Customer User Guide

Rail Tagging and Release

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1. . HOW TO USE THIS GUIDE

1.1 Confidentiality

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If you have any questions about the use or distribution of this document, call the
1-Stop Helpdesk on 1300 881 055.

1.2 Purpose of this guide

This guide is for customers of 1-Stop's Rail Tagging and Release Service. It is intended as:

- a training resource when you purchase 1-Stop's services; and
- a reference guide, if you need help to perform specific tasks.

Information about solving problems is included at the end of this document. If you need extra help you can:

- check the FAQs in the 'Help' tab on our website at www.1-stop.biz; or
- contact the 1-Stop Helpdesk on 1300 881 055.

1.3 What's new and what's changed

The information contained in this guide is current as at November 2010 and reflects all changes to the user interface up to that date. If you think you may not have the most up to date User Guide, check the downloads available at www.1-stop.biz .

1.4 User guide name and version number

Updates to User Guides are made each time a new version of the service is released.
This is: Rail Tagging and Release-CUST-User Guide version 2

2. ABOUT 1-STOP

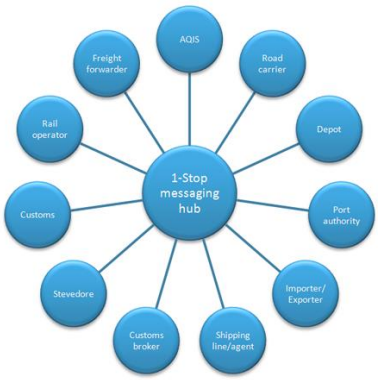
2.1 Who is 1-Stop?

1-Stop is an information communications technology (ICT) company that provides services to businesses involved in the import and export of goods to and from Australian ports. We are based in Sydney and our services are used all over Australia and in Auckland, NZ. Our customers include:

- terminal operators (stevedores);
- shipping lines;
- Australian Customs Services and Australian Quarantine and Inspection Service;
- container depots;
- importers and exporters;
- freight forwarders and agents;
- road carriers; and
- rail operators.

2.2 What does 1-Stop provide?

Our ICT solutions permit the exchange of data via the web or by electronic data interchange (EDI), for purposes such as container and vessel tracking, vehicle bookings to collect and deliver cargo at terminals, Electronic Import Delivery Orders (EIDOs), Pre Receival Advices (PRAs), invoice and payments systems, and much more. For a full list of our services, go to 1-Stop Services.



2.3 Why use 1-Stop services?

1-Stop services are an important part of the Australian logistics supply chain. We're integrated with ports and terminals all over Australia. Every day our community of users grows.
1-Stop customers enjoy:

- efficient and real time transactions between community members;
- improved data quality;

- clear, visible data about vessel and container movements;
- easy reporting to Australian Customs Services to meet regulatory requirements;
- time and cost savings, thanks to automation of repetitive transactions;
- better ability to respond to their customers; and
- improved business efficiency, due to the 'one-to-many' solution — access one system to do business with many providers.

3. ABOUT RAIL TAGGING AND RELEASE

3.1 What is Rail Tagging and Release?

The 1-Stop Rail Tagging and Release service allows users to notify the terminals that they wish to move their container cargo by rail. Users log in to the 1-Stop website and tag their containers for movement by rail before the container is discharged from the vessel. The tag request is submitted to the terminal. The terminal must approve the tagging request. Users also have the ability to tag and releases boxes via EDI messaging.
All cargo that is not tagged for rail is moved by road. The Rail Tagging and Release (RTR) process has two stages, as follows.

Processing Stage 1 → **Rail Release - Container Tagging**	Processing Stage 2 **Rail Release - Container Release**
Allows users (shipping lines, intermodal rail terminals, freight forwarders or importers) to tag containers for rail and advise the terminals to move the tagged containers to the rail stack upon discharge. The container tagging process must be done before vessel discharge. The rail tagging of containers 'already in the yard' is allowed only by contacting the terminal directly, charges may be applied by the terminal.	This is the container releasing stage whereby the importer/agent/or freight forwarder and shipping line* must enter the commercial release number (EIDO Pin) against their tagged containers to affect the final rail release process. **The container must be tagged and accepted by relevant terminal before it can be released.** *Shipping lines are only allowed to tag their boxes

3.1.1 Options for use

1-Stop offers users two options for using the Rail Tagging and Release service; that is, either by EDI (EDIFACT or XML) or online via the 1-Stop website. Please refer to our website for the EDIFACT and XML Message Specifications.
This guide provides help for the web screens only.

3.2 Who uses the Rail Tagging and Release Service?

The Rail Tagging and Release service is designed for;

- shipping lines;

- intermodal rail terminals; and
- importers, freight forwarders and agents.

However, use of the service by rail terminal operators, importers, freight forwarders and agents requires **permission from the shipping lines.**
Shipping lines require **permission from the terminals** to allow users to tag via the 1-Stop RTR service.

3.3 Why is Rail Tagging and Release service used?

Automated rail tagging and release procedures have replaced procedures that were carried out by the terminals. Now all supply chain participants in the freight and logistics industry who are using shipping line services to import containers can manage the Rail Tagging and Release process themselves.

4. TERMS OF USE

All 1-Stop products have Terms and Conditions of use. If you are a new user of web-based services, you'll be asked to agree to these when you sign in.
Downloadable copies of some of our Terms and Conditions are available on our website.

5. CUSTOMER SYSTEM REQUIREMENTS

5.1 Hardware

To use 1-Stop's online services, customers need:

- 1GHz CPU and above;
- 1GB RAM minimum; and
- a printer for report printing (where required).

5.2 Operating system

1-Stop services are compatible with any operating system with web browser capability. However, Internet Explorer for Windows is the recommended configuration. Functionality may be limited in other browser environments.

5.3 Software

Customers need:

- Internet Explorer Version 7 and above (on Windows operating system); and
- an email account with HTML capability for receiving acknowledgements and EIDO responses.

5.4 Communications

You will need:

- internet access (we recommend ADSL or higher; a satellite is recommended for rural users); and

- email SMTP communications.

6. BEFORE YOU START

Before rail terminal operators, importers, freight forwarders and agents can use the 1-Stop Rail Tagging and Release service, you'll need to register with 1-Stop and gain shipping lines' permission, if you haven't already done so.
Shipping lines need permission from the terminal to use the service. Contact the relevant terminal for more information.

6.1 How to gain access

6.1.1 Contact the shipping line

Rail terminal operators, importers, freight forwarders and agents will need written permission from all the shipping lines used by your business. However, 1-Stop Helpdesk only needs evidence of permission from one of your shipping line contacts to grant you access to the service. An email is sufficient.
Write an email to the shipping line contact. Ask them to put helpdesk@1-stop.biz in the 'CC' field when they reply.
Their reply can be worded any way but you may want to provide this suggested template:

'[NAME] from [COMPANY] PTY LTD is authorised by [NAME] from [SHIPPING LINE] to use 1-Stop's Rail Tagging and Release Service.'

It is the responsibility of the shipping line, intermodal rail terminal, freight forwarder, agent or importer to inform the 1-Stop Helpdesk in writing if you or any other employee who is authorised to use the service ceases to be employed by the terminal. Access can then be revoked.

6.1.2 Complete the 1-Stop registration

The 1-Stop registration process for Rail Tagging and Release is covered below in section 6.2.

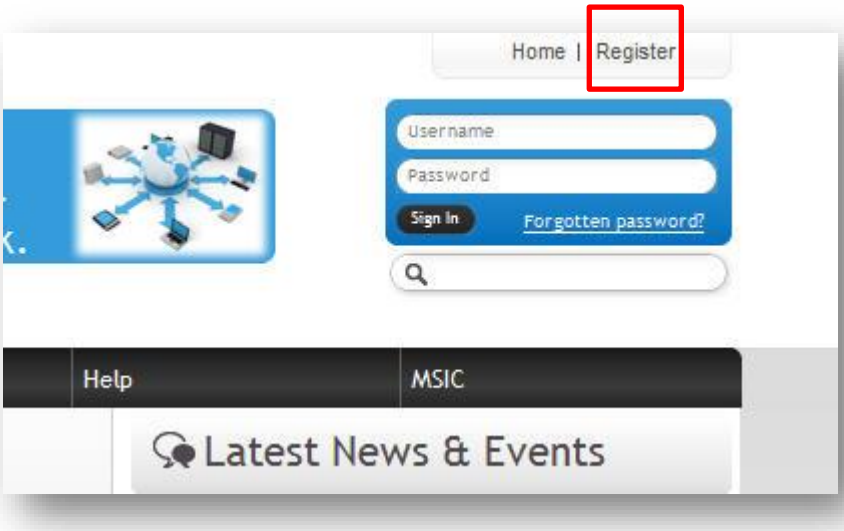
6.1.3 For help or advice

For help or advice about gaining permission to use this service, contact the 1-Stop Helpdesk via email on helpdesk@1-stop.biz or phone (on 1300 881 055), quoting that you'd like access to the Rail Tagging and Release service.
Please prepare the following details before contacting the helpdesk:

- your industry type;
- your company name and ABN;
- employee name and contact details; and
- details of your approval from the terminal or shipping line.

