

**DEPARTMENT OF EXCISE, ENTERTAINMENT AND LUXURY  
TAX, GOVERNMENT OF NCT, DELHI**

**February, 2013**

# **Frequently Asked Questions (FAQs)**

# **ESCIMS**

## About this Document

### Purpose

The purpose of this document is to list down **Frequently Asked Questions (FAQs)** related to the Excise Supply Chain Information Management System (ESCIMS) to provide clarification to queries raised during workshop, during interactions and also to increase understanding among stakeholders.

### Intended Audience

Stakeholders' viz. Distillery, Brewery, Winery, Bonded Warehouse, Foreign Liquor Bonded Warehouse, Hotels, Clubs, Restaurants and Private Vends registered with Delhi Excise and will be accessing ESCIMS and may need this document to increase their understanding of ESCIMS.

ESCIMS processes are same for distillery, brewery and winery therefore term distillery will be used interchangeably for distillery, brewery and winery throughout the document.

### Disclaimer

The Frequently Asked Questions are based on the current understanding on ESCIMS. The list of FAQs shall be revisited and updated after major events like Field Trial, Pilot run, User Training and new release of ESCIMS.

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## Acronyms and Abbreviation

S. No.	Abbreviation	Description
1.	1D	One dimensional
2	2D	Two dimensional
3	ESCIMS	Excise Supply Chain Information Management System
4.	GCP	Global Company Prefix
5	GS1	Global Standards (International Association to implement GS)
6	GS1-India	Indian affiliate of GS1
7	GTIN	Global Trade Identification Number
8.	HCR	Hotel, Club and Restaurant
9.	HHT	Hand Held Terminal
10.	IFL	Imported Foreign Liquor
11.	IP	Import Permits
12.	SKU	Stock Keeping Unit
13.	SOP	Standard Operating Procedure
14.	SSCC	Serial Shipping Container Code
15.	TP	Transport Permits
16.	XML	Extensible Markup Language
17.	URL	Uniform Resource Locator

## 1. COMMON QUESTIONS:

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### 1.1 BARCODE HANDLING:

**Q 1. What is GS1 India?**

**A -** GS1 India is Standards based *not-for-profit* organization set up by the Ministry of Commerce, Govt. of India. It provides Global Company Prefix (GCP) based on number of Stock Keeping Units (SKU) requested during registration.

**Q 2. What is Global Company Prefix (GCP)?**

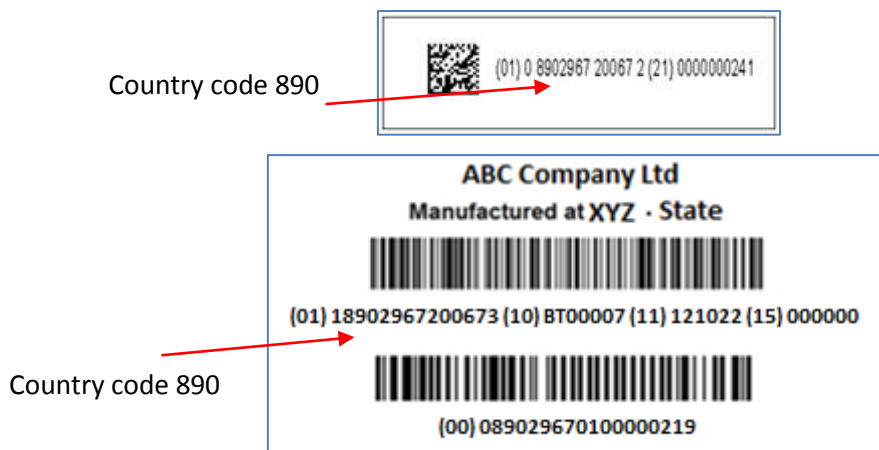
**A -** Global Company Prefix comprises of Country Code and Company Code. Country Code 890 means that company is registered in India.

**Q 3. What is barcode?**

**A -** Barcode is a data encoding and capture mechanism. It is a way to rapidly, accurately and efficiently gather information and transmit it to a computer through scanners.

