JNPT // UNABLE TO SUBMIT BERTH REQUEST VCN : JNP1BT000L7014	2020-04-07 00:48:15 (Asia/Kolkata)	April	2020-04-11 02:50:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mumbai@samudramarine.com	mumbai@samudramarine.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	EDI	User Guidance- BIRTHING PROBLEM	user is not able to do berth as VCN is not searching	as checked ,VCN is now searching at the time of BERTHING.	Delhi Team
20200406000035	207 d 0 h	Payment towards cargo dues with our PCAN: FN/PCAN/09/15 amount to Rs. 18,95,000/-	2020-04-06 19:07:14 (Asia/Kolkata)	April	2020-04-10 19:35:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	chiranjeeb.chakraborty@osigroup.in	chiranjeeb.chakraborty@osigroup.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment,Asked to kindly verify the Payment in PCS Login after 2-3 Hours.Once the payment will be Verified in PCS login and the Status will be Success. The file will be generated and shared with the Port automatically.	Delhi Team
20200406000028	207 d 2 h	UNABLE TO GENERAT SUCCESS RECEIPT- URGENT	2020-04-06 17:17:23 (Asia/Kolkata)	April	2020-04-06 19:08:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	muralidharatasa@transworld.com	muralidharatasa@transworld.com	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment	Delhi Team
20200406000026	207 d 2 h	UPDATE PROFILE OF IMO NO: 9356892 WITH NEW VESSEL CODE : V7CH3 & VESSEL NAME : BU SIDRA IN ICEGATE - REG	2020-04-06 17:06:21 (Asia/Kolkata)	April	2020-04-10 18:15:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ennore@atlatnticglobalshipping.com	ennore@atlatnticglobalshipping.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Ennore	Trade User	EDI	User Guidance- VESPRO- ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200406000019	207 d 4 h	Fwd: PCS Stakeholder Registration Requested Submitted (Your Transaction ID : 2020040678388156)	2020-04-06 15:05:04 (Asia/Kolkata)	April	2020-04-10 15:15:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	samir.b@thermocontmt.com	samir.b@thermocontmt.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	user want user id and password	user want user id and password,As we have checked the reported stakeholder Registration is in submitted stage, once the port will approve your request we will create the user id and password and share with you.	Delhi Team
20200406000017	207 d 5 h	Received COPRAR file from BAD	2020-04-06 14:00:16 (Asia/Kolkata)	April	2020-04-06 15:16:06 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pcs.hdc@kolkataporttrust.gov.in	pcs.hdc@kolkataporttrust.gov.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Haldia	Trade User	EDI	User Guidance- COPRAR	port is getting coprar file into bad folder	port is getting coprar file into bad folder.As we have checked the reported COPRAR recopied into your port folder, kindly check and confirm.	Delhi Team

20200406000016	207 d 5 h	Payment Released to IPCS but ePayment Receipt not generated for PACIFIC CROWN	2020-04-06 13:57:16 (Asia/Kolkata)	April	2020-04-06 15:07:33 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rkbiso@adv entz.com	rkbiso@adv entz.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Paradip	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	user is unable to verify payment	user is unable to verify payment.As per telecom discussion with you,the reported payment has been successful and the required file is available in port folder. kindly coordinate with port for confirmation of the same.	Delhi Team
20200406000015	207 d 6 h	Mv Ocean Rider at Mumbai- IMO Number - 9516698	2020-04-06 13:39:17 (Asia/Kolkata)	April	2020-04-10 14:25:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	nikhil@pmap l.com	nikhil@pmap l.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Mumbai	Trade User	EDI	User Guidance- VCN NOT REFLECTIN G	vcn is not reflecting	vcn is not reflecting .As we have checked your VCN request is in submitted stage,once the port will approve your request VCN will receive.	Delhi Team
20200406000009	207 d 7 h	Coprar Number 2020040378341970 Port Of Discharge/Destination will be SINGAPORE (SGSIN1)	2020-04-06 11:43:21 (Asia/Kolkata)	April	2020-04-10 12:01:01 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ishan@goodr ichindia.com	ishan@goodr ichindia.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	user want to amend coprar file	user want to amend coprar file.You are requested kindly coordinate with the port authority for the same,they will help you to sorted out the same.	Delhi Team
