

Service levels of Different Functionalities**Category I :**

Under this category, the service level is instant, provided other conditions like internet bandwidth, PC configuration at customers' site are ideal and PC operating knowledge of the user is also optimal.

The various functionalities of CONCOR's E-filing application that fall under this category are given below. User has to just enter the valid container number and other required parameters and the system will automatically generates the output.

Sl. No.	List of services provided	Mode of Delivery
1	Container Related Queries	Instantaneous
2	Container Related Reports	Instantaneous
3	Empty Container Arrival permit	Instantaneous
4	Empty Container Removal Permit	Instantaneous
5	Export Loaded Container Arrival	Instantaneous
6	Gateway Port Modification of Export Containers	Instantaneous
7	Hold/Release of Containers	Instantaneous
8	Cabotage container booking	Instantaneous

Category II :

Under this category, the service level is dependant on other related processes such as Customs Documentation, customer's availability of funds etc.

The various import/export functionalities that fall under this category are,

Sl. No.	List of services provided	Mode of Delivery
1	Filing of forwarding note for Export Containers	Online (Instantaneous on availability of Processed Shipping Bill Data from Customs)
2	Booking of Export Loaded Containers	Online (Instantaneous on availability of container sealing information from Customs and availability of funds with Customer to pay dues to CONCOR.
3	Import Book Delivery	Online (Instantaneous on availability of Delivery Order information from concerned shipping line)
4	Customs Examination Job	Online (Instantaneous on Bill of Entry)

	Order Generation	data from Customs)
5	Generation of Gate Passes for Import Cargo/Container	Online (Instantaneous on availability of customs out of charge data from customs and availability of funds and customer to pay dues to CONCOR)
6	Import Loaded Container Removal Permit for CFS	Online (Instantaneous on availability of funds with customer to pay dues to CONCOR.

Category III :

Under this category, the service level is dependent on network availability of banking sector, various trade partners etc.

The various functionalities that fall under this category are,

Sl. No.	List of services provided	Mode of Delivery
1	Online Electronic Credit to Customer's PDA	Online (Instantaneous on network availability with concerned Bank)
2	Leasing of Empty Containers from one Shipping Line to Other.	Online (Instantaneous on feeding of data from both concerned shipping lines).