**Q 4. What does number 890 indicate in barcode?**

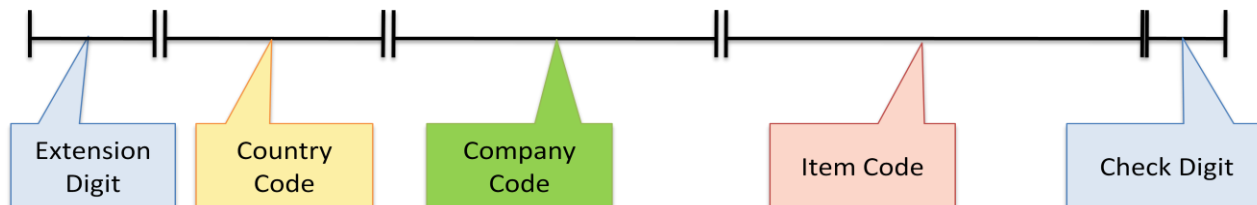
**A -** The number 890 indicates India as country of origin.



**Q 5. How is 14 digit barcode for Global Trade Identification Number (GTIN) derived?**

A - Following table shows how the 14 digit barcode for GTIN is derived:

Extension Digit	Company Prefix (Country Code + Company Code)							Item Reference Number					Check Digit
N1	N2	N3	N4	N5	N6	N7	N8	N9	N10	N11	N12	N13	N14
1	8	9	0	2	9	6	7	2	0	0	6	7	2

The diagram illustrates the 14-digit GTIN structure. It shows a horizontal line with vertical bars separating the digits into groups. Callouts point to specific groups: 'Extension Digit' points to the first digit (1), 'Country Code' points to the next two digits (8, 9), 'Company Code' points to the next five digits (0, 2, 9, 6, 7), 'Item Code' points to the next five digits (2, 0, 0, 6, 7), and 'Check Digit' points to the final digit (2).

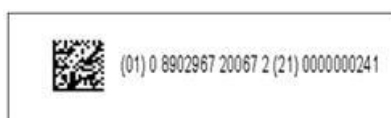
**Q 6. Which barcode of case will be scanned while receiving, dispatching, issuing or selling of liquor?**

A - Second barcode of case (**SSCC – Serial Shipping Container Code**) will be scanned while receiving, dispatching, issuing or selling of liquor. The 2<sup>nd</sup> bar code contains unique case identification number which can identify the case in the supply chain.



**Q 7. Which barcode will be scanned in case when receiving hard liquor from foreign liquor supplier?**

A - 2D barcode of each bottle will be scanned since there will no barcode on case. A sample is 2D barcode shown below.



**Q 8. Which barcode to scan while receiving supplies?**

A - You need to scan second barcode while receiving supplies.

**Q 9. Will all bottles of the case be scanned while issuing liquor from store?**

**A -** No, if the complete case is required to be issued then second barcode of case is to be scanned. If you would like to issue few bottles of cases then you need to scan each bottle separately.

**Q 10. Do we need to scan all bottles of case if entire case is sold?**

**A -** No.

**Q 11. Can the system receive a bottle purchased from another shop?**

**A -** No.

**Q 12. How do I return a Bottle in ESCIMS?**

**A -** The bottle can be returned in two ways:

1. If customer has not paid then scan the bottle again to cancel its entry
2. If customer has paid and comes back after some time on the same day then refer steps shown in “Easy Steps to Use ESCIMS” document.

**Q 13. Can I return a Case of Beer Bottles in ESCIMS?**

**A -** No. ESCIMS does not allow returning of Case.

**Q 14. How to sell bottle in case barcode is not scan-able or damaged?**

**A -** You need to manually enter 24 digit number printed near 2D barcode.

## **1.2 ORDER PROCESSING AND CHARGES:**

**Q 15. What are the Import Permits and Transport Permits?**

**A -** They are the permits issued for transportation of liquor by Excise Department of State government.

**Import Permits:** The Import Permits are issued by the state to the L-1 licencees importing liquor after payment of import fee. The concerned Excise authority of the state where the distiller is located issues Export Permit on the basis of the Import Permits to take the liquor out of the state without payment of Excise Duty. The Excise Inspector posted at the Bonded Warehouse after scrutinizing all the documents allows the stock for in-bonding.

**Transport Permits:** On receipt of the Transport Permits, the Excise Inspector at Bonded Warehouse allows the stock to be transported to various retail outlets, clubs, hotels and restaurants.

**Q 16. How will excise duty be refunded for damaged cases or short supply at Vends?**

A - As per the Delhi Excise Act 2009, excise duty once paid cannot be refunded for damaged cases.

**Q 17. What will be the expiry date of beer when supplying against a Purchase Order to Point of Sale?**

A - Beer can be issued to Point of Sale (HCR or Vends) only if at least 15 days are remaining from date of expiry.