20200406000007	207 d 8 h	RE: Haldia Port PCS confirmation for processing E-payment	2020-04-06 11:27:22 (Asia/Kolkata)	April	2020-04-17 17:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	Banerjee.Uzz wal_zim@in. zim.com	Banerjee.Uzz wal_zim@in. zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATI ON	user is unable to do stakeholder registration	Informed to user the same will updated in application within this week	Delhi Team
20200406000005	207 d 8 h	+++PRIORITY PLS +++ MT TORM ESTRID DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-04-06 11:08:18 (Asia/Kolkata)	April	2020-04-10 11:25:00 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@inte rocean.in	vadinar@inte rocean.in	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO- ICEGATE	vespro file is not reflecting in icegate	vespro file is not reflecting in icegate.As we have checked the reported VESPRO file is already available in ICEGATE folder, kindly check with them and confirm.	Delhi Team
20200405000005	208 d 5 h	MT. SAEHAN GLORIA // IMO 9175731 // VOYAGE REGISTRATION DETAILS IS NOT SHOWING TO PORT	2020-04-05 13:55:03 (Asia/Kolkata)	April	2020-04-10 13:35:04 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	haldia@sam udramarine.c om	haldia@sam udramarine.c om	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Haldia	Trade User	EDI	User Guidance- VCN NOT REFLECTIN G	VOYAGE REGISTRATI ON DETAILS IS NOT SHOWING TO PORT	VOYAGE REGISTRATION DETAILS IS NOT SHOWING TO PORT.As we have checked, the Reported CALINF file is available in port folder. Once the port will approve the same, VCN will be allotted. You are requested to please check with them and confirm.	Delhi Team
20200405000004	208 d 6 h	custom data	2020-04-05 13:03:17 (Asia/Kolkata)	April	2020-04-10 09:15:17 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	edphelpdesk @deendayal port.gov.in	edphelpdesk @deendayal port.gov.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kandla	Trade User	EDI	User Guidance- Other EDI	Port is Querying for the Custom File	Port is Querying for the Custom File,	Delhi Team
20200405000002	208 d 10 h	GRM3 PAYMENT made on 01/04/2020	2020-04-05 08:55:08 (Asia/Kolkata)	April	2020-04-09 09:25:19 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vpatil@good richindia.com	vpatil@good richindia.com	PCS Support	S4	Incident	Nadeem Ahmad	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysts	payment is not reflecting	payment is not reflecting.As we have checked the reported payment has been successful and the required file is available in port folder. kindly coordinate with port for confirmation of the same.	Delhi Team
20200404000016	209 d 1 h	RE.MV. AFRODITI DATE SEND TO ICE GATE & DGLL DEPARTMENTS	2020-04-04 18:07:21 (Asia/Kolkata)	April	2020-04-08 18:28:05 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	kandla@sha anmarine.co m	kandla@sha anmarine.co m	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kandla	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200404000014	209 d 3 h	ERROR WHILE ISSUING EDO - SUPA BHUM 068W VCN NO.CCU11901325 ROT NO. 2249795	2020-04-04 16:24:10 (Asia/Kolkata)	April	2020-04-08 17:47:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sarat@chaki at.net	sarat@chaki at.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Application	User Guidance- IGM ISSUE	Unable to search the igm	Unable to search then igm then guided to user kindly link the vcn with igm in trade section	Delhi Team

