**E-Commerce Support Document**

**select \* from esm\_user\_login** : This table consist all users information like password, org code, record add date etc.

**STG URL:** <http://10.2.2.224:8080/e-commerceDB/>

**select \* from pol\_pod\_priority** : Table consist pairs of POL POD which data to be shown in routing list.

**select \* from country\_code** : This table consist all the POL and POD port which should be shown on POL POD dropdown in new booking page.

**select \* from ref\_no\_counter** : This table consist counter number for reference number with respect to FSC id.

**select \* from vasapps.rest\_api\_product\_catalog\_cache\_e\_commerce :** This table has json which is provided from DCS product catalogue api.(It has a routing data)

**Template**

**select \* from bkg\_booking\_hdr :** If use this template it is also storing in this table.

**Represented Company**

**Table Used:**

**select \* from esv\_contract\_party\_pp\_hdr :**

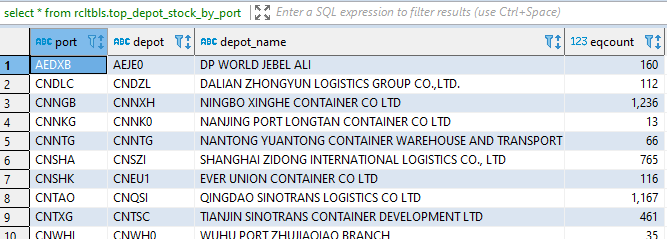
**Quotation Number :**

**Table Used:**

**select \* from qtn\_quotation\_hdr :** Generated quotation number will be reflected here with customer code.

**select \* from qtn\_corridor\_dtl**

**select \* from rcltbls.top\_depot\_stock\_by\_port :** To get depot name



**Booking Submit**

After completing all details once booking submit, booking submission mail will be send to two type of users 1. Customer (who created booking) 2.PIC users (who will confirm/reject the booking).

**select \* from pic\_mail :** To get PIC user mail

**Once booking is created data will go in following in booking table**

**select \*from bkg\_booking\_hdr :** In this table it records created booking and template by user.

**Booking hdr table status meaning:**

For booking bkg\_status L = closed (SI submitted ), O = open , E = Edit , N= cancel(confirmed booking cancel) , R= cancel (open booking cancel) , C= confirm

**Cancel of Booking :**

If booking get cancelled then cancelation fees may applicable and once booking got cancelled we does not change status of booking.

**Important table for Shipping**

**select \* from vasapps.esv\_si\_header**

**select \* from vasapps.esv\_si\_commodity**

**select \* from vasapps.esv\_si\_containers**

Note\*: When you want to replicate shipping we normally insert data in these three table from PROD to STG.

TUES is an unit related to container size.

20 GP=1 TUES;

40 HC=2 TUES;

**Admin Page Information :** From Admin page we get to know booking related information regarding XML and EDI.

It can be access through this following link: [**https://eservice.rclgroup.com/e-commerce/do/servAdmin**](https://eservice.rclgroup.com/e-commerce/do/servAdmin) **.**

**Registration Module**

**Q.1 When user have issue that they are not able to login.**

Step 1. Ask them user id and screenshot if they are getting error message.

Step 2. Check status of user id using query:-

**select status from esm\_user\_login** **where** user\_id = 'ABCD'

Step 3. If Status is A : that it has active status supposed to login.

Step4. If Status is R , then status is rejected, so if status is R , inform user that for

Provided user id status is rejected.

But if status ‘A’ and still user is not able to login then need to check log .

**Q2**. **When customer said they doesn’t get e-notice after registration.**

Step 1. Check for the mail copy in [sys-itsurvey@rclgroup.com](mailto:sys-itsurvey@rclgroup.com)

You can search mail copy using user name in [sys-itsurvey@rclgroup.com](mailto:sys-itsurvey@rclgroup.com)

You can get user name using query :-

**SELECT** user\_name **FROM** esm\_user\_login **where** user\_id = 'ABCD';

Then provide the list of mail present in ‘TO‘ of that mail in reply.

**Q3**. **When pic user said they doesn’t get e-noitce after registration.**

Step 1. Check for the mail present in PIC\_Mail table.

select \* from pic\_mail where fk\_fsc\_id = ( SELECT CRCNTR FROM RCLTBLS.CAM\_CITY WHERE city = 'HO CHI MINH'

AND fk\_country\_code='VN') and e\_notice\_desc IN ('ESV - Registration Submission - Customer')

Step 2 . Ask user to check for mail in the mail address which you get from pic mail table.

**Admin module**

Admin module is used to add data in priority table

**Sailing schedule**

**Q1.** When user asked they are not able to get routing for any port pair.

Let suppose i.e THBKK-SGSIN

Step 1. Need to check whether that port pair present in priority table

Or not using query

select \* from pol\_pod\_priority where pol = 'CNNAH' and pod = 'INCCU';

Step 2 . If port pair present in that table and not expired yet which can check

By checking expiry date from above table itself. If port pair not present here

Need to inform buissness team or itsd or alice and susan to assist.

And if present then go to step 3.

Step 3. If data not present then need to inform development team of e-commerce to check the root cause.