**Q 18. Who will be responsible for the duty paid for damaged goods, will the excise duty be taken care of in the next consignment?**

A – No. ESCIMS is based on Delhi Excise Act 2009. The handling of damaged goods shall be as per the excise act.

**Q 19. Is it possible for Vends to pay the excise duty on stocks into account of Bonds with the excise department?**

A – No. ESCIMS is based on Delhi Excise Act 2009. As per the act there is no such provision available.

**Q 20. It will be easier and transparent if all the cash transactions of paying excise duty be done by Distributor (Bonds).**

A – ESCIMS is based on Delhi Excise Act 2009. As per the act there is no such rule available.

**Q 21. How many days a PO application will take to process?**

A – Refer to citizen charter at delhi.go.in portal on time schedule for various activities. The URL to access citizen charter page is:

[http://delhi.gov.in/wps/wcm/connect/doit\\_excise/Excise/Home/Citizens+Charter](http://delhi.gov.in/wps/wcm/connect/doit_excise/Excise/Home/Citizens+Charter)

**Q 22. How do I track status of my application – renewal status of licence, status of PO?**

A – Visit home page of ESCIMS application and use track status option to know the status.

**Q 23. Can received stock be issued from store without uploading the received stocks against TP in ESCIMS?**

A – No. It can be issued only when stock is received in ESCIMS. However, the entire material under a TP can be issued without actually receiving in store. An option is available to receive material directly at counter. Please note when the material receiving is complete, the HHT must be connected local desktop to transfer the TP data in ESCIMS.

**Q 24. Can the value of material along with the quantity be displayed on the basis of retail price and also on the basis of CP in case of Stock take?**

**A –** No. Standard reports and registers as required by Excise Act are provided in ESCIMS.

**Q 25. In ESCIMS is it mandatory to maintain the manual L-24 Register?**

**A –** No. The L-24 register is part of M&TP and will be available in ESCIMS phase II.

**Q 26. When we process the order in ESCIMS, there should be an option which will tell the expiry date of order so that we can make the correct order as per our requirement.**

**A –** There is no expiry date of PO but user can cancel any PO that has not been approved.

**Q 27. IFL (hard liquor) is supplied in cases also, how to receive the cases of IFL, bottle wise?**

**A –** No, you cannot order IFL (hard liquor) is number of cases. ESCIMS accounts IFL (hard liquor) in number of bottles only. IFL (beer cans) can be ordered and received in cases.

### **1.3 STOCK MANAGEMENT:**

**Q 28. Do we need to scan all the Cases while receiving material?**

**A –** Yes

**Q 29. How will the system manage the bottles that are received empty or half filled?**

**A –** The current process of handling such situation would continue. In ESCIMS system such bottles should be marked as damaged.

**Q 30. Is there a provision to settle the damaged stock when the credit note is received?**

**A -** The system will not maintain the account of damaged bottles, the settlement of damage will have to be recorded and maintained outside the system.

**Q 31. The details of credit note should also be maintained in the system (credit note register)?**

**A -** The system will not maintain the account of damaged bottles, the settlement of damage will have to be recorded and maintained outside the system.

**Q 32. Why short supply should be marked as damaged? For the internal audit purpose also we need to maintain cap of the damaged bottles so how can we manage inventory, if we mark short supply as damaged?**

**A -** There cannot be a short supply against the TP as per act, hence no provision is given.

**Q 33. There must be an option to Mark the Stock as “Damaged”, even after the receiving is complete?**

**A –** You can mark stock as damaged while issuing stock to counter.

**Q 34. Will the 2D barcode be readable when beer bottles are placed into chiller for long duration?**

**A -** Tamper Evident labels will be used for pasting barcode on bottles and cases. Labels will be smudge-proof, self destructive and water resistant. The temperature range to which barcode label can be exposed after the adhesion bonds to the substrate is from minus (– 20° C) to plus (+ 70° C).

In case scanner is not reading barcode, then the user can manually read barcode number printed.

**Q 35. Do I need to scan all the bottles even if bottles are of same brand and size?**

**A –** Yes

**Q 36. Can we sell entire Case without opening it?**

**A –** Yes. You need to scan case barcode.

**Q 37. How will the existing stock without barcode be handled?**

**A -** A Comprehensive Transition plan has been prepared to handle existing stock without barcode. It is being shared and explained during User Training.

