

## Frequently Asked Questions...

17-6-2004

### **Q. What is the cost of sending PRA messages?**

There is no cost to send the CSV PRA message or the EDI IFTERA message. If your customers want to use the 1-Stop website as a backup then there is a \$825.00 (Includes GST) pa subscription per company.

### **Q. At what point after testing will 1-Stop put our PRA messages into production?**

After 1-Stop verifies that your message syntax is correct for a Typical PRA, a Reefer, Oversize and a Hazardous PRA then your messages will be acceptable for transfer to production. We are mainly concerned that you are able to produce a correctly formatted message. During testing 1-Stop will not be checking the data contents of your messages in detail eg correct Lloyds number, container number etc.

### **Q. What is the process of transferring to production?**

1-Stop will advise you when your messages are acceptable and issue you with the Sender/EDI Code for production.

We will allow you to send a few test PRA messages through to the Production system ([pra@1-stop.biz](mailto:pra@1-stop.biz)) to verify that APERAK Response messages are returned correctly from the CTO systems to your system. That's it - further messages are treated as production messages from then on.

### **Q. How do I get a Sender/EDI Code?**

If your customer uses your software as a stand-alone system then they each will need a Sender code.

If necessary, multiple codes can be issues for companies that have different offices in different locations or States.

If your software uses a centralised system (eg a bureau type service) then a single code can be set up for the bureau.

The attached Registration Form doc can be used to apply for a code.

### **Q. Under what circumstances will a rejection APERAK message be generated?**

There have been a number of questions regarding the APERAK Response Message and in particular the circumstances that would cause a REJECTED response - in other words - what are the business rules that would cause an electronic PRA to be rejected. Attached is a draft document that contains a list of the error messages and business rules. It is somewhat complicated because P&O and Patrick do differ on their rules. The document relates to the EDI-IFTERA spec but also can relate to CSV file spec.

1-Stop will be checking some of the rules (& send back a REJECTED response if necessary) but the final check will always be done by the CTO who will be the only ones who send back an ACCEPTED response.

The document is in draft because further business rules may be added as required.

### **Q. What can I do to prevent a rejection?**

Apart from ensuring that the message format is correct, as a software developer you can: -

1. do nothing and allow the message to be verified by 1-Stop/ CTO systems which will send back either an ACCEPT or REJECTED message.

2. apply some of the business rules within your software however some of the rules can only be checked by the CTO because they are the only ones with the latest info in their systems.

**Q. Can 1-Stop return a Human Readable response message and a APERAK EDI response message.**

Yes this can be configured for you and to different or multiple email addresses. Contact the 1-Stop me for further info if you think you need this.

**Q. When my customers have a problem with sending a PRA who should they contact?**

This depends on the problem and obviously it can become difficult for customers to assess.

1-Stop's preference is that your customers contact your helpdesk first and then, if necessary, your helpdesk contact the 1-Stop helpdesk - **Phone - 1300-881-055** or e-mail [helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz)

25-05-2004

**Q1: What is a PRA?**

A: The PRA (Pre-Receipt Advice) system is an initiative driven by both Shipping Australia (Shipping Lines) and the stevedores to improve the quality and transfer of information between parties in the export chain.

The aim is to eliminate the room for error with paperwork and consequently improve the standard of information for containers arriving at the terminal.

The PRA (Pre Receipt Advice) is an electronic version of the current paper ERA (Export Receipt Advice).

There are 2 main file formats that 1-Stop can accept.

- 1-Stop CSV System to System File Format Version 1.9
- The 1-Stop EDI PRA MIG Version 1.1 based on the Tradegate EDI IFTERA 5.4 Spec.

Both are available by email request to [helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz)

**Q2: What type of response messages are available?**

There are 2 response messages available from 1-Stop.

- Human Readable email
- 1-Stop APERAK MIG Version 1.0 based on the Tradegate EDI APERAK Version 2.3 Spec.

Additionally 1-Stop is developing a EDI CONTROL message response specifically for those who send the 1-Stop EDI PRA MIG Version 1.1.

The CONTROL message is a pre-syntax check of the EDI message and can be used as an acknowledgement of message receipt at 1-Stop.

When implemented (July) 1-Stop initially intend to send this control message to all senders of EDI PRAs.