20200404000013	209 d 3 h	Rs. 149850/ not reflect on our PD a/c DC010 Ref. No 1960738074	2020-04-04 16:20:09 (Asia/Kolkata)	April	2020-04-09 14:10:06 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port-ccu@carecon.tainerlines.net	port-ccu@carecon.tainerlines.net	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Some change done by data base team then asked to user kindly verify the same in pcs 1x application. As we have checked, the Reported Payment is success from PCS end. The payment related file is available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200404000012	209 d 4 h	Fwd: Not yet reflect on our PD a/c DC010 rs. 990/ ref. No 1957019423	2020-04-04 15:32:24 (Asia/Kolkata)	April	2020-04-08 17:47:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	port-ccu@carecon.tainerlines.net	port-ccu@carecon.tainerlines.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200404000011	209 d 4 h	Import Coprar MV XP Yamuna VCN CCU11901377	2020-04-04 15:31:22 (Asia/Kolkata)	April	2020-04-04 15:38:04 (Asia/Kolkata)	PCS Support	closed successful	2 medium	santiago@chakiat.net	santiago@chakiat.net	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	EDI	User Guidance- COPRAR	User want changing in coprar	As checked the coprar is already available in port system as same informed to user FOR CHANGING KINDLY CONTACT TO PORT	Delhi Team
20200404000010	209 d 5 h	ERROR IN PAYMENT VERIFICATION // KOLKATA PORT TRUST	2020-04-04 13:55:12 (Asia/Kolkata)	April	2020-04-08 15:50:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	aurang@lancermarine.in	aurang@lancermarine.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User not able to verify Payment	User not able to verify Payment, As checked with the team, the reported payment issue has been resolved and Paysys file available in the Port folder same inform to the User.	Delhi Team
20200404000002	209 d 9 h	Fwd: Request for CONFIRM BANK DETAILS - JAYDIP AGENCIES	2020-04-04 10:28:06 (Asia/Kolkata)	April	2020-04-08 17:47:18 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pcsjnpt	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Application	User Guidance- Other Application	Unable to login ubi corporate bank banking	As guided to user same has been escalated to bank for login issue	Delhi Team
20200403000037	209 d 23 h	M.T.SUNLIGHT EXPRESS - BERMAN PROBLEM & PILOT MEMO PROBLEM	2020-04-03 19:56:22 (Asia/Kolkata)	April	2020-04-03 20:58:09 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance- VCN NOT REFLECTING	vcn is not reflecting while berman	As checked the vcn is inactive then change the vcn status and same updated to user	Delhi Team
20200403000031	210 d 1 h	RE: Payment RS OF M/s. EXIDE INDUSTRIES LTD DPD Code 29U	2020-04-03 17:58:08 (Asia/Kolkata)	April	2020-04-03 18:20:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vishalp.bom@flyjac.com	vishalp.bom@flyjac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysys	Payment is not reflecting in port	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200403000029	210 d 1 h	PAYMENT DONE BUT STATUS IS NOT UPDATED IN PCS	2020-04-03 17:48:07 (Asia/Kolkata)	April	2020-04-07 18:28:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	shraddha@tranevisionshipping.com	shraddha@tranevisionshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysys	Payment is not showing in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200403000026	210 d 2 h	verification of payment	2020-04-03 17:03:21 (Asia/Kolkata)	April	2020-04-03 21:07:02 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pacficships@rediffmail.com	pacficships@rediffmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mumbai	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	User unable to verify the payment then guided to user for verify then same after some time when bank response will come	Delhi Team
20200403000025	210 d 4 h	DPD CODE / PD A/c No - 24K - Payment made through PCS - Rs. 43000/- (Transaction status showing pending)	2020-04-03 15:38:11 (Asia/Kolkata)	April	2020-04-07 18:28:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashvini.jagad@arshipping.co.in	ashvini.jagad@arshipping.co.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Payment is failure in rozar pay then same informed to user and it will refund within 2-4 days	Delhi Team
20200403000024	210 d 4 h	Space before the bank ref id for below 2 paysts	2020-04-03 15:36:11 (Asia/Kolkata)	April	2020-04-07 18:09:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pravinmatad@jnport.gov.in	JNPT	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Port Officer	Payment	User Guidance- OTHER PAYMENT ISSUE	Wrong paysts is received	Paysts generated and shared to port as same informed to port user	Delhi Team