**Q 38. Can the material be received directly at Counter?**

**A –** Yes. There is an option to receive material directly at counter. However, the entire material will be marked as received at counter.

**Q 39. Is there a possibility to partially receive at counter?**

**A –** No. Partial receiving at counter is not allowed. Following steps must be followed to have partial receiving of material at counter:

- Receive material against a TP (refer Receive Material steps shown in “Easy Steps to Use ESCIMS” for Point of Sale.)
- Issue required stock to counter (refer Issue Stock to Counter steps shown in “Easy

- Steps to Use ESCIMS” for Point of Sale.)

**Q 40. *Can I return material from Counter to Store?***

**A –** No.

**Q 41. *There should be a provision for transfer of stock across the branches of hotel, for example one hotel of company A should be allowed to transfer to another hotel of same company?***

**A –** Yes. It is allowed.

**Q 42. *The Department User should not be allowed to adjust/increase quantity in the purchase order or at least should not increase the quantity in purchase order?***

**A –** Department User can only adjust quantity when additional funds are available in account (payee code) for this. Therefore you have liberty not to keep any additional funds in your account.

**Q 43. *The counter to which material is issued should be captured.***

**A –** No. ESCIMS captures stock movement up to store and then stock issue from store.

**Q 44. *When a consignment comes to the restaurant your Excise Inspector should be present there to verify each bottle.***

**A –** As per act it is not required.

**Q 45. *15 Days period is too less for selling of the liquor especially Beer. It should be at least 02-03 months.***

**A –** As per current discussion, Beer can be issued to Point of Sale (HCR or Vends) only if at least 15 days are remaining to its expiry date. Any change in it will be updated in FAQ and will be incorporated in ESCIMS.

**Q 46. *Can we have link to stock shown during Inventory lookup to see details?***

**A –** Yes. An option is available.

**Q 47. *There must be an option to Mark the Stock as Damage, even after the receiving is complete.***

**A –** Yes. You can mark stock as damaged during internal movement from store to counter

#### **1.4 PRINT RECEIPT:**

**Q 48. Do I need to print receipt after every sale?**

A – No. The receipt can be generated on demand.

**Q 49. Can I print a duplicate sale receipt after some time?**

A - No, duplicate sale receipt cannot be generated.

**Q 50. Can I print a sale receipt at a later date? There are instances when customer comes and asks for receipt at a later time, there should be a feature to take the printout of the receipt later also.**

A - No, sale receipt cannot be generated at a later date.

**Q 51. Can I get print out of Inventory from ESCIMS?**

A – No. Standard reports and registers as required by Excise Act are provided in ESCIMS.

**Q 52. Is there any option to have print out of inventory at the end of day to check stock?**

A – Yes. An option is available in ESCIMS.

#### **1.5 HELPING DOCUMENT:**

**Q 53. Will there be any Field Trial and Pilot run?**

A - Yes. The Field Trials have been conducted with those who have asked for.

**Q 54. Is there any Standard Operating Procedure defined for stakeholders?**

A - Standard Operating Procedure (SOP) document has been prepared for stakeholders and published at following URL:

[http://delhi.gov.in/wps/wcm/connect/doit\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doit_excise/Excise/Home/ESCIMS)

**Q 55. Can I get a help document to assist me while using ESCIMS?**

A – Yes. Various documents have been shared with stakeholders during workshop and hands-on training session. These documents are also available at following URL:

[http://delhi.gov.in/wps/wcm/connect/doit\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doit_excise/Excise/Home/ESCIMS)

**Q 56. How can a new person start using ESCIMS?**

**A –** The ESCIMS is very user friendly and simple system. Many documents have been prepared to assist existing as well as new users. Downloadable documents are available at excise portal. The URL to access excise portal is:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

**Q 57. Will there be any additional Helpline and support available to stakeholder?**

**A –** The excise department and Implementation Agency has provided multiple ways to support stakeholders. Following is list:

- Established a two-way communication channel ([escimsexcise.delhi@nic.in](mailto:escimsexcise.delhi@nic.in)) to help stakeholder get ready and receive communication till roll-out.
- Conducted Field Trials for those who have opted for.
- Scheduled a focused Hands-on training to cover each stakeholder.
- Published Standard Operating Procedure (SOP) for each stakeholder to understand infrastructure requirement to get ready at excise portal
- Published “Easy Steps to use ESCIMS” for each stakeholder at excise portal