**Q3: What about CSX in Adelaide? How will PRAs be sent to them?**

1-Stop will not be handling CSX Adelaide messages, however, Exporters will have 2 methods in which to lodge their information direct with CSX.

Option One: Utilise CSX Web interface where exporters can key export information direct into the CSX System. This information can be validated against the shipping line booking information. This option is

aimed at the small to mid range exporters who do not operate an in-house documentation system that has the ability to generate EDIFACT messaging.

Option Two: Transmit EDIFACT messages direct into the CSX system. The message standard is IFTERA v 5.4 – which can be received directly into the CSX system and can be validated with shipping line booking information. This option is targeted at the larger exporters that have the ability to create and transmit EDIFACT messages.

1-Stop cannot answer CSX Adelaide related question so you must contact them direct.

If you are not certain which option is best suited to your requirements please contact either Peter Gaffney (8248 9352) or Peter Pokorny (8248 9354) for clarification.

CSX have also agreed to accept the 1-Stop CSV file format.

Further information can be found at the CSX website. They have published number of articles / FAQ sheets etc. These are now available on their PRA web site at <http://pra.csxwt.com.au> – click on the download link and you will see it there.

**Q4: When does it commence and which terminals require a PRA?**

Shipping Australia have nominated a commencement date of 1<sup>st</sup> June. However there will be a testing and implementation period leading up to 1<sup>st</sup> August. 1-Stop will progressively cut-over industry software developers who want to send the PRA during the period 1st-June to 1st-August.

All major P&O and Patrick terminals require a PRA during this time. These include Sydney - Port Botany, Brisbane – Fisherman Island, Melbourne-East and West Swanson terminals and Fremantle.

CSX Adelaide will be mandatory by 1-September.

After August, other terminals will progressively be cut over.

The 1-Stop hub can handle PRAs for the following terminals:-

**Patrick:**

Brisbane – AAT Terminal  
Brisbane - Fisherman Is Terminal 7  
Brisbane - Maritime Wharf  
Western Australia - Fremantle  
Melbourne - East Swanson  
Melbourne - Webb Dock  
Sydney - Port Botany  
Sydney - Darling Harbour  
Tasmania - Bell Bay  
Queensland – Gladstone

**P&O Ports:**

Brisbane - Fisherman Islands  
Queensland - Hamilton  
Tasmania – Burnie  
Northern Territory - Darwin  
Western Australia - Fremantle  
Melbourne - West Swanson  
Sydney - Port Botany  
Sydney – Darling Harbour  
Tasmania - Bell Bay

**Q5: How will it work for Exporters?**

A: Exporters will have 2 methods in which to lodge their information:

Option One: Utilise 1-Stop Web interface where exporters can key export information direct into the 1-Stop system via 1-Stop's website at [www.1-stop.biz](http://www.1-stop.biz) . This information can be validated against the shipping line booking information. This option is aimed at the small to mid range exporters who do not operate an in-house documentation system that has the ability to generate EDI messaging.

Option Two: Transmit EDI messages direct into the 1-Stop system. The standard message is IFTERA V5.4 or a CSV file – which can be received direct into the 1-Stop system and can be validated with shipping line-booking information. This option is targeted at the larger exporters that have the ability to create and transmit EDI messages. All software developers are upgrading their software packages to generate an EDI message.

If you are not certain which option is best suited to your requirements please contact helpdesk @ 1-Stop 1300-881-055 for clarification.

**Q6: When will the website be operational?**

A: Our web site is up and running. You register at [www.1-stop.biz](http://www.1-stop.biz) , click on the Registration link under the 1-Stop Web heading, after receiving your login/username you are entitled to a 2 day free trial of our services.

**Q7: What are the benefits to me as an exporter?**

A: The benefits to individual exporters and industry have already been well documented, but just to name a few – faster truck turn times, greater accuracy of information, transparency for all sectors of the transport chain, standardises the receival process for both road & rail and numerous others.

**Q8: Will stevedores accept hardcopy ERA's as of June 1?**

A: The stevedores will continue to accept hard copy ERA's for a phase in period of 2 months. However there is a concerted industry push from both Shipping Australia and stevedores to make the process "paperless" by 1<sup>st</sup> August of this year.