20200403000023	210 d 4 h	UNABLE TO GENERAT SUCCESS RECEIPT- URGENT	2020-04-03 15:22:13 (Asia/Kolkata)	April	2020-04-07 18:30:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	muralidharat@transworld.com	muralidharat@transworld.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Kochi (ex Cochin)	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200403000019	210 d 4 h	FW: User ID and Password	2020-04-03 14:52:06 (Asia/Kolkata)	April	2020-04-04 14:18:08 (Asia/Kolkata)	PCS Support	closed successful	2 medium	mathaldia4@electrosteel.com	mathaldia4@electrosteel.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	Haldira	Trade User	User Roles / Rights	User Guidance- WANT LOGIN CREDENTIAL	User not able to login in PCS 1x application	User not able to login in PCS 1x application, As checked and share the login Credential to user.	Delhi Team

20200403000017	210 d 5 h	MT NEATIS V.02/20 DUE AT CHENNAI PORT - CHANGE OF VESSEL NAME	2020-04-03 13:43:18 (Asia/Kolkata)	April	2020-04-04 15:06:32 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	seaport.muruges@k@gmail.com	seaport.muruges@k@gmail.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Chennai (ex Madras)	Trade User	EDI	User Guidance- VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro file is already available in icegate/dgll and same informed to user	Delhi Team
20200403000015	210 d 6 h	Re: Fwd: Coprar retrieval charge data	2020-04-03 13:09:13 (Asia/Kolkata)	April	2020-04-03 22:45:38 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tanusree@kakataporttrust.gov.in	tanusree@kakataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance- EDI MESSAGE	Port user want to coprar uploading date and time	As confirmed by database team and shared the excel sheet to port for msc indian	Delhi Team
20200403000010	210 d 7 h	FW: New Stakeholder Approved for : Paradip Port	2020-04-03 12:12:06 (Asia/Kolkata)	April	2020-04-07 13:25:07 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	pdptkr@cell@ndianol.in	pdptkr@cell@ndianol.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	Paradip	Trade User	User Roles / Rights	User Guidance- Login	User is Querying for the User ID	User is Querying for the User ID. We have Shared the User ID with the Mail.	Delhi Team
20200403000007	210 d 8 h	Request for user id/password	2020-04-03 10:54:16 (Asia/Kolkata)	April	2020-05-09 11:53:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	info@ssllogistics.in	info@ssllogistics.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kolkata (ex Calcutta)	Trade User	User Roles / Rights	User Guidance- STAKE HOLDER REGISTRATION	User is Query for the Stake Holder registration	As checked, the stake holder registration is in submitted state and pending for approval from port. After approval from port you will get the user id on your registered mail id. same informed to user	Delhi Team
20200402000029	211 d 0 h	JNPT PAYMENT 9.80 LAKH	2020-04-02 18:55:22 (Asia/Kolkata)	April	2020-04-11 09:11:06 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	lchandrasekharavana@tranzworld.com	JNPT	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked, the stake holder registration is in submitted state and pending for approval from port. After approval from port you will get the user id on your registered mail id. same informed to user	Delhi Team
20200402000028	211 d 1 h	Payment RS OF M/s. EXIDE INDUSTRIES LTD .DPD Code 29U	2020-04-02 17:57:17 (Asia/Kolkata)	April	2020-04-07 18:30:15 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vishalp.bom@flyjac.com	vishalp.bom@flyjac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	Payment is not reflecting in pda	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200402000022	211 d 2 h	RE: Payment RS OF M/s. EXIDE INDUSTRIES LTD .DPD Code 29U	2020-04-02 17:00:08 (Asia/Kolkata)	April	2020-04-11 09:12:12 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vishalp.bom@flyjac.com	vishalp.bom@flyjac.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	JNPT	Trade User	Payment	User Guidance- OTHER PAYMENT ISSUE	user is unable to verify payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200402000021	211 d 2 h	Received duplicate file of AGDORD	2020-04-02 16:43:06 (Asia/Kolkata)	April	2020-04-02 16:57:53 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	pcs.hdc@kakataporttrust.gov.in	pcs.hdc@kakataporttrust.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	EDI	User Guidance- DGLL - ICEGATE	Port has received multiple file for agdord	As checked no any duplicate file in pmx same informed to port and and concerned shared to technical team	Delhi Team