The URL to access excise portal is:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

Post go-live, in case of any problem send your issue details at [excisesupport.delhi@nic.in](mailto:excisesupport.delhi@nic.in). Contact ESCIMS helpline at 0120-6144022

**Q 58. Will there be any document providing application features?**

**A -** Yes. A small easy to use document – “Easy Steps to Use ESCIMS” is available for stakeholders. The softcopy of the document can be downloaded from excise portal. The URL to access excise portal is:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

**Q 59. Who will provide network link at Vend site?**

**A -** Implementing agency is providing network (MPLS) link for corporation vends which will be terminating at Data Center. Since Data Center Company will not allow multiple vendors to terminate the link, the department has worked-out a solution where in each stakeholder will automatically get a link to ESCIMS and does not need to worry about this.

**Q 60. Can I connect to ESCIMS using mobile data card if MPLS link is not working?**

**A –** No. Each Vend must connect to ESCIMS via link in consultation with department.

**Q 61. What if there is no power at Vend?**

**A -** The system at Vend should have additional power supply to continue business. Following is the list that should ensure power supply to computer at Vend:

- Electric power supply from Government Agency like NDPL, BSES.

- Adequate capacity of UPS to support systems installed up to 4 hours.

**Q 62. *If there is no electricity for long, even HHT fails that means no electronic support is left, how to carry out sale?***

**A -** In the rare case when system and HHT both have failed either the sale will have to be stopped or you might note down the barcode number manually to enter in the system when it start working.

The sales data has to be updated in the system otherwise there will be inconsistency in physical inventory and logical inventory.

**Q 63. *What are different modules in ESCIMS?***

**A -** Following are the modules in ESCIMS:

- License
- Permit
- Indian Liquor/Foreign Liquor
- Country Liquor
- Hotels, Clubs and Restaurants
- Supply Chain Management (SCM)
- Account/Bank Front Office
- Grievances Redressal
- Point of Sale (POS)
- Excise Intelligence Bureau
- M&TP
- Control Lab
- Luxury Tax
- Entertainment Tax
- Vigilance and Monitoring
- Monitoring and Regulation

**Q 64. *Will there be any data maintained in local desktop?***

**A –** No, local desktop will not maintain any data. A file will be generated for uploading of data into ESCIMS from local desktop. Data will be maintained at a remote Data Center.

**Q 65. *How ESCIMS will ensure genuineness of Liquor sold at Point of Sale?***

**A –** The ESCIMS with its end to end supply chain module will ensure only genuine liquor is sold at point of sale. Scanning of any other bottle at point of sale will trigger an alert to ESCIMS for department to act upon.

**Q 66. *Will the ESCIMS record date and time of sale?***

**A -** Yes.

**Q 67. Where can I get steps on Stock Take process?**

A – A document – “Easy Steps to Use ESCIMS” is available for stakeholders. The softcopy of the document can be downloaded from excise portal.

[http://delhi.gov.in/wps/wcm/connect/doit\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doit_excise/Excise/Home/ESCIMS)

**Q 68. How do I ensure that sale during peak hours is not affected?**

A – It should not increase any time to sale material. The ESCIMS requires only scanning of bottle/ case at sale point. The sale during peak hours depends on speed with which a user can scan the bottle.

**Q 69. Will it increase time to sale any product at counter?**

A - It should not. The time taken to scan is very minimal.

Overall it will help Vends in many ways:

- No need to maintain Registers manually
- No need to count stock manually
- No need to manually write a receipt, you can print it using POS application

Almost no need to spend time in Stock Take, Inventory Lookup and Reconciliation of Stock processes.

**Q 70. Where can I find easy to understand documents on ESCIMS processes?**

A – There are many documents like SOP and Easy Steps available at excise portal. The URL to access and download ESCIMS documents is:

[http://delhi.gov.in/wps/wcm/connect/doit\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doit_excise/Excise/Home/ESCIMS)

**Q 71. Please suggest where we can buy the Barcode machine and the vendors available for the same?**

A – Refer specifications provided in SOP document to identify vendors whose machines/ items will be compatible with ESCIMS.

**Q 72. The Excise Inspector should be aware about all system so that we can ask our query any time with him.**

A – It may not be required as there are many documents like SOP and Easy Steps are available at excise portal. The URL to access and download ESCIMS documents is:

[http://delhi.gov.in/wps/wcm/connect/doit\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doit_excise/Excise/Home/ESCIMS)

**Q 73. A very good system but please inform us how to use the scanner system?**

A – ESCIMS Project team has scheduled training to each stakeholder. A formal invitation is being sent as per the schedule.