CSX has advised they will continue to accept paper for 3 months.

**Q9: Will there be a cost associated with lodging PRA's electronically?**

A: There will be no transaction cost associated with lodging PRA's through the 1-Stop system. There is an annual subscription fee of \$825.00 to join 1-Stop if you want to use the website to submit the PRAs but there are many other services available on our site included in the subscription.

**Q10: Is it necessary to complete individual PRA's for empty containers?**

A: For the time being you are not required to complete an individual PRA for an empty container. However later this year, empties will require a PRA.

**Q11: Do we as exporters have any alternatives other than the 1-Stop web system to provide information to the terminals?**

A: Yes, EDI messaging direct to the 1-Stop system (no cost) or other web facilities such as Tradegate, freight forwarders or bureau services of other software suppliers (costs may vary).

**Q12: Are we able to amend or adjust a PRA once the container has been received into the terminal?**

A: Once the container has been received into the terminal no further change can be made to PRA information unless it is made through the respective shipping line. Our system does not allow for any alterations once the container has been received. Any adjustments/amendments will need to be relayed through the appropriate shipping line – as is the case now.

**Q:13 Will this new system check the accuracy of ECN numbers or validate a CAN (once CMR has been implemented)?**

A: The system can validate an ECN (as is the case currently) and under CMR the system will validate the CAN.

**Q14: Will my transport company need to access this system?**

A: Unless your transport company is presently filling out the ERA's there is no reason why they would need to have access to this system. If however your transport company is filling out the ERA's on your behalf or are an exporter on their own right, then we can arrange for them to have access. You can also send a copy of the PRA to your transport company by including their e-mail address on the web screen.

**Q15: How do I apply for a login/username so I can complete PRA's?**

A: Simply register your interest at [www.1-stop.biz](http://www.1-stop.biz) and after receiving your login/username you are entitled to a 2-day free trial of our services.

**Q16: Do you intend to link the VBS system with this PRA system in order to provide seamless access into the terminal?**

A: For the time being we intend to operate as separate systems, however down the track we will integrate the two systems.

**Q17: What impact will this have on late receipts?**

A: No impact whatsoever! The same procedures will apply with late receipt containers that are currently in place. All late receipt containers must be advised to the shipping line and relayed to the terminal on the "Late Receipt List" in order to gain access into the terminal. PRA's will need to be completed prior to the nominated cut off time.

**Q18: Will this affect the receipt of reefer and other perishable cargo's?**

A: No change in the receipt process with the exception that shipping lines will have greater control over reconciling what has been received for a given vessel. Trucks will also spend less time in the queue!

**Q19: Can shippers or exporters "force" the acceptance of a PRA if they are confident of the accuracy of its content?**

A: All mandatory fields need to be completed and all errors must be corrected before the PRA will be accepted.

**Q20: How far in advance can you accept a PRA? We pack up to 6 weeks prior to shipment on occasions. Will you accept our PRA?**

A: No!, PRAs are only accepted within 14 days of the Cargo Receipt Start date which can be up to 10 prior of vessel departure date.

**Q21: What happens if I "roll" my container to another vessel?**

A: If the container has already been received then normal procedures would need to be followed – advising the shipping line in writing who in turn would make the necessary arrangements. If the container has not yet been received at the terminal then you must cancel the first PRA and submit a new one.

**Q22: Will transport companies still receive a container receipt on departure from the terminal?**

A: Yes the same practice will apply at present. Normal receipt procedures will be adhered to.

**Q23: Do transport companies still require a hard copy of the PRA (ERA) to lodge at R&D?**

A: No, this isn't necessary. However some transport operators prefer to carry this documentation as a cross check to verify what they are carrying. All that will be required to quote at R&D is the container number and this will be sufficient. Downloads of the PRA (hardcopy) are available from the 1-Stop website when you complete a PRA.

**Q24: Is there a contact number that we can direct questions to in relation to implementation of the PRA or to set up messaging protocol?**

A: You can contact 1-Stop helpdesk via e-mail [helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz) or by phone 1300-881-055.

**Q25: Should we be informing our transport companies about these changes?**

A: Yes, it would be a good idea to inform all your service providers about this new process as it will affect the way they operate.