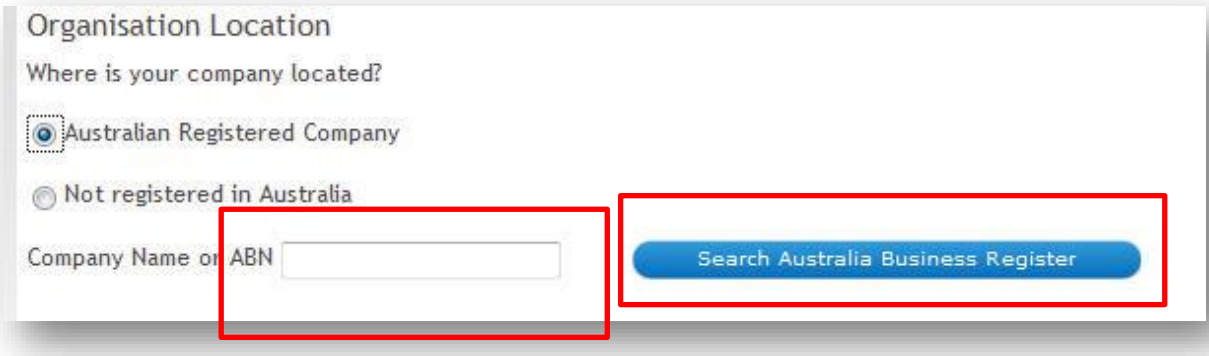
6.2 Customer registration

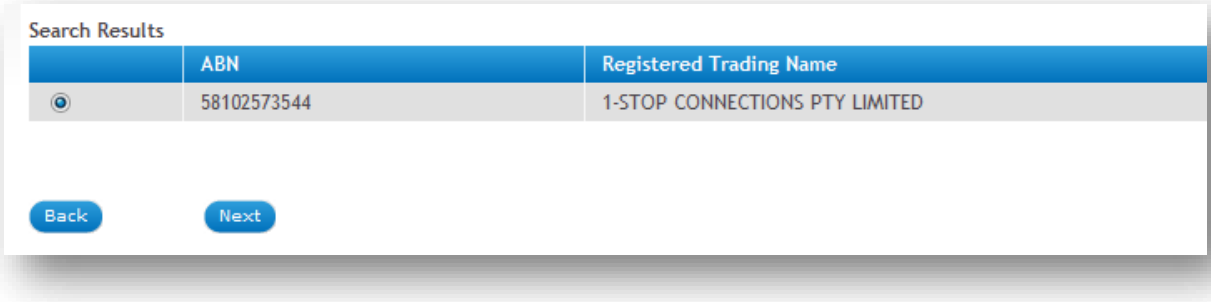
If you haven't already registered for 1-Stop Rail Tagging and Release services, you'll need to do so. You can do this quickly and simply on our website at www.1-stop.biz.
Go to the 1-Stop Home page and click on **'Register'** in the top right hand corner of the page, above the 'Sign In' box and 'Latest News and Events'.



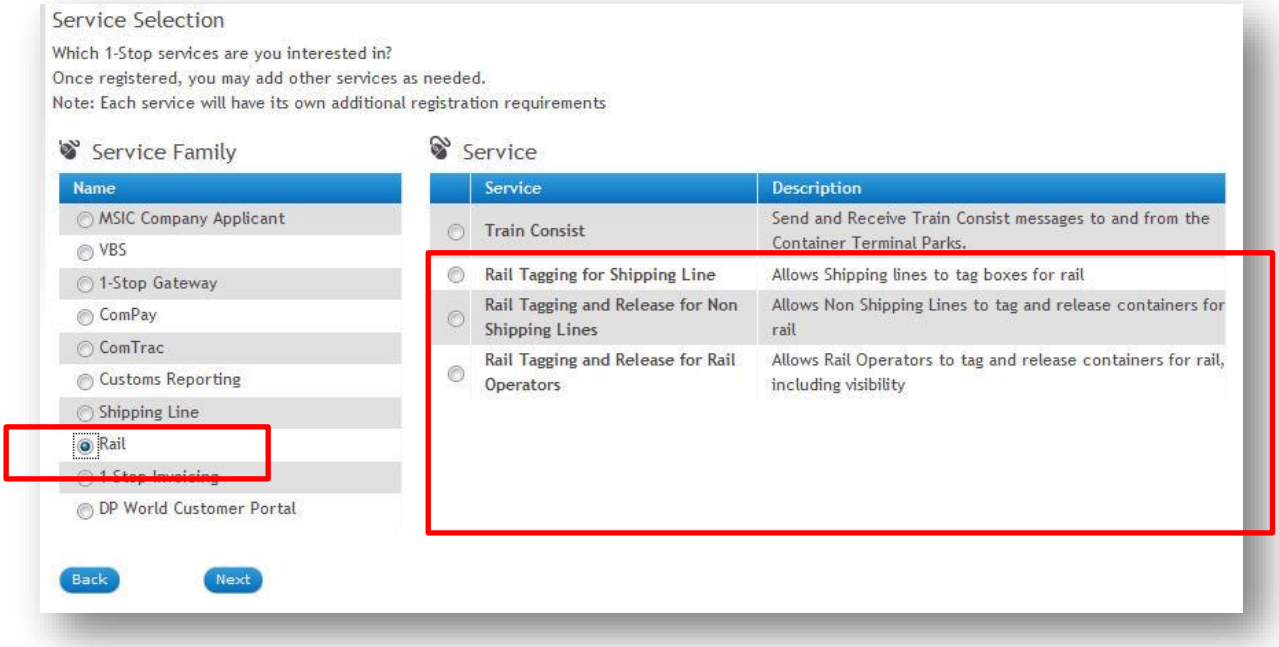
You will be directed to the Registration screen.

Select your Registration Type — you will need to register as a company, as you'll be asked to provide an ABN. Select Australian Registered Company (the Gateway service is only offered to companies with a valid ABN which is registered in the Australian Business Register). Enter the ABN and click **'Search Australia Business Register'**.