**Q 74. When this ESCIMS will be online, some problems may be faced, so we need assistance time to time?**

**A –** The excise department and Implementation Agency has provided multiple ways to support stakeholders. Following is list:

- Established a two-way communication channel ([escimsexcise.delhi@nic.in](mailto:escimsexcise.delhi@nic.in)) to help stakeholder get ready and receive communication till roll-out.
- Conducted Field Trials for those who have opted for.
- Scheduled a focused Hands-on training to cover each stakeholder.
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[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

Post go-live, in case of any problem send your issue details at [excisesupport.delhi@nic.in](mailto:excisesupport.delhi@nic.in).  
Contact ESCIMS helpline at 0120-6144022

**Q 75. Please make sure the system is easy to operate and maintain the records?**

**A –** There are many documents like SOP and Easy Steps are available at excise portal. The URL to access and download ESCIMS documents is:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

The local desktop will not maintain any data. All ESCIMS data shall be securely maintained at a remote Data Centre.

**Q 76. The Stock Take process is cumbersome. Is there any document available to understand this process?**

**A –** Yes. Refer “Easy Steps to use ESCIMS” published for each stakeholder at excise portal

The URL to access excise portal is:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

**Q 77. Can I get brand-wise sale summary?**

**A –** No. Standard reports and registers as required by Excise Act are provided in ESCIMS.

**Q 78. Can I get counter-wise sale report?**

**A –** No. Standard reports and registers as required by Excise Act are provided in ESCIMS.

**Q 79. Helpline when system is down, who will help in placing PO?**

**A –** Yes. Helpline number is setup but ESCIMS system will have failover/ backup, it is almost guaranteed that ESCIMS is available all the time.

**Q 80. Stock Take process is very cumbersome, how do we understand?**

**A –** Refer “Easy Steps to use ESCIMS” document to understand step-by-step activity to carry out Stock Take process.

#### **1.6 MISCELLANEOUS:**

**Q 81. Expiry date of the material should be displayed at the time of raising the PO?**

**A –** It is not possible to implement as BWH can have material from multiple batches.

**Q 82. What is the maximum limit to sale liquor to a person?**

**A -** The limit is 9 litres in case of hard liquor and 18 litres in case of beer.

**Q 83. How do we educate public on insisting for scanning of bottle?**

**A -** A poster to educate public has been prepared and available with Excise Department. It is being distributed during training to Vends to display at prominent location at the store.

**Q 84. When will scanned barcode data be uploaded in ESCIMS?**

**A -** At the end of the day, all scanned barcode data of received liquor or stock issued from store will be uploaded.

**Q 84. Can Excise application be integrated with existing application that we are using?**

**A -** No.

**Q 85. Which banks can be used for online payment?**

**A –** Currently only SBI payment gateway is integrated with ESCIMS.

**Q 86. Can we make payment using DD or follow existing challan process?**

**A -** Yes.

**Q 87. Will there be no interaction with the respective Bonds for ordering of liquor?**

**A –** ESCIMS only provide online facility for raising PO and does not stop any interaction.

**Q 88. What will be the backup in case of a system failure?**

**A –** Data will be safe in case of system failure at any stakeholder (i.e. Distillery, Bonded warehouse, Retailers). The ESCIMS system will have its own backup and all transaction data will be safe under the control of excise department.

The ESCIMS system will always be available even when there is no electricity at your site.

**Q 89. Can the liquor vendor (Bonded warehouse) apply TP on behalf of the restaurant's owner and pay Excise Department on their behalf?**

**A -** No.

**Q 90. Is there any change to deal with expired goods?**

**A -** No.

**Q 91. Please explain how the Vends can exchange damaged bottles of liquor and beers effectively?**

**A –** ESCIMS is based on Delhi Excise Act 2009. The handling of goods shall be as per the excise act.

**Q 92. Can we set up a credit period of 45-60 days with this system?**

**A –** ESCIMS is based on Delhi Excise Act 2009 to assist regulation in sale of liquor. It is not a financial accounting system, hence would not help in credit period. It is entirely between Vends and Bonds to work on credit period.

