

# Frequently Asked Questions

From 01/01/2021, we have experienced a large influx of queries into our helpdesk; the majority of which are issues that can be resolved, either through self-help processes, or are queries relating to issues experienced outside of Destin8, meaning we are unable to assist.

Outlined below, are a series of Frequently Asked Questions (and answers) which have been formulated to assist in expediting a resolution to your query.

## “In-Document Links”

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## CHIEF and Issues Relating to Customs

### “I’m trying to submit my declaration but I am receiving an error”.

You need to ascertain what the error you are receiving is. Most errors will give you some form of ‘error code and description’, which gives you an idea of what you need to amend.

**If the error message is not included in this list you will need to approach your software supplier in the first instance, they should be able to provide further information in relation to their error codes.**

**Session Connect Refused** – These are CHIEF errors and usually come with one of two reasons.

- 1. Location Not Recognised** means your badge is not yet configured in CHIEF – ensure you have submitted your C1800 form to **NCH badges**. You will have a link to this form in your confirmation email from ourselves.
- 2. Role Not Recognised** means your badge has not been configured correctly in CHIEF. You need to revert to **NCH badges** with your badge code and state you are receiving this issue.

**E533, 60733, or 60143** – These all refer to the port of Import on your declaration.

- For **60733** and **60143**, you need to ensure the port of Import you are including is correct as per the Tariff. A reference list can be found [here](#).
- If you are receiving **E533** please email us at [Help@destin8.co.uk](mailto:Help@destin8.co.uk) with the Port the goods are moving through, and the Port of Import you are including in your Declaration.

**60008 – Not Authorised** – You need to ensure you have self-nominated the **UCN** using transaction **CSN** and are using the correct Badge code to submit the declaration.

**Any other Error Message with codes starting with ‘E’** – Again these are CHIEF errors – a list of these errors and their suggested resolutions can be found [here](#)

**Any other Error Message with codes starting ‘6’** – These are Destin8 errors – to allow our helpdesk to assist, please send an email to [help@destin8.co.uk](mailto:help@destin8.co.uk) containing:

1. The Error code you are receiving
2. The Agents reference
3. The badge code you are using to submit the declaration
4. The Date and Time you received this error.

**As much as we want to – we cannot assist without the information required within the four bullet points above.**

### My entry is cleared but this isn’t reflected in Destin8

First port of call is Destin8 transaction **INQ**. Enter the **UCN** to query the record – if there is no CHIEF declaration displayed then you have submitted a phase 1 declaration. You will need to submit a **C21** to clear the **UCN** down.

If Destin8 shows a CHIEF declaration and the Clearance date shows “No” this means the entry has not cleared. You need to check CHIEF transaction **DEVD**, this will show any issues with payment etc.

If the clearance date is set, but the release note shows “**No – See Hold Details**” then there is a government body hold placed on your record – you would need to contact the respective authority.

If the release note simply shows “**No**” and your **UCN** is 12 digits long, there are other groupage splits in the container that have not yet cleared. You either need to wait until these have been cleared by another agent, or, if you think this is a mistake, contact the shipping line who can remove the incorrect details

### I have a cleared entry for my goods but I don’t have a UCN

Please note we are not able to add the clearance to the UCN nor grant clearance on provision of the cleared entry.

Assuming this is indeed an import at a Destin8 location - You need to claim the Destin8 record using transaction **CSN** this will then give you the **UCN** and associate your badge with the Destin8 record. Once claimed you will need to submit a **C21** for the **UCN** to clear the inventory down.

### I’ve submitted my Export Declaration and have my UCR but I’m being told this isn’t cleared in Destin8

In most instances you will be providing the UCR to the shipping line who will add this to the Destin8 record on your behalf. If the shipping line is not offering this facility you will need to perform transaction **ESN** to self-nominate the export record, once claimed use transaction **EDU** to add the **UCR** to the record.

In instances where you are providing the **UCR** to the shipping line you will need to revert to them directly to get the **UCR** added to the Destin8 record. We are not able to action this on their behalf.