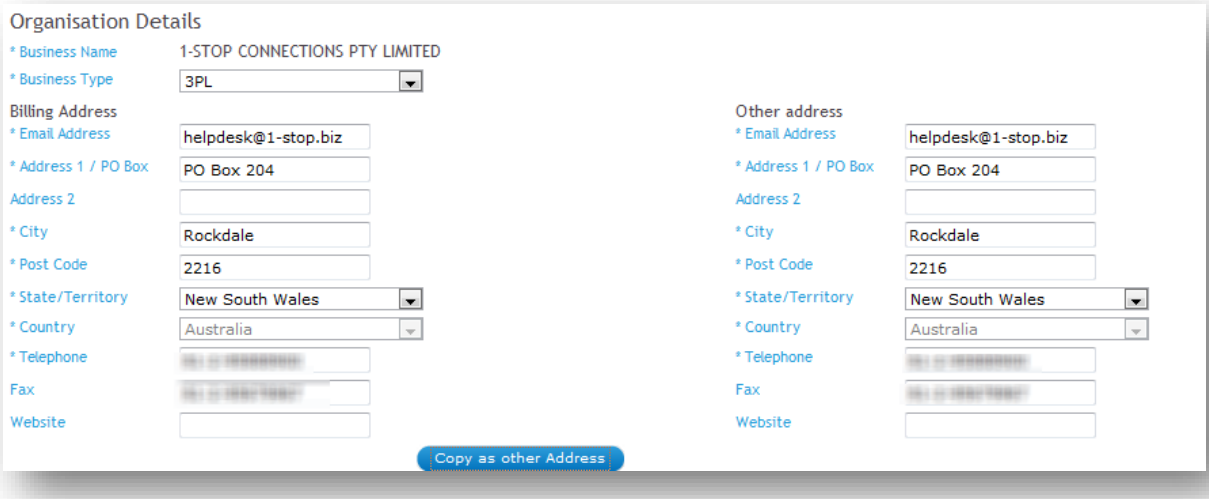




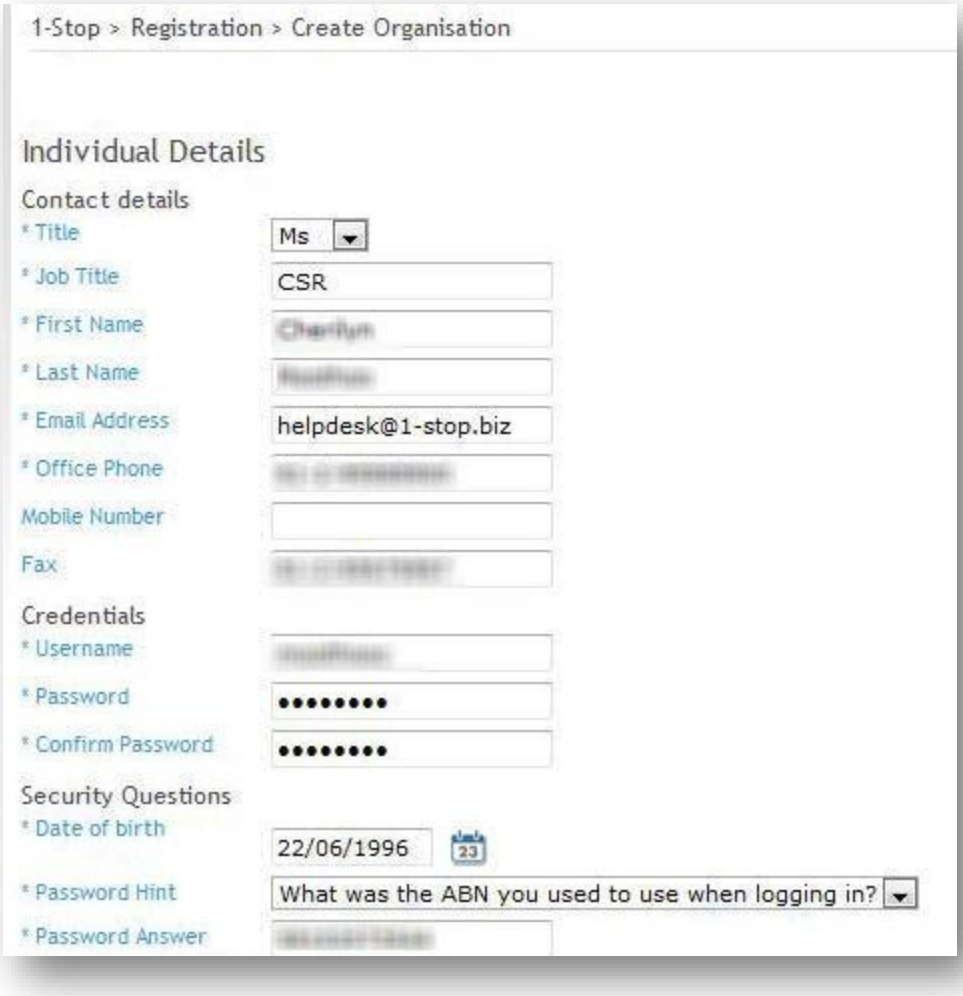
Once the search results are displayed, click on the correct result, and then click **'Next'**.
You'll be asked to choose from a list of 1-Stop Service Families. Choose 'Rail' from this list. Choose a Service (subscription type) from the right hand column. Select the subscription service that suits your organisation.



Enter your information into the Organisation Details screen, then click **'Next'**.



Enter the individual details then click **'Next'** at the bottom of your screen.



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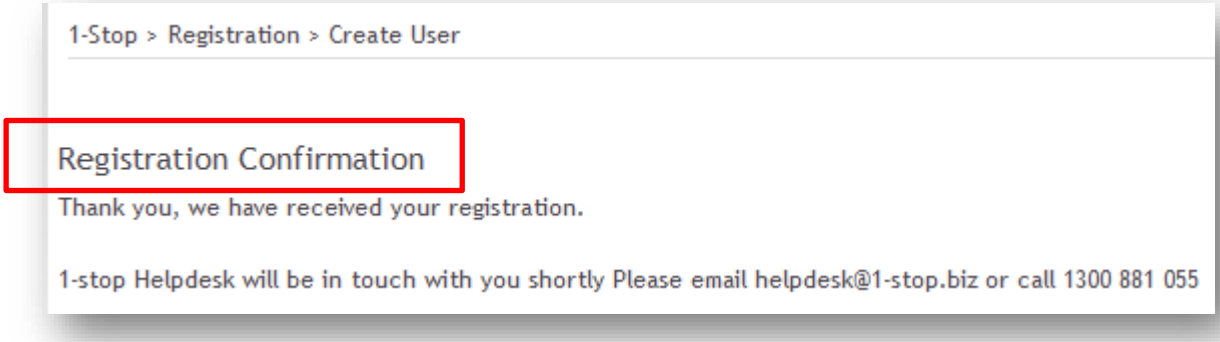
Fill in your details then click **'Next'** (at the bottom of your screen) again. Once registration is complete, you will see the following message:



At the same time, 1-Stop Customer Service will receive an email advising them of your registration. Helpdesk will contact you to:

- confirm your registration;
- inform you how the Organisation Administrator in your company should grant you the role; and
- inform you of any further action you need to take to activate your use of Rail Tagging and Release.

7. GETTING STARTED

7.1 Rail Tagging and Release roles

The Rail Tagging and Release service allows different users different types of access, as follows.

User	Tagging access	Release access	Message history access
Non-shipping line users (importers, agents and freight forwarders)	Yes	Yes	Yes: they can see tag and release requests made recently
Shipping line users	Yes	Yes: but they can only release their own containers	Yes: they can see tag and release requests made recently
Terminal users	No	No	Yes: they see a much more detailed version than other users
Intermodal Rail Terminals	Yes	Yes	Yes: they can see tag and release requests made recently

This guide is for shipping lines, importers, agents, freight forwarders and rail operators. The tracking screens viewed by the terminals are discussed in the **Rail Tagging and Release Administrator User Guide.**

7.2 How Rail Tagging and Release is affected by industry procedures

The Rail Tagging and Release procedures interact with other procedures for the movement, tracking and validation of cargo in Australian ports.
It is helpful to understand the sequence of these events before you begin using the service.

7.2.1 Before you may tag a container for rail release

Before you may tag a container for rail release:

- the shipping line must have sent a **bay plan** to the terminal; and
- the container must **not yet be discharged** from the vessel; that is, it isn't yet 'in the yard'.

7.2.2 Before the container may be released

Before a container can be released for rail transport:

- it must have been tagged for rail; and
- you will need to have received the Electronic Import Delivery Order (EIDO) Personal Identification Number (PIN) from the shipping line.

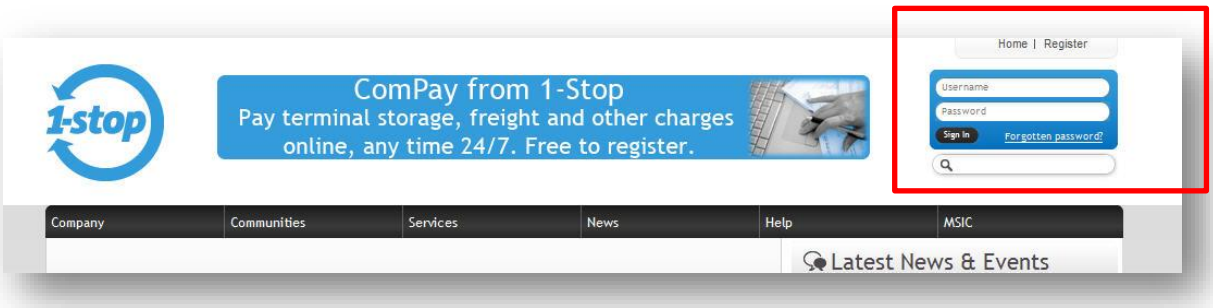
For more information about EIDOs, go to www.1-stop.biz.

Note that anyone with the EIDO PIN and appropriate permission can release a container tagged by someone else. However, only the original tagger may modify or update the tag.

