

FAQ

Q1: I cannot find my Container which I Tagged/Released

A: Make sure you have entered the correct search criteria, specially the data range. You can also use the global filter to filter your search results further.

Q2: I do not see my rail destinations for rail tagging and release purposes

A: If you cannot see rail destinations then probably they may not be configured for your company. Currently, this configurations can be done by 1-Stop Helpdesk. Please contact 1-Stop Helpdesk on 1300 881 055.

Q3: Why I cannot see 'edit' link for all Rail Tagging and Release messages

A: Make sure the container you are trying to edit is in 'TAG ACCEPTED' or 'TAG REJECTED' or 'RELEASE REJECTED' status

Q4. Why I cannot see 'cancel' link for all Rail Tagging and Release messages

A: Make sure the container you are trying to cancel is in 'TAG ACCEPTED' or 'RELEASE ACCEPTED' status

Q5. How to save report of tag details

A: New Rail Tagging and Release service do not support this feature

Q6. Can I edit a tag created by another user

A: Yes, you can if you belong to the same company and you have the required permissions to access Rail Tagging and Release Service

Q7. Can I cancel a tag created by another user

A: Yes, you can if you belong to the same company and you have the required permissions to access Rail Tagging and Release Service

Q8. Can I cancel a tag before releasing the container

A: Yes, you can if the container is in 'TAG ACCEPTED' status.

Q9. Can I cancel a tag after releasing the container

A: Yes, you can if the container is in 'RELEASE ACCEPTED' status.Tag will be cancelled automatically when you cancel the Release

Q10. How can i withdraw a tag

A: You can withdraw a tag by selecting the cancel link. You can find additional information [here](#).

Q11. Can i view container in both URL

A: No, if you are using new URL it will be visible only in new URL and vice versa.

Q12. Can i tag a container if it is already discharged and it is in the yard.

A: Yes, but this will require special configuration . Only CTO with specific role have the rights to add this feature. Once this feature is added users can tag and release container even if it is discharged from the vessel .This will apply only to terminal and rail destination specified in the configuration.You can find additional information [here](#)