### The UCR is added to the Destin8 record but it still hasn’t cleared.

When the **UCR** is added Destin8 will show a CHIEF response. This will give you an indication of what is required to clear the record:

- **No CHIEF Declaration** – as suggested there may not be a CHIEF declaration for this **UCR**. If this CHIEF declaration is visible when using **DCON** in CHIEF then you need to ensure the Part number was included when added to the Destin8 record.
- **Invalid UCR** – There may be a typo in the **UCR**. Double check and correct as necessary.
- **Re-processing Error** – There may be an issue with your declaration. Common issues include the provision of an EU ‘Office of Exit’, which is no longer required. Assuming Everything is present and correct, perform a Blank Amendment on the declaration.

### My Entry has a routing other than 6 and is not clearing

Regrettably, we can’t help. If the route is either 1 or 2 this can only be resolved by HMRC. You will need to liaise with the NCH to ascertain what further is required from yourselves to allow this to clear.

## Phase 1 Location Queries

### How do I get notification of clearance for a Phase 1 Entry?

Unfortunately, CHIEF does not generate a report when a phase 1 entry clears. The only way you can be sure that your declaration has been cleared is to look this up in CHIEF directly.

### My entry has cleared – how do I collect my goods?

We can't help you with this. By virtue of the fact these are non-inventory, we have no sight of the processes taking place at these locations. For further assistance on this, you would need to seek guidance either from the Terminal Operator or alternatively, in some cases, the shipping line might be able to assist further.

### Which ports are Phase 1?

This is not as straightforward as we would like. We can tell you which ports we cover under Destin8 and a full list is available in our [information pack](#).

However, as all ports will be required to be inventory linked by 01/07/2021, this list is growing. If a port is not in this list, it is either Phase 1 (e.g. Port of Dover) or is covered by another CSP (e.g. Southampton).

It's always best to ensure you have confirmed with your carrier if these goods are Inventory Linked and also obtain the Unit ID and Bill of Lading.

## Issues with Self-Nomination

### I'm getting an error when trying to self-nominate the Container/Trailer

You would need to make a note of the error you are receiving when you attempt the Self-Nomination, as this will give you key information as to why you are unable to claim and assist in the resolution.

**60294 – Invalid Unit ID / 60874 – Invalid Bill of Lading** – These errors are encountered where the details you have provided do not exist in Destin8, and are caused by the same underlying issues:

- There is a typo in the Unit ID or Bill of Lading you are entering on this screen. Ensure that these details are free of mistakes. Where you are using a container number, ensure that this is one continuous string and includes the Check digit. e.g. **MCPU1234567** rather than **MCPU 123456/7**
- The details you have been provided are not accurate. You would need to revert to the shipping line to ensure the Unit ID and Bill of Lading is correct and as per the details they have manifested in Destin8.
- The manifest has not yet been uploaded into Destin8 by the shipping line. This would simply be a matter of waiting and trying again later. Some lines will not provide the Manifest until the vessel has been closed at the Port of Origin.

**60898 – Cannot nominate consignments with this CSD** – The record you are attempting to nominate has been manifested by the Shipping Line as **C** status.

If these goods are moving under **SCC EIDR** then you do not need to self-nominate the record and no amendment should be made.

Where you intend on submitting a declaration, you need to revert to the Shipping Line directly and request that they amend the CSD for this record to **TX**.

**61147 – Already Nominated** – Another agent or colleague has already nominated this consignment. Check **INQ**, if you cannot view this, it will have been nominated by another Third Party. Due to commercial confidentiality/sensitivity, we will be unable to tell you who has claimed the record. However, providing there is no customs declaration, the Shipping Line will be able to amend the Nominated Agent.

**60332 - This voyage is not in the port for which you are registered** – The badge you are using to self-nominate is not registered at this port. You will need to switch to the correct badge in the company log.

If you do not have a subscription at this port you will need to email: [badges@destin8.co.uk](mailto:badges@destin8.co.uk) to request one.