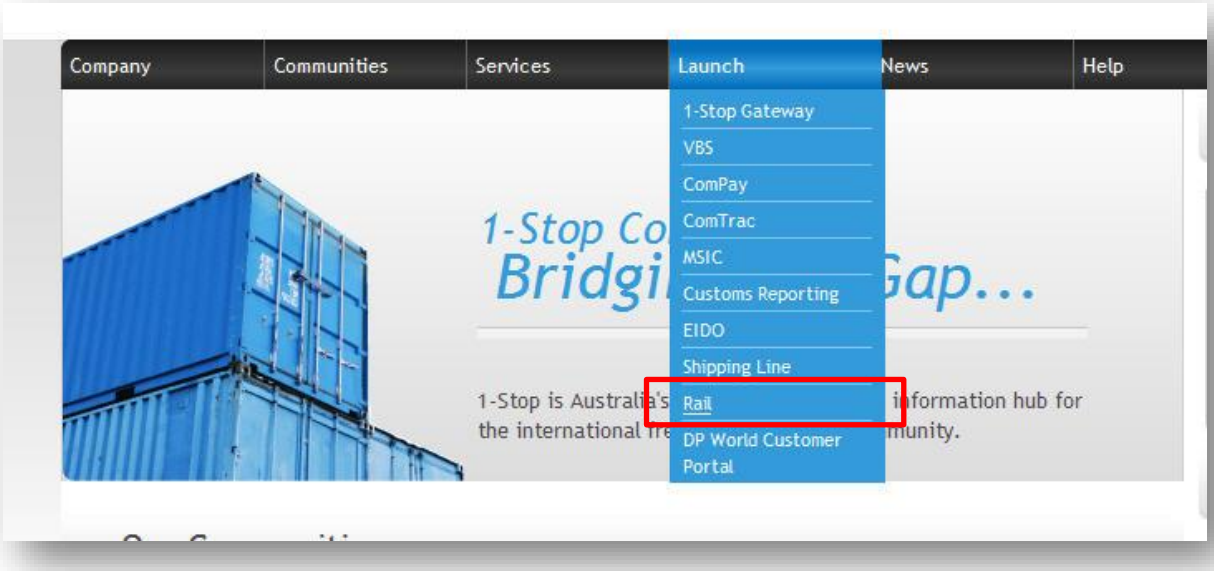
7.3 Logging in

The following instructions apply to users of the web-based services for Rail Tagging and Release.
Go to the 1-Stop website at (www.1-stop.biz) then follow these steps.

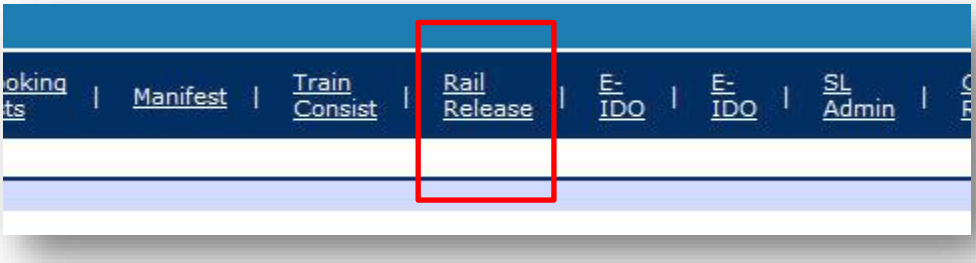
- Enter username.
- Enter password.
- Click **'Sign in'**.



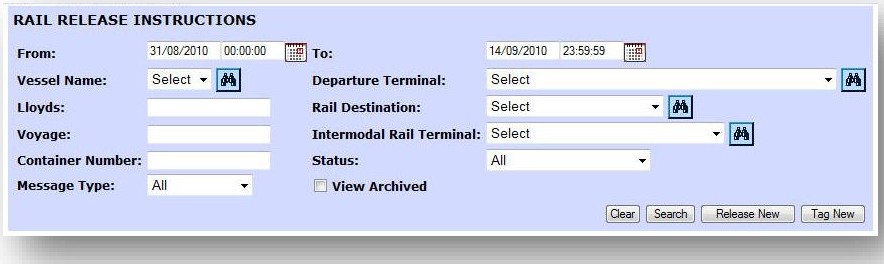
Go to the **'Launch'** menu and select **'Rail'**.



Click the '**Rail Release**' link (see below).



You'll be taken to the main Rail Release Instructions page.



8. HOW TO …

8.1 How to tag a container

Follow the instructions below to tag a container.

8.1.1 Who can tag a container?

A container can be tagged by any user from an importer, agent, freight forwarder, intermodal terminal or rail operator who has approval to use the RTR service, provided that the container has not already been tagged by another user and provided they have permission from a shipping line.

A shipping line can tag containers that belong to them.

Note: no-one but the original user who made the tag request may alter or update a tag.

Container terminal operators may not tag containers.

8.1.2 When can a container be tagged?

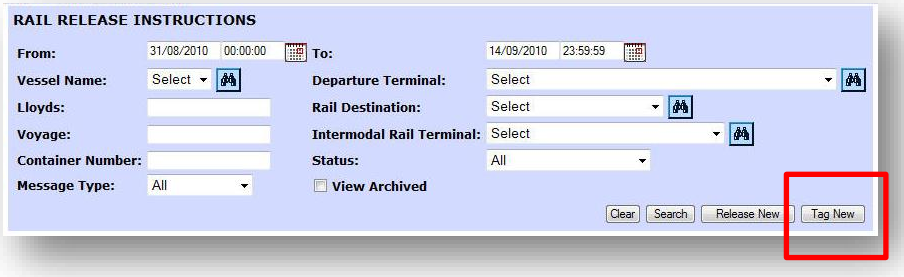
Rail Tagging and Release procedures interact with other procedures for the movement, tracking and validation of cargo in Australian ports. RTR tagging may take place when:

- the shipping line has sent a **bay plan** to the terminal; and
- the container is **not yet discharged** from the vessel; that is, it isn't yet 'in the yard'.

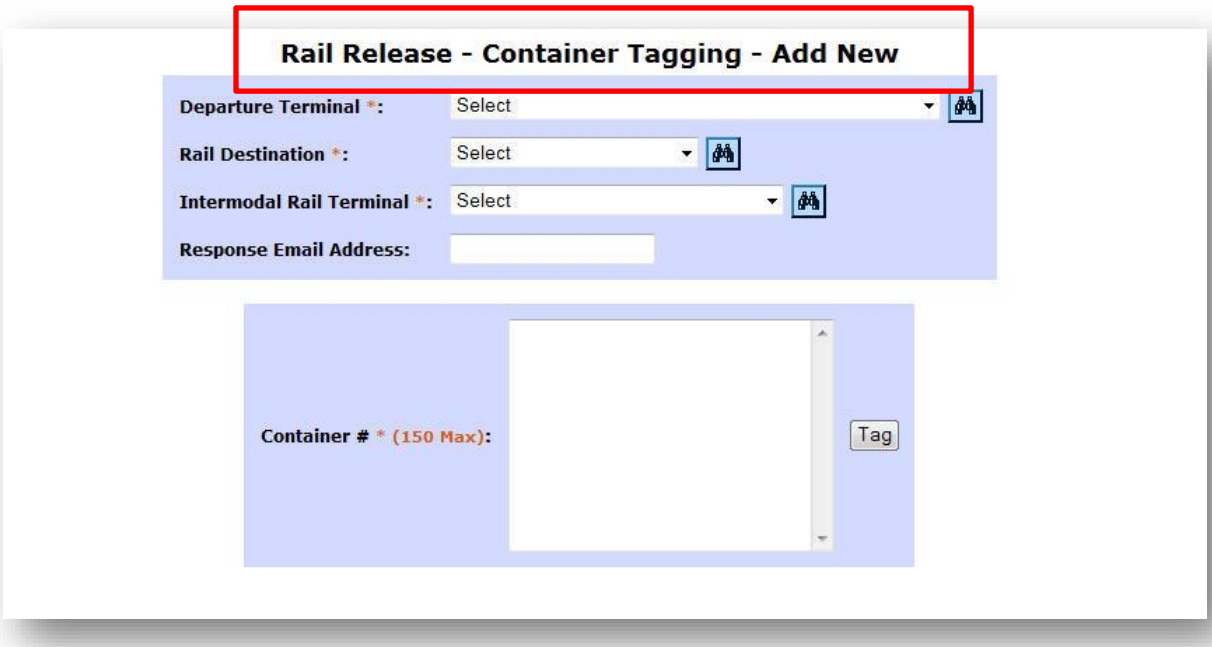
The bay plan describes the containers on board the vessel (including all container numbers and where each is located).

8.2 Create a new tag

To start, you will need to have the **Rail Release Instructions** page open, displaying the main Tag and Release screen, as follows. To reach this page, follow the log in instructions in 7.1.