Information is available from Shipping Australia, the stevedores, 1-STOP and TradeGate.

**Q26: Can we access the CSX web site through your Website?**

A: Unfortunately CSX decided not participate in a national system and built their own system. We acknowledge that it may get confusing for Adelaide exporters as to who's web interface they are using so we recommend that you check with the shipping line at the time of booking to confirm where the unit will be returned to and lodge the PRA accordingly.

**Q27: Are there User Guidelines that explain how use the web system?**

A: There are detailed User Guidelines on how to create a PRA over the web.

9<sup>th</sup> June 2005

FAQ Regarding the System to System CSV Spec

1. Field 2 – Recipient, who is this? I presume that once Nissan has registered with 1-Stop they will be issued with a code for entry into field 1 – Sender, but I am not clear on who the Recipient should be.

Field 1 (Sender) will be Nissan's PRA Sender Code which we will issue when you retrain the PRA Registration Form. We will use the same PRA Sender Code for testing and Production systems. Field 2 (Recipient) will always be 1STOP

2. Why are fields 6 – Scheduled departure date/time, 9 – Train operator/Road carrier, 10 – Place of departure or Origin, 11 – Train/road destination, 12 – Wagon Number/Truck Rego, 13 – Wagon Class and 23 – Cargo description, all marked as required in the “1-Stop ERA System to System Interface File Spec V1.9c.doc”, when they are optional in the EDIFACT D.98B-IFTERA document?

An unfortunate result of history. The CSV file was in use in another system and at the time it seemed like a good idea to reuse this spec.

Field 6 & 7 can use the same estimated date or your system date.

Field 8 could be set to Field 7 + 1 or 2 days.

Field 9 - must contain one of the alternatives in the Comments column if the container is coming in via train. The Road Carrier must be the ABN if they are using AutoGate/Paperless Gate at the terminal end otherwise their name or ROADCARRIER

3. If 6 – Scheduled departure date/time is mandatory, is Nissan the sender and therefore it is the date of departure from the Nissan site?

Correct date of departure from Nissan.

4. If 10 – Place of departure or Origin is mandatory, what should we enter here. The goods produced by Nissan are loaded into containers on site and delivered directly to the wharf. Do you create an ACOS code for Nissan?

Use the PRA Sender Code

5. Field 21 - AHECC Code, where does this come from, does this result in the “Cargo: General” checkbox that I see on the printed form?

Another result of history - use 00

6. Other than the Vessel Schedule and Routing File, is there any formal method of keeping up to date with any changes you make to Commodity Codes or other ACOS based codes?

PRA Developers (such as yourself) will be added to our PRA Developer email list and will be informed of Commodity code changes well in advance. PRA users (eg Nissan) will be kept inform of PRA related changes via the 1-Stop helpdesk email lists.

7. The ISO codes document that I looked at (and as referenced in Appendix B of 1-Stop IFTERA v1.4.doc) have both old and new code. The sample document that I printed from the Web interface seems to have an old code (2210). What set of codes should be used, the old or new?

The ISO Code needs to be taken from the actual container. This is particularly important if it is a 9'6" high container should be used. These are mostly the new codes but, unfortunately, older containers still carry the old codes. Having said that - you can send just the new codes (ie convert the old to new) as long as they correctly reflect the actual container size and type, particularly the length and height and if it is a reefer container.

8. If a file sent is in error and your system sends an email error message, does your system still maintain the data and therefore we need to send a “Replacement” message, or does your system reject the data and therefore we send another “Original” message?

If the PRA is REJECTED then the data is not stored so you can then send another ORIGINAL. If the PRA is ACCEPTED then the data is stored and we prefer a REPLACEMENT (however a new ORIGINAL will over write the previous ORIGINAL)

You MUST send a CANCELLATION and a new ORIGINAL if an incorrect container number was previous (originally) sent otherwise the terminal will have two PRAs in their system - the first one with the incorrect container number and the second one with the correct container number. This has caused problems in the past with containers being rejected at the terminal gate.

9. Do UNLOCODES change once created, or once we know the codes for the ports that are used, we do not need to see updated lists of codes unless we wish to add a new location?

[TL] Correct. These codes rarely change usually only new ones are added.