20200402000020	211 d 3 h	Fwd: PCS 1x through payment (SBI BANK) unable to verify .	2020-04-02 16:22:24 (Asia/Kolkata)	April	2020-04-06 17:15:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	ashraff@coc hinport.gov.in	ashraff@coc hinport.gov.in	PCS Support	S4	Incident	Manish Pandey	PCS Support	Kochi (ex Cochin)	Port Officer	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	Asked to user kindly verify the same in pcs application if any issue contact to us	Delhi Team
20200402000019	211 d 5 h	PCS PAYMENT CONFIRMATION	2020-04-02 14:17:11 (Asia/Kolkata)	April	2020-04-02 14:44:57 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	tax@speedy.cfs.com	tax@speedy.cfs.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	Payment	User Guidance- Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200402000017	211 d 5 h	PCS site not working	2020-04-02 13:58:06 (Asia/Kolkata)	April	2020-04-06 14:20:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	jmbaccounts-jnpt@jmbaxi.com	jmbaccounts-jnpt@jmbaxi.com	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	Application	User Guidance- Other Application	User is querying that the PCS site is not working	User is querying that the PCS site is not working. As we have checked that the PCS site is Working fine.	Delhi Team
20200402000014	211 d 6 h	VERIFY THE PAYMENT	2020-04-02 12:52:19 (Asia/Kolkata)	April	2020-04-13 21:42:07 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	acct.mum1@lancermarine.in	acct.mum1@lancermarine.in	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance- UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked the payment is successful and required file is available in port system as same informed to user	Delhi Team
20200402000009	211 d 7 h	RE: Haldia Port PCS confirmation for processing E-payment	2020-04-02 12:29:17 (Asia/Kolkata)	April	2020-04-24 10:13:20 (Asia/Kolkata)	PCS Support	dosed successful	2 medium	Banerjee.Uzz wal_zim@in.zim.com	Banerjee.Uzz wal_zim@in.zim.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Haldia	Port Officer	User Roles / Rights	User Guidance- Login	User Want update Agency name in PCS 1x application	User Want update Agency name in PCS 1x application	Delhi Team

20200402000008	211 d 7 h	Fwd: Fwd: Refund of Retrieval charges claimed by MSC	2020-04-02 12:09:14 (Asia/Kolkata)	April	2020-04-06 16:59:14 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	tanusree@kotkataporttrust.gov.in	tanusree@kotkataporttrust.gov.in	PCS Support	S4	Service Request	Vikas Sharma	PCS Support	Kolkata (ex Calcutta)	Port Officer	EDI	User Guidance-COPRAR	User want COPRAR upload ( date and time) in PCS 1x	User want COPRAR upload (date and time) in PCS 1x	Delhi Team
20200402000001	211 d 8 h	Login In issues at PCS	2020-04-02 11:57:07 (Asia/Kolkata)	April	2020-04-06 12:50:08 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	sandeep100000@yahoo.com	sandeep100000@yahoo.com	PCS Support	S4	Incident	Amit Kumar	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-NOT ABLE TO LOGIN	User not able to login in PCS 1x application	User not able to login in PCS 1x application. As checked Expiry date not update in Login So update the date and same conform to the user.	Delhi Team
20200401000019	211 d 23 h	PAYMENT NOT REFLECTING	2020-04-01 19:51:21 (Asia/Kolkata)	April	2020-04-20 20:38:14 (Asia/Kolkata)	PCS Support	closed successful	2 medium	rizwan@inoxshipping.com	rizwan@inoxshipping.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	User unable to verify the payment. We have checked the same at our end & found that Payment is showing success & Payment Status is also shared with the Port.	Delhi Team
20200401000016	212 d 0 h	M.T.SUCCESS- BERMAN PROBLEM & PILOT MEMO PROBLEM	2020-04-01 19:11:14 (Asia/Kolkata)	April	2020-04-07 18:09:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	Unable to search the vcn	As checked the vcn is inactive then change the vcn status and same updated to user	Delhi Team
20200401000014	212 d 1 h	M.T.JAG PRAKASH - BERMAN PROBLEM & PILOT MEMO PROBLEM	2020-04-01 18:20:12 (Asia/Kolkata)	April	2020-04-07 18:09:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	vcn is not reflecting while berman	Vcn is not reflecting while berman then active the vcn and same informed to user	Delhi Team