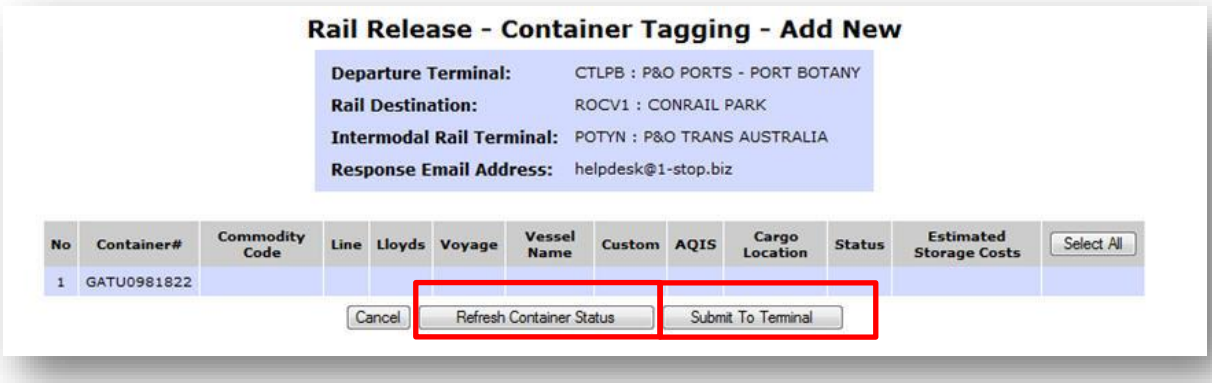
From the '**Rail Release Instructions'** page, click the '**Tag New'** button. You will be directed to the '**Rail Release - Container Tagging'** page.



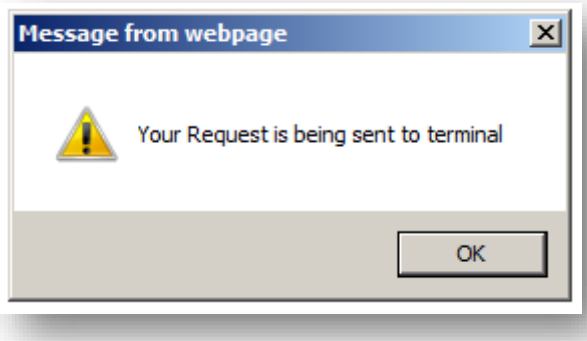
Enter container tagging details, as below.

- Enter the Departure Terminal.
- Enter the Rail Destination.
- Enter the Intermodal Rail Terminal.
- Enter the Response Email Address (optional). Terminal response messages will be sent to the Response Email Address if it is present.
- Enter the Container Number(s). Container numbers must be separated by a space character or listed 1 per line.

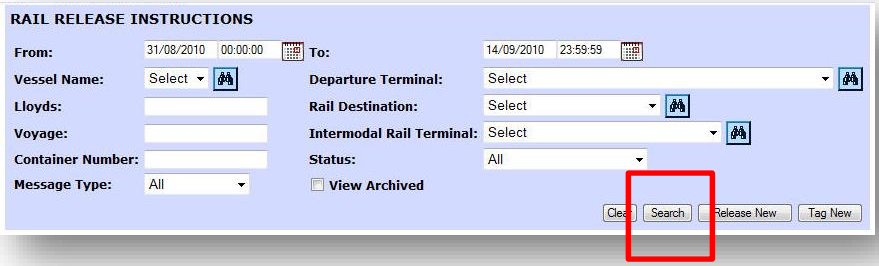
Once all required details have been entered click **'Tag'**.
You will then be redirected to the **'Add New Tag'** page.



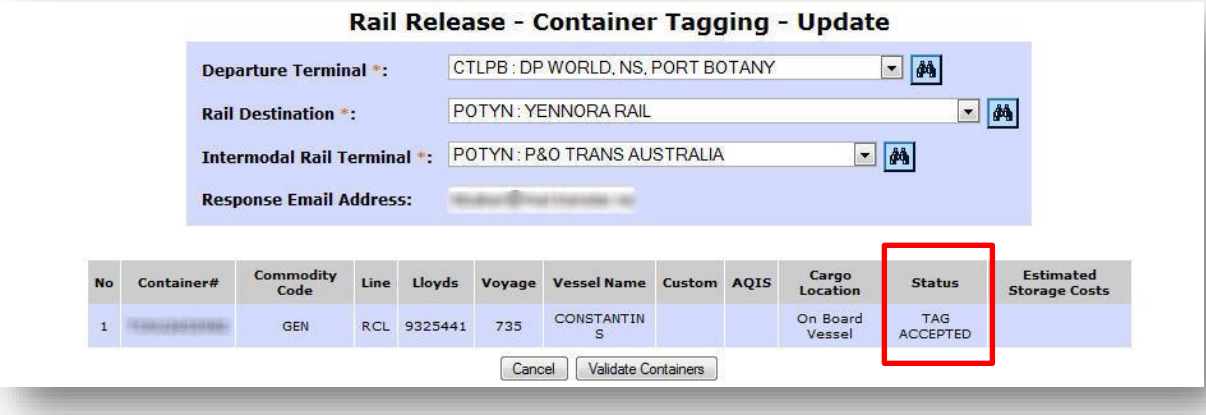
Click **'Refresh Container Status'** until the Cargo Location column populates with the current status of the container(s).
If the container status is 'On Board Vessel', a checkbox will display in the last column indicating that the container is available for tagging. Tick the checkboxes beside the containers that are to be tagged.
Click **'Submit to Terminal'**.
A pop-up message will display, confirming that the message has been sent to the terminal for approval.



The status of the tag request can be tracked via the Rail Release Instructions page. Once the tag request is sent, you can use the **'Search'** link to check updates to the tag progress.



On the '**Rail Release Instructions'** page, add the container details (container number, Lloyds number and so on) and click the **'Search'** button.
The tag status will display in the 'Status' column.



The tag statuses are:

Status	Meaning
SENDING	Tag or release message is being dispatched to the terminal
SENT	Tag release message sent to the terminal
TAG ACCEPTED	Tag message has been accepted by the terminal
TAG REJECTED	Tag message has been rejected by the terminal
RELEASE ACCEPTED	Release message has been accepted by the terminal
RELEASE REJECTED	Release message has been rejected by the terminal

Remember that a container is not tagged until you receive an 'Accepted' response from the terminal, so make sure you check. Rejected messages should display an error code (see 9.1).

8.3 How to release a container

8.3.1 Who can release a container?

Users from importers, agents, freight forwarders, intermodal terminals and rail operators may release a container to rail if they have the Electronic Import Delivery Order (EIDO) Personal Identification Number (PIN) for that container. Users from shipping lines may only release their own containers.

Note: no-one but the original user who sent the tag request may alter or update the tag.

Container terminal operators may not release containers.

8.3.2 When can a container be released?

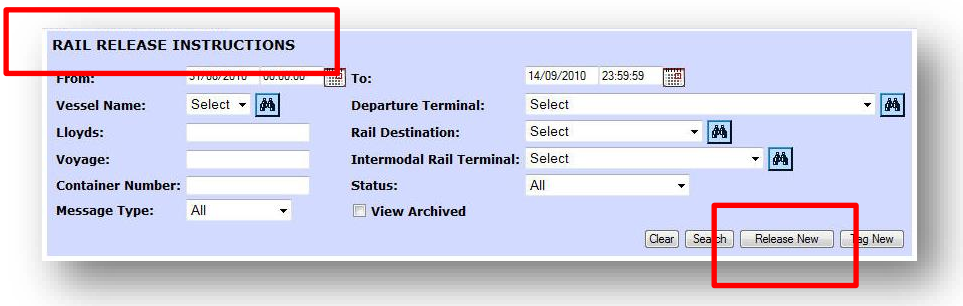
A container can be released to rail when:

- it has been tagged for rail; and
- the EIDO PIN has been received from the shipping line.

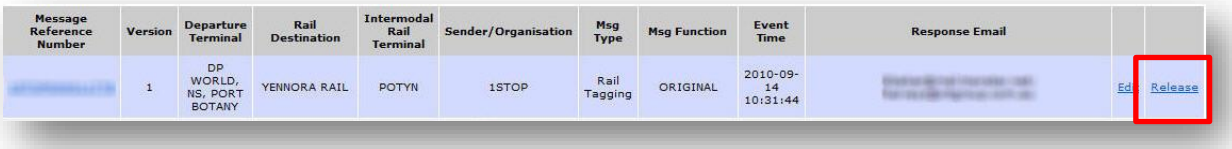
Receipt of the EIDO PIN is usually the event which triggers the user to release the container.
For more information about EIDOs, go to www.1-stop.biz.