**60032 - Consignment set for purging** – The record you are trying to claim is no longer valid. This can be for a few reasons:

- **Record has since left the terminal** – Check **TRX**, if this shows as out-gated, you will need to submit a phase 1 declaration for the goods if you have not already cleared them.
- **Record has Short-landed** – This is to say; the vessel has departed but the goods were not discharged from the vessel. You will need to revert to the shipping line for further information. However, once this gets re-manifested in Destin8, you will be able to claim and clear the new **UCN**.

## Status Queries and Updates

### Has my Container cleared?

We make this data available in Destin8 in our Enquiry screens, **INQ** and **ENQ**, and we also send real-time updates to associated parties. We politely request that you refer to this screen.

If you are unable to view the record in Destin8, you will not be associated with the record. We offer a limited status update in our Tracker transaction.

### Can you provide any more information than what is in Tracker?

In short – No. We take the security of the Destin8 records seriously.

If your badge is not associated with the Destin8 record we will not discuss or divulge any details to you.

### Can you update the record in Destin8 to show...?

Unfortunately, not. We do not update the status of Destin8 records ourselves.

Each action and status update is triggered by the actions undertaken by the parties involved. For example, Items like Out-turn from the voyage and Arrival at the terminal are actioned by the Terminal Operator, Creation and Amending of **UCNs** is performed by the Shipping Line.

You need to contact the necessary party to perform their relative function to update the status you are referring to

## Status Queries and Updates

(cont'd)

### The manifest Status shows it as Frozen – what do I do?

This is normal and there is nothing further required. A Manifest Status of “Frozen” merely means the Vessel has arrived, it does not negatively impact on the processes.

### The Estimated Arrival for the Voyage in Destin8 isn't correct

The ETA is posted in Destin8 at the time of Voyage creation. ETA's change and the shipping line can amend this in Destin8 to reflect those changes. If the date in Destin8 doesn't match it's not a problem, the Shipping Line will update this in due course.

## Inventory Linking Queries

### How do I tell if a Voyage is inventory linked?

Destin8 subscribers have access to the Voyage Enquiry transaction **VNQ**. You can search by Working Port, Date Range, and Vessel Name.

### Can I use Destin8 at Southampton or London Gateway?

Not for Imports, no – access to any Inventory linked port can only be facilitated using the respective CSP. These locations are covered by CNS. You would need to approach them directly to submit Import declarations at these locations.

Exports operate slightly differently, while the export declaration still needs adding to the inventory record, you can submit an export declaration using any badge. Once you have the **UCR** this can then be added to an export at any UK Port.

Exports declarations can be submitted using any Destin8 badge that has CHIEF access.

### How do I clear an inventory linked Import record?

All inventory linked goods passing through a Destin8 port are given a Unique Consignment Number (**UCN**). To clear this, you would first need to Self-Nominate this record in Destin8.

Once you have self-nominated the record, you can enter the **UCN** when you submit your Declaration in the Master **UCR** field

By including this data in your declaration, this links your Import Declaration to the Inventory.

### I don't have a badge at a port I have goods coming into, how do I clear these?

You need to ensure you have access to the ports you intend to import into.

Should there be an instance where you do not have access at a port, you may wish to consider approaching an agent who can clear these goods on your behalf.

If you will be moving goods through a port location frequently, you may want to consider requesting a badge for that location.

## Getting Help

### I need further help what do I do?

If your issue doesn't appear in the above FAQs, you may be able to get further assistance from our helpdesk.

As we're sure you can appreciate, we are experiencing exceptionally high-levels of queries into our helpdesk. We will endeavour to respond to our customers as quickly as possible, but to speed the process up and to allow us to help you more effectively, we do ask that you provide as much information as possible.

Where appropriate, please provide:

- Your Destin8 Badge
- Your Username
- Description of the error or issue being encountered along with Error codes
- Where the error was encountered, including Destin8 transaction code
- Date and Time of Issue

and include this in an email to [help@destin8.co.uk](mailto:help@destin8.co.uk)