20200401000013	212 d 1 h	M.T.JAG PRAKASH - BERMAN PROBLEM & PILOT MEMO PROBLEM	2020-04-01 18:20:10 (Asia/Kolkata)	April	2020-04-01 22:54:21 (Asia/Kolkata)	PCS Support	closed successful	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	Unable to search the vcn	As checked the vcn is inactive then change the vcn status and same updated to user	Delhi Team
20200401000012	212 d 1 h	M.T.JAG PRAKASH - BERMAN PROBLEM	2020-04-01 18:03:06 (Asia/Kolkata)	April	2020-04-07 18:09:03 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vizag@atlantcglobalshipping.com	vizag@atlantcglobalshipping.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Visakhapatnam	Trade User	Application	User Guidance-VCN NOT REFLECTING	Unable to search the vcn	As checked the vcn is inactive then change the vcn status and same updated to user	Delhi Team
20200401000011	212 d 2 h	Re: Payments not getting credited in JNPT account // PDA account no. 18D	2020-04-01 17:37:04 (Asia/Kolkata)	April	2020-04-02 11:10:07 (Asia/Kolkata)	PCS Support	closed successful	2 medium	pooja.chhabra@razorpay.com	pooja.chhabra@razorpay.com	PCS Support	S4	Incident	Vikas Sharma	PCS Support	JNPT	Trade User	Payment	User Guidance-UNABLE TO VERIFY PAYMENT	User unable to verify the payment	As checked user unable to verify the payment. hen changes done by database then and showing successful as same informed to user	Delhi Team
20200401000009	212 d 4 h	Light dues - Mundra - APL    MV. CMA CGM IVANHOE - ØVK4YE1PL // UNDER APL FLAG	2020-04-01 14:49:04 (Asia/Kolkata)	April	2020-04-05 15:15:13 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	mby.kkanojyia@cma-cgm.com	mby.kkanojyia@cma-cgm.com	PCS Support	S4	Incident	Manish Pandey	PCS Support	Mundra Port	Trade User	EDI	User Guidance-VESPRO/DG LL-ICEGATE	vespro is not reflecting in icegate/dgll	As checked the vespro is not updated in pcs application hence guide d to user kindly update the vessel in ps application	Delhi Team
20200401000007	212 d 6 h	+++PRIORITY PLS +++ MT SCF PRIMORYE DUE AT VADINAR // PLS UPDATE TO CUSTOM EDI SYSTEM //	2020-04-01 13:18:13 (Asia/Kolkata)	April	2020-04-05 13:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vadinar@interocean.in	vadinar@interocean.in	PCS Support	S4	Service Request	Shahwaz Akhter	PCS Support	Kandla	Trade User	EDI	User Guidance-VESPRO-ICEGATE	VESPRO is not showing at ICEGATE	VESPRO is not showing at ICEGATE and DGLL . We have Checked the VESPRO is already available in ICEGATE and DGLL folder. Asked the Use to contact to the ICEGATE and DGLL team for the same.	Delhi Team
20200401000006	212 d 6 h	FW: Payment RS OF M/s. EXIDE INDUSTRIES LTD .DPD Code 29U	2020-04-01 13:11:13 (Asia/Kolkata)	April	2020-04-05 17:25:16 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	vishalp.bom@flyjac.com	vishalp.bom@flyjac.com	PCS Support	S4	Service Request	Amit Kumar	PCS Support	JNPT	Trade User	Payment	User Guidance-Paysts	User is Querying for the Confirmation of Payment	User is Querying for the Confirmation of Payment, As we have checked, the Reported Payment is success from PCS end. The PAYSTS File is already available in the Port folder. You are requested to please check with them and confirm.	Delhi Team
20200401000005	212 d 7 h	Unable to Login to PCS Portal	2020-04-01 12:15:06 (Asia/Kolkata)	April	2020-04-05 13:40:10 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	navin@kjinodia.com	navin@kjinodia.com	PCS Support	S4	Incident	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles/ Rights	User Guidance-RESET PASSWORD	User is not able to Login	User is not able to Login. We have Guided the User to Reset the Password.	Delhi Team



20200401000004	212 d 7 h	A/C : LAN 1 //Registered Mail Id & mobile no	2020-04-01 12:10:05 (Asia/Kolkata)	April	2020-04-05 14:30:11 (Asia/Kolkata)	PCS Support	Auto Closed	2 medium	accts.mum1@lancemarine.in	accts.mum1@lancemarine.in	PCS Support	54	Service Request	Shahwaz Akhter	PCS Support	JNPT	Trade User	User Roles / Rights	User Guidance- RESET PASSWORD	User is Querying for the Reset Password	User is Querying for the Reset Password.As we have checked, your User ID is lance001, registered Mobile Number : 8879174888 and the mapped Email ID is: impfd.mum@lancemarine.in	Delhi Team
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