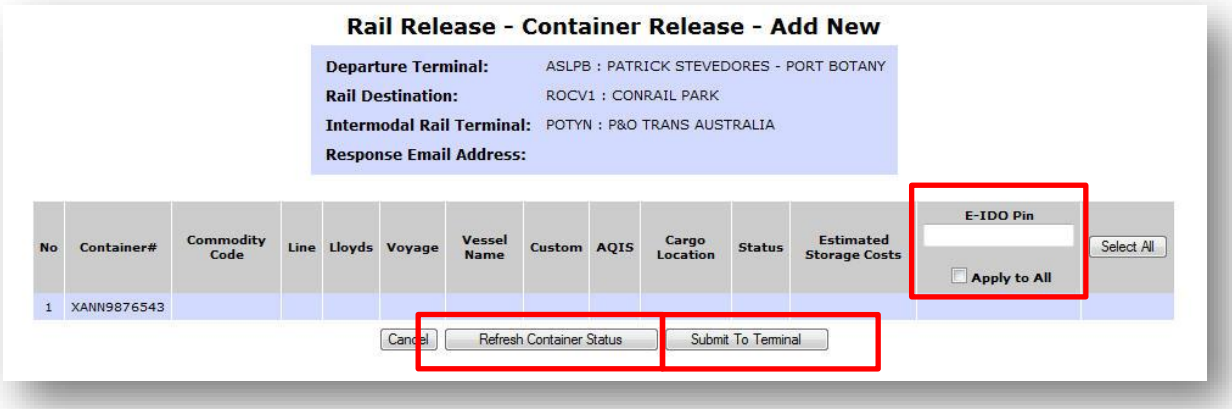
8.3.3 Release a tagged container

From the **'Rail Release Instructions'** page do the following.
Search for a tagged container to release (see previous page). Tag requests which have been accepted by the terminal will display a **'Release'** Link in the last column.



Clicking the **'Release'** link will redirect the user to the **'Tag Release'** page.





Enter the EIDO PIN in one of two locations:

- next to each container to be released; or
- into the top field, if you want to apply the same PIN to all containers.

Click **'Refresh Container Status'** until the Status column populates with the EIDO PIN status. If the EIDO status is 'EIDO PIN IS VALID', a checkbox will display in the last column indicating that the container is available for releasing

Tick the checkboxes beside the containers that are to be released.

Click **'Submit to Terminal'.**

A pop-up message will display confirming that the message has been sent to the terminal for approval.

8.4 How to release a container tagged by another user

8.4.1 Who can release a container tagged by another user?

Users from shipping lines, importers, agents freight forwarders, intermodal terminals and rail operators with appropriate permission, who are in possession of the correct EIDO PIN for a container, may release that container.

Container terminal operators may not release containers.

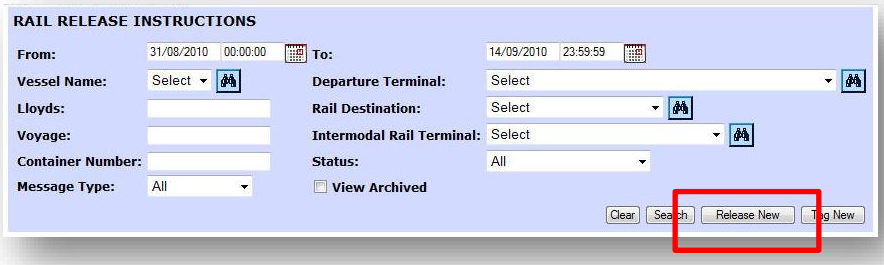
8.4.2 When can a container be released by another user?

A container can be released by another user when:

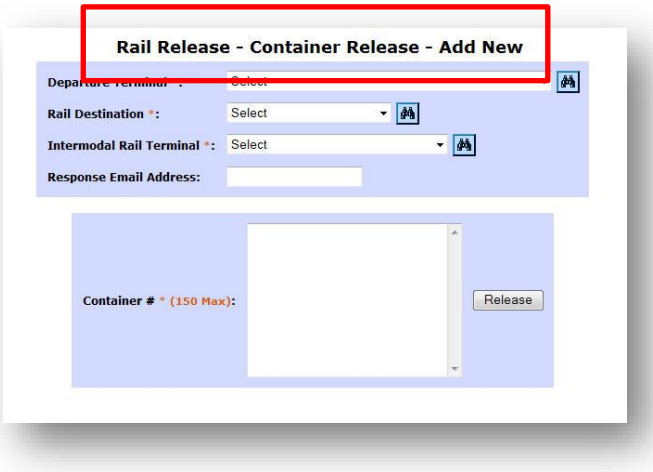
- it has been tagged for rail; and
- the EIDO PIN has been received from the shipping line and passed onto that user.

8.4.3 Release a container tagged by another user

Navigate to the **'Rail Release Instructions'** page then click the **'Release New'** button.

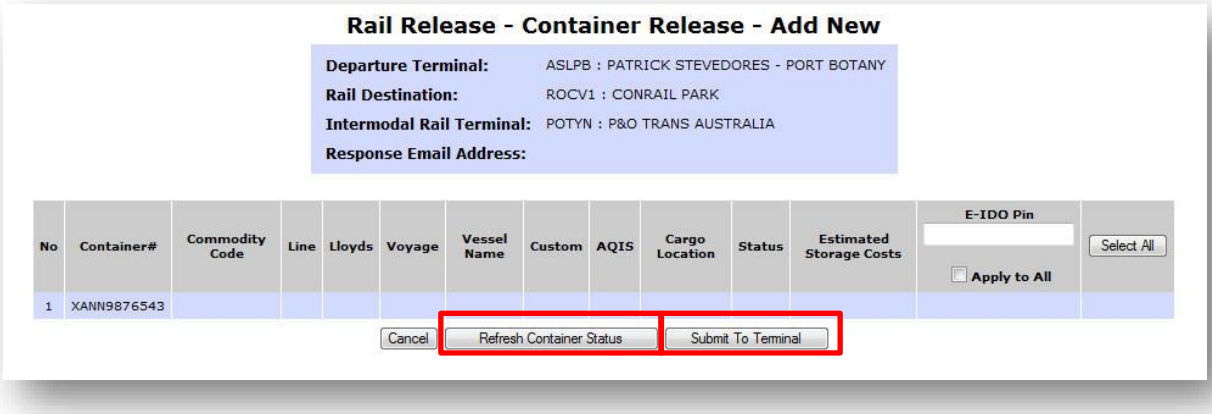


You will be redirected to the **'Container Release'** page.



- Enter the Departure Terminal.
- Enter the Rail Destination.
- Enter the Intermodal Rail Terminal.
- Enter the Response Email Address (optional). Terminal response messages will be sent to the Response Email Address' if it is present.
- Enter the Container Number(s). Container numbers must be delimited by a space character or 1 per line.

Once all required details have been entered click **'Release'**.
You will then be redirected to the **'New Release'** page.



Enter the EIDO PIN in one of two locations:

- next to each container to be released; or
- into the top field to apply the same PIN to all containers.

Click **'Refresh Container Status'** until the Status column populates with the EIDO PIN status.
If the EIDO status is 'EIDO PIN IS VALID', a checkbox will display in the last column indicating that the container is available for release.
Tick the checkboxes beside the containers that are to be released and click **'Submit to Terminal'**.

8.5 How to withdraw a tag

8.5.1 Who can withdraw a tag?

Shipping lines, importers, agents freight forwarders, intermodal terminals and rail operators with appropriate permission may withdraw their own tags. Only the user who originally tagged the container may withdraw a tag.

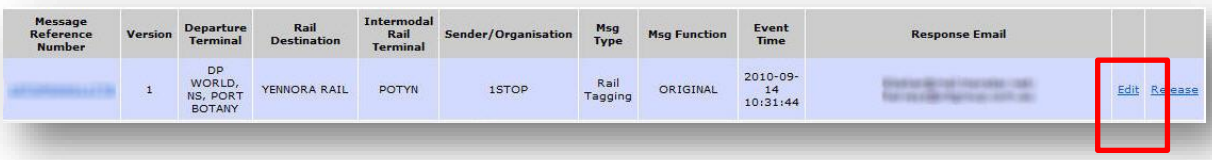
Container terminals may not withdraw a tag.

