**Kale – Airport Cargo Community System FAQs**

1. Frequently asked questions (FAQs)

Mentioned below are the frequently asked questions by various stakeholders.

1. What is Airport Cargo Community System?
   * An Airport Cargo Community platform in an electronic platform that facilitates digital interactions between airport stakeholders viz. Importer / Exporters, Forwarders, Customs Brokers, Carriers, Customs, GHAs, Other Stakeholders at the airport
2. What are the Key benefits of ACS?
   * Faster processing of cargo the airports through digitization of processes
   * Eliminating and reducing paperwork at the airport
   * Ensure transparency and visibility in supply chain process
   * Reducing long queues and congestion at the airport
3. What are the key stakeholders who can access this platform?
   * Shipper
   * Freight Forwarder
   * Custom Broker
   * Customs
   * GHA
   * Airline
   * Security Screeners (RA)
   * Bonded Truckers
   * Chamber of Commerce
   * Consignee
4. How do I register myself on the ACS platform?
   * Open the ACS URL in browser and Click on Sign up button on ACS login page
   * Select the Business Line
   * Fill out all the mandatory details on registration page and upload the required documents
   * Submit the registration request
   * Once approved by ACS Admin, you will receive system generated User ID and Password on your registered email ID
   * Change the Password at first login
5. What are the activities that can be performed using ACS online portal for Exports?
   * Send online booking request to airlines and confirmation
   * AWB Stock request and allocation
   * AWB Creation
   * Online Carting order request to airlines and approval
   * Customs Acknowledgment for export declaration
   * Online TSP generation
   * Vehicle Token Generation
   * Slot Booking
   * Send Manifest
   * E-docket
   * Online submission of CSD document
   * Online security Screening in RA login
   * Online Certificate of Origin request to Chamber of Commerce
   * Track and Trace and Cargo Status updates
6. What are the activities that can be performed using ACS online portal for Imports?
   * Release of Airline Delivery order by Airline
   * Issuance of CONSOL DO
   * Attach MAWB/ HAWB
   * Customs Acknowledgment for import declaration
   * Online TSP generation
   * Vehicle Token Generation
   * Generation of Gate Pass
   * Slot Booking
   * E-docket
   * Track and Trace and Cargo Status updates
7. What are different payment modes for online TSP?
   * The below payment modes are available on ACS portal for online TSP payment
     + PD (Pre-deposit) Account
     + Payment gateway
8. What is the minimum amount required to be deposited in Airport Cargo Community System (ACS) Pre-Deposit Account by the user to transact on the Portal?
   * All Freight Forwarders (issuing Agents) and Customs Brokers are advised to deposit a minimum of INR 1,500/- (INDIAN RUPEES ONE THOUSAND AND FIVE HUNDRED ONLY) in the Airport Cargo Community System (ACS) Pre-Deposit Account. FF/CB can do transactions until the balance amount in ACS Pre-Deposit account is greater than or equal to invoice value.
9. Can I generate TSP online without carting order approval?
   * No, you must get carting order request approved before TSP generation
10. Do ACS has interface with Customs System?
    * Yes, ACS has interface with custom system to update following custom details
      + Export Customs declaration (Shipping Bill)
      + Import Customs declaration (Bill of Entry)
      + Export Custom Release (LEO)
      + Import Customs Release (OOC)
11. How can I edit AWB Number?
    * AWB number once created cannot be edited. However, AWB details can be edited before the payment of TC.
12. Can I delete the created AWB on ACS platform?
    * Freight Forwarder can delete the created AWB before TSP generation. Once TSP is generated, system will not allow to delete the created AWB
13. When can I use Attach MAWB/ HAWB feature in ACS?
    * If AWB is not reflected in agent login through interface with GHA system then agent can use Attach MAWB/ HAWB feature to attach AWB in his/ her login
14. Is there a functionality to upload documents within your system?
    * Yes. ACS provides e-docket module which allows user to upload the necessary documents. Not restricting here, it also allows relevant stakeholders to view, approve, or reject the shipment. This promotes the digital use and increase the visibility in the system for all stakeholders
15. Does your system offer real-time tracking of shipments within the airport?
    * Yes. Milestones based track and trace is standard feature of the system. This provides real-time visibility to the stakeholders