Note : you can also check in buffer table wheter data is populated or not

select \* from rcltbls.routing\_transhipment\_2 where pol = 'VNSGN' and pod = 'MMRGN' where record\_add\_date = current\_date

if data present then it mean for this pair scheduler get data and if not present then

it mean for this pair buffer table doesn’t have data , but in both case if you need to inform

to development team .

Q2. If user request to add port in e-service.

Step 1 . Add that port pair in country code table.

Example

INSERT INTO rcltbls.country\_code

(code, "name")

VALUES('TZDAR', 'DAR ES SALAAM');

Step 2 . Query to add fsc code provided by user to add in ref counter table

Example

INSERT INTO rcltbls.ref\_no\_counter

(fsc\_code, counter\_year, counter, ref\_type)

VALUES('DAR', '20', 0, 'BKG');

Q3 . If user request to add port pair for ts2 i.e transhipment 2 .

Step 1. Provide insert query to add port in

INSERT INTO rcltbls.routing\_transhipment\_2

(pol, pod)

VALUES('CNNAH', 'IDPNK');

Booking Module

Q.1 Booking is waitlisted in e-service but confirmed in DCS.

Step 1. Need to check for edi file , if edi file is not sent from DCS then

Request them retrigger edi file , you can request boonkate or durai to retrigger edi.

Once edi get sent then check the status in booking hdr table,

Using query :

Example:-

select status from bkg\_booking\_hdr where pk\_booking\_no in('BSHAC23043902') or x\_booking\_no in('BSZXC23041131') or booking\_ref\_no in('BSZXC23041131');

If it is C then it mean booking got confirm.

Else go to step 2 .

Step 2. If edi is already sent from DCS then you need to take help of development team

to get the bug.

Q2. User request that they are not able to get booking.

Step .1 Run this query

select record\_add\_user from bkg\_booking\_hdr where pk\_booking\_no in('BSHAC23043902') or x\_booking\_no in('BSZXC23041131') or booking\_ref\_no in('BSZXC23041131');

Step 2. Reply user to login using the user id which you get in above query.

Q3. User request that they doesn’t get booking submission mail.

Step 1 . Check booking no. in

[sys-itsurvey@rclgroup.com](mailto:sys-itsurvey@rclgroup.com) this mail , you can request Watcharee to get

data from this mail and reply them mail id present in ‘TO’ to user

Q4. PIC user request that they doesn’t get mail.

Step 1 . Check booking no. in

[sys-itsurvey@rclgroup.com](mailto:sys-itsurvey@rclgroup.com) this mail , you can request Watcharee to get

data from this mail and reply them mail id present in ‘TO’ to user

Note in most case pic mail finish with @rclgroup.com

Q4 . If user said that they are getting any kind of error message while submitting booking.

Step1 : Ask for the date and time when they tried to book and get the error message

Screenshot from user and sent it to development team.

**Shipping Instruction**

Q1 . User request that they are not getting there Booking to submit SI.

Step1. select record\_add\_user from bkg\_booking\_hdr where pk\_booking\_no in('BSHAC23043902') or x\_booking\_no in('BSZXC23041131') or booking\_ref\_no in('BSZXC23041131');

And request user to login with user id which you get in above query.

Q2. User request they saved there SI

Step 1.

select submit\_by from vasapps.esv\_si\_header where fk\_booking\_no IN ('BSINC23032826 ');

and reply user id which you get by above query to user.

Q3. User request that they doesn’t get SI submission mail.

Step 1 . Check booking no. in

[sys-itsurvey@rclgroup.com](mailto:sys-itsurvey@rclgroup.com) this mail , you can request Watcharee to get

data from this mail and reply them mail id present in ‘TO’ to user

Q4. PIC user request that they doesn’t get SI Submission mail.

Step 1 . Check booking no. in

[sys-itsurvey@rclgroup.com](mailto:sys-itsurvey@rclgroup.com) this mail , you can request Watcharee to get

data from this mail and reply them mail id present in ‘TO’ to user

Note in most case pic mail finish with @rclgroup.com

Step 2 . You can respond the mail address which you get in above query in reply

But still they are not satisfied then you can ask the mail address , in which mail address they are expecting mail. And check whether that mail address present in PIC mail table or not correspond to booking party code and fsc code by below query

Example .

select \* from pic\_mail where (fk\_fsc\_id = 'SIN' or fk\_customer\_id = 'SCGPEC0001')and e\_notice\_desc = 'ERCL - eSI Submission'

Q5 . If user having any issue on submitting E-SI , getting any error message.

Step 1. Inform development team to check.

` **E-Quotation**

Q1 . If user request that they have created quotation but it is not reflecting now.

Step 1 . Check whether this quotation has expired or not

You can check this using query :-

select \* FROM rcltbls.qtn\_quotation\_hdr where pk\_quotation\_no = ‘MAA005839’.

If expired then reply to user that it is expired , if not expired then sent it to development team.

Q2. If user getting any error message while generating quotation.

Step 1. Ask for the screenshot and date when they tried for generating quotation

Step 2 . Provide all info to development team.