8.5.2 When can a tag be withdrawn?

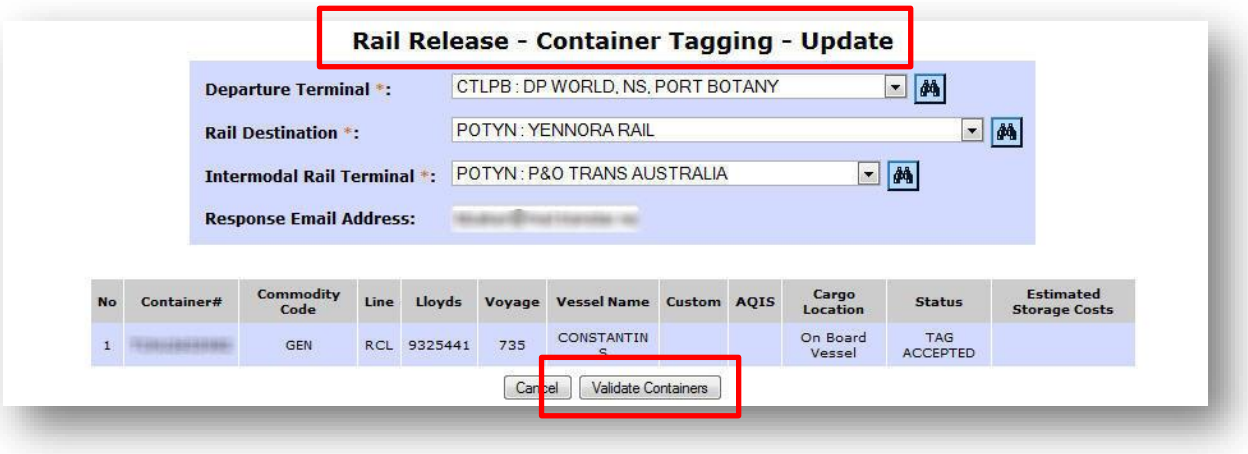
Withdrawing a tag indicates that the user no longer wants to move that container by rail. If you wish to withdraw a tag after the container is discharged from the vessel, contact the terminal. You may incur a fee.

8.5.3 Withdraw a tag

Navigate to the **'Rail Release Instructions'** page. Search for a tagged container to withdraw (see Section 8.7). Locate the tag to be withdrawn and click the **'Edit'** Link in the last column.



You will be redirected to the **'Container Tagging – Update'** page.
Click on **'Validate Containers'**.



Click **'Refresh Container Status'** until checkboxes are displayed in the last column.
Select the container(s) to be withdrawn.
Click **'Withdraw'**.
A pop-up message will display, confirming that the message has been sent to the terminal for approval.

8.6 How to update a tag

8.6.1 Who can update a tag?

Shipping lines, importers, agents freight forwarders, intermodal terminals and rail operators with appropriate permission may update their own tags. Only the user who originally tagged the container may update the tag.

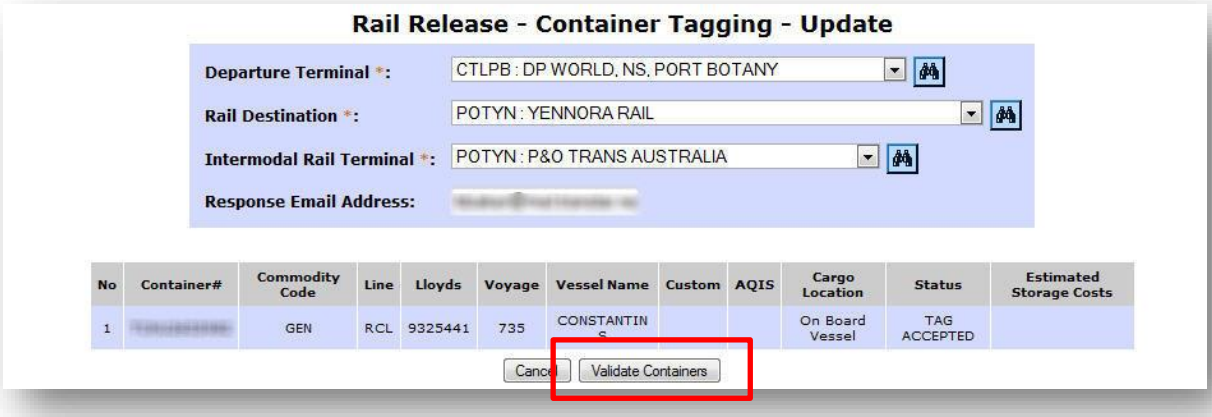
Container terminals may not update a tag.

8.6.2 When can a tag be updated?

A tag must be updated before the container is discharged at the terminal.

8.6.3 Update a tag

From the **'Rail Release Instructions'** page do the following.
Search for a tagged container to update (see Section 8.7).
Locate the tag to be updated and click the **'Edit'** Link in the last column.
You will then be redirected to the **'Container Tagging – Update'** page.
Modify the 'Departure Terminal', 'Rail Destination' and 'Intermodal Rail Terminal', as required.
Click **'Validate Containers'**.



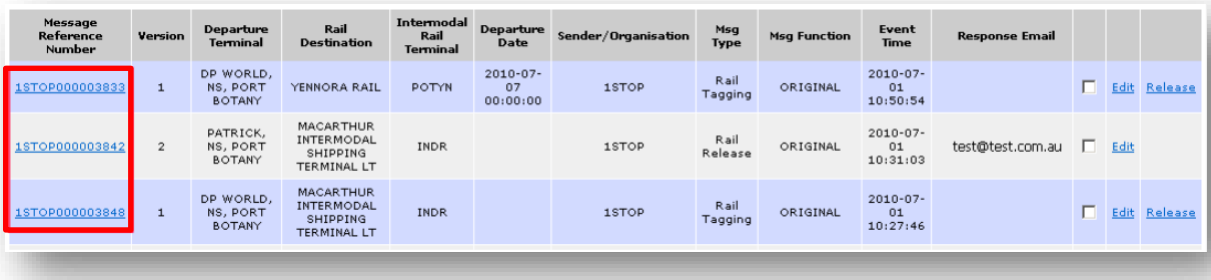
Click **'Refresh Container Status'** until checkboxes are displayed in the last column.
Select the container(s) to be updated and click **'Submit to Terminal'**.
A pop-up message will display, confirming that the message has been sent to the terminal for approval.

8.7 How to search the message history

All users (including container terminals operators, or CTOs) may search the message history. CTOs see a more detailed version of the message history to allow them to track container message movements. If you are a CTO user, go to the **Rail Tagging and Release Administrator User Guide.**
Navigate to **'Rail Release Instructions'** page then enter your search parameters, as follows.

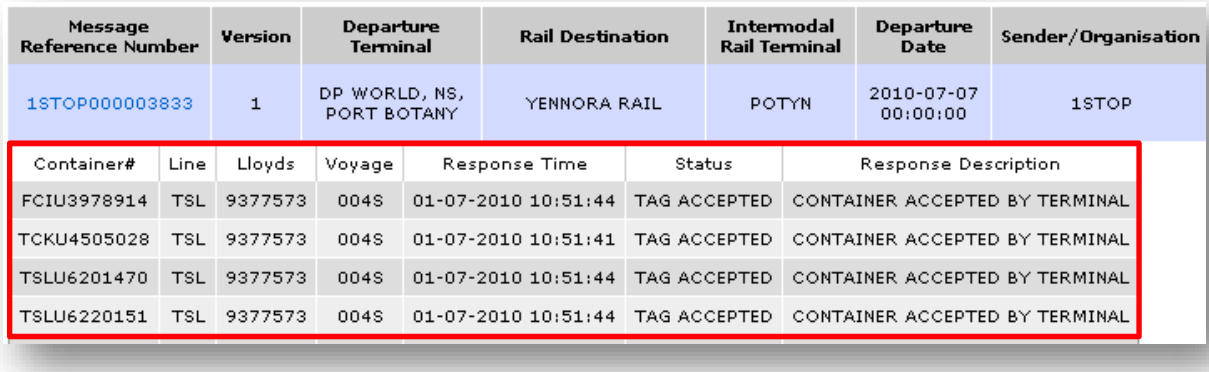
- From Date.
- To Date.
- Vessel Name (optional).
- Departure Terminal (optional).
- Lloyds Number (optional).
- Rail Destination (optional).
- Voyage Number (optional).
- Intermodal Rail Terminal (optional).
- Container Number (optional).
- Departure Date (optional).
- Status (default 'All').
- Message Type (default 'All').

Click **'Search'.**
Results will be displayed below the input form.



Message Reference Number	Version	Departure Terminal	Rail Destination	Intermodal Rail Terminal	Departure Date	Sender/Organisation	Msg Type	Msg Function	Event Time	Response Email			
1STOP000003833	1	DP WORLD, NS, PORT BOTANY	YENNORA RAIL	POTYN	2010-07-07 00:00:00	1STOP	Rail Tagging	ORIGINAL	2010-07-01 10:50:54		☐	Edit	Release
1STOP000003842	2	PATRICK, NS, PORT BOTANY	MACARTHUR INTERMODAL SHIPPING TERMINAL LT	INDR		1STOP	Rail Release	ORIGINAL	2010-07-01 10:31:03	test@test.com.au	☐	Edit	
1STOP000003848	1	DP WORLD, NS, PORT BOTANY	MACARTHUR INTERMODAL SHIPPING TERMINAL LT	INDR		1STOP	Rail Tagging	ORIGINAL	2010-07-01 10:27:46		☐	Edit	Release

Clicking on the **'Message Reference Number'** link will display the details and status of the request.



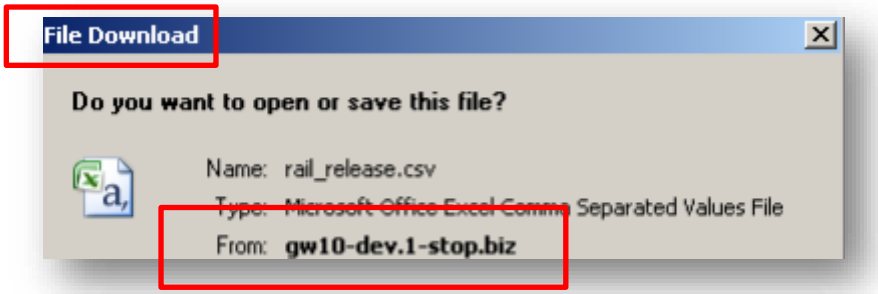
Message Reference Number	Version	Departure Terminal	Rail Destination	Intermodal Rail Terminal	Departure Date	Sender/Organisation
1STOP000003833	1	DP WORLD, NS, PORT BOTANY	YENNORA RAIL	POTYN	2010-07-07 00:00:00	1STOP

Container#	Line	Lloyds	Voyage	Response Time	Status	Response Description
FCIU3978914	TSL	9377573	004S	01-07-2010 10:51:44	TAG ACCEPTED	CONTAINER ACCEPTED BY TERMINAL
TCKU4505028	TSL	9377573	004S	01-07-2010 10:51:41	TAG ACCEPTED	CONTAINER ACCEPTED BY TERMINAL
TSLU6201470	TSL	9377573	004S	01-07-2010 10:51:44	TAG ACCEPTED	CONTAINER ACCEPTED BY TERMINAL
TSLU6220151	TSL	9377573	004S	01-07-2010 10:51:44	TAG ACCEPTED	CONTAINER ACCEPTED BY TERMINAL

8.8 How to save a report of tag details

To save a report of your tag details, navigate to the **'Rail Release Instructions'** page.
Search for container tags (see above).
Tick the checkboxes next to the tags which are to be downloaded.
Click the **'Download Selection'** button.

A pop-up message will display allowing the user to save the tag details as a Comma Separated Variable (CSV) report.



Click **'Save'**.

1.1 How to exclude tag details from search results

Follow these steps on the **'Rail Release Instructions'** page.
Search for container tags (see section 8.7). Tick the checkboxes next to the tags which are to be archived.
Click the **'Archive Selection'** button. Tags which are archived will no longer display in search results, unless the **'View Archived'** box is ticked.

9. SOLVING PROBLEMS

9.1 How to respond to error codes

If you enter the wrong information during the tagging or release process, or if your container can't be tagged for some other reason, you'll receive an error message.
The message will show an error code, telling you what the problem is and how to respond. Many of these messages are straightforward. Some may require you to take further action, such as to make contact with the terminal.

RR004	CONTAINER NOT FOUND – CORRECT AND RE-SUBMIT	Line rejected. Notified when Container Number specified is not found at the Terminal Note: Validated by Terminal **Supply correct container number**
RR005	CONTAINER DEPARTURE NOT RAIL – CORRECT AND RE-SUBMIT	Line rejected. Notified when Container Release issued for a container not tagged for rail Note: Validated by Terminal **Supply correct container number**
RR006	COMMERCIAL RELEASE NUMBER NOT FOUND – CORRECT AND RE-SUBMIT	Line rejected. Notified when the EIDO Pin has not been provided Note: Validated by Terminal **Supply correct EIDO PIN**
RR007	COMMERCIAL RELEASE NUMBER INCORRECT – CORRECT AND RE-SUBMIT	Line Rejected. Notified when EIDO Pin given is incorrect Note: Validated by Terminal **Supply correct EIDO PIN**
RR008	WRONG TERMINAL – CORRECT AND RE-SUBMIT	Header and all lines rejected. Notified when the specified Discharge Terminal is incorrect Note: Validated by Terminal **Supply correct terminal**

RR009	NO DESTINATION SPECIFIED – CORRECT AND RE-SUBMIT	Header and all lines rejected. Notified when there is no Rail Destination specified Note: Validated by 1-Stop or Terminal **Supply correct rail destination**
RR010	DESTINATION NOT FOUND – CORRECT AND RE-SUBMIT	Header and all lines rejected. Note: Validated by Terminal **Supply correct destination**
RR011	CONTAINER HAS NOT BEEN TAGGED – CORRECT AND RE-SUBMIT	Line rejected. Notified when User sends in a Container Release Message without the prior Container Tagging Message Note: Validated by 1-Stop or Terminal Tag container before release
RR012	BAYPLAN NOT FOUND FOR SPECIFIED CONTAINER – CONTACT TERMINAL	Line rejected. Notified when No Bay Plan for specified Container has not been received Note: Validated by Terminal Contact terminal
RR013	CONTAINER HAS BEEN DISCHARGED – CONTACT TERMINAL	Line rejected. Notified when Container has already been discharged and the Container Tagging Requester will have to contact the relevant Terminal directly Note: Validated by Terminal Contact terminal
RR014	CONTAINER HAS ALREADY BEEN TAGGED	Line rejected. Notified when the specified Container has already been tagged by other User, no further action required Note: Validated by 1-Stop or Terminal Contact 1-Stop
RR015	MAX 150 CONTAINERS CAN BE TAGGED PER MSG	Header and all lines rejected. Notified when Users wants to tag or release more than 150 Containers Note: Validated by 1-Stop Tag fewer containers
RR016	RAIL OPERATOR MANDATORY FIELD MISSING – CORRECT AND RE-SUBMIT	Header and all lines rejected. Notified when the Mandatory Rail Operator Field is not provided Note: Validated by 1-Stop Supply correct rail operator

RR017	RAIL OPERATOR NOT FOUND – CORRECT AND RE-SUBMIT	Header and all lines rejected. Notified when the Rail Operator specified cannot be found in the System Note: Validated by 1-Stop Supply correct rail operator
RR018	RAIL DESTINATION NOT FOUND – CORRECT AND RE-SUBMIT	Header and all lines rejected. Notified when Rail Destination specified is not found Note: Validated by 1-Stop Supply correct rail destination
RR019	SENDER PASSWORD INCORRECT – CORRECT AND RE-SUBMIT	Header and all lines rejected. Notified when the Sender Password Validation fails Note: Validated by 1-Stop Supply correct password
RR020	CONTAINER ALREADY DEPARTED TERMINAL –CONTACT TERMINAL	Line rejected. Notified when Container has already been discharged and the Container Tagging Requester will have to contact the relevant Terminal directly Note: Validated by Terminal Contact terminal
RR999	CTO SYSTEM ERROR – AWAIT RESPONSE BEFORE RE-PROCESSING	Header and all Lines Rejected. Notified when there is a technical issue at the terminal and the request isnt processed. Note: Response from the Terminal Contact terminal

10. WHERE TO GET HELP

Help is available:

- from the FAQs in the 'Help' tab of our website http://www.1-stop.biz ;
- by email to helpdesk@1-stop.biz; and

- from 1-Stop Helpdesk on 1300 881 055.

11. GLOSSARY

Bay plan — detailed listing of container stowage onboard a vessel.
Cargo — goods to be received into or sent from Australian ports.
Container release — release of containers to the rail operator.
Container tagging — identification process for containers to be released to rail.
CTO — Container terminal operator; stevedore.
Discharge —unloading of containers from the vessel.
EDI — electronic data interchange.
EDIFACT — Electronic Data Interchange For Administration, Commerce and Transport; the international EDI standard developed under the United Nations.
EIDO — Electronic Import Delivery Order.
EIDO PIN — Electronic Import Delivery Order Personal Identification Number.
Freight forwarder — person or a company who arranges for the carriage of goods and associated formalities on behalf of a shipper. The duties of a forwarder include booking space on a ship.
Importer — person or company engaged in bringing goods into Australia via Australian ports.
Intermodal rail terminal — a terminal where cargo may be transferred from one mode of transport to another, such as from ship to rail.
Lloyds number — Registration number of a vessel/ship.
Non-SL — abbreviation given to users of the Rail tagging and Release service toher than shipping lines.
Rail Tagging and Release — this is a process that identifies containers that are to be transported by rail upon being unloaded from the vessel. It is also the name given to the service offered by 1-Stop which automates the process to identify containers to be released for rail transport at the terminal.
RT — rail terminal.
Shipping line — provider of shipping services.
SL — abbreviation given to shipping line.
Terminal — see CTO.
Web portal — web-based interfaced used to access 1-Stop services.
XML — existential mark-up language.