**Q 93. Please explain stock availability from distributor?**

**A –** User can view the stock available at warehouse while raising PO.

**Q 94. Can system be installed without having the licence?**

**A –** ESCIMS is web based system and will be accessible only to entities registered with excise as licence holder.

**Q 95. Please incorporate a system where we can see expiry date of stock of beers while ordering?**

**A –** ESCIMS shall not display any stock of beer at the time of raising PO which is expiring in next 15 days.

**Q 96. How much cost of manuals do we need to pay for using ESCIMS?**

**A –** The documentation like SOP and Easy Steps are available at excise portal and can be downloaded without any payment. The URL to access ESCIMS documents is:

[http://delhi.gov.in/wps/wcm/connect/doit\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doit_excise/Excise/Home/ESCIMS)

***Q 97. If internet is not working, is there any way by which we can use the system?***

**A -** When internet is not working then you can sell through HHT. In that case, you have to scan each bottle. After completion of sale, connect HHT to your local system to transfer sale details. When internet is available and your system is connected to ESCIMS, the sale data will be transferred to ESCIMS.

***Q 98. Do we need separate scanner to receive material and issue/despatch material?***

**A –** No, same scanner can be used for both the purpose

***Q 99. Will we get a confirmation mail on PO approval?***

**A –** Yes. The ESCIMS will send a confirmation mail on PO approval.

***Q 100. Can we have all the Scanners connected to one computer at POS?***

**A –** No. Each scanner at point of sale must be connected to a separate computer. That means one scanner per point of sale (computer).

***Q 101. ESCIMS should allow ordering of Indian Liquor in bottles like in case of Foreign Liquor?***

**A –** No. Indian Liquor can be ordered in the multiple of Cases.

***Q 102. There should be an option to mark the stock damage after receiving also.***

**A –** Yes. It is available.

***Q 103. Beer expiry must be shown to us through the system.***

**A –** ESCIMS shall show stock of beer at the time of raising PO which is not expiring in next 15 days but it will not show expiry date of beer.

***Q 104. L-24 register reports and other reports should be taken through online system and be available in excel format.***

**A –** L-24 register is part of M&TP and will be available in ESCIMS in phase II.

***Q 105. Make online system for P-13 Licence for Banquet.***

**A –** Application for P-13 license is available in ESCIMS.

***Q 106. Can multiple HHT be connected to one terminal to receive material?***

**A –** No. Multiple scanners can be used but for a single TP all the receipt will have to be made from a single device.

***Q 107. IFL supply liquor in non standard units of measure like CL than ML?***

**A –** ESCIMS allow size in ML as per Indian system.

***Q 108. Is there any provision to check case-bottle mapping while handling damage/pilferage?***

**A –** Yes. Case-Bottle mapping is available.

***Q 109. Is there any facility to get dump of data to upload in other existing system for financial and MIS system?***

**A –** No. It is not available at the moment.

***Q 110. Can there be User Id for performing non financial activity or user to get approval before committing financial or placing PO, final approval?***

**A –** There is only one User Id per License. Hence ESCIMS does not provide any workflow process to have approval before submitting Purchase Order in system

***Q 111. Reports in prescribed formats must be generated.***

**A –** Yes. Various reports can be viewed in ESCIMS as required by excise act and the many of them can be printed

***Q 112. Is there a cut off time for day closing?***

**A –** Yes. It is as prescribed in Excise act.

***Q 113. The reports generated should be in printable format.***

**A –** Yes. These reports can be printed.

***Q 114. Make online system for P-13 Licence for Banquet.***

**A –** Yes, it is available online

***Q 115. What Excise duty rates and how we will deposit it?***

**A –** Excise duty paid under government norms, and you will pay online through SBI.

***Q 116. Who will pay revalidation fees if TP expired.***

**A –** Supplier will pay.

**Q 117. Should we scan all local beer and wine?**

A – Yes.

**Q 118. Two HHT on single computer are possible or not?**

A – Yes one computer can have 2 HHT.

**Q 119. If purchase order has been placed but due to any reason supply is not received then how will this system function.**

A – TP and material shall be delivered.

**Q 120. Is there any Sale sheet of vend incorporated in system?**

A – All vend registers will be available from ESCIMS. Vend has to manage the printer themselves.

**Q 121. Beer bottle case should be return?**

A – Return only at bottle level.

**Q 122. HHT letter should be made bold on its screen to make it more readable by us?**

A – Being incorporated in system.

**Q 124. Will you provide printer and program the computer in a manner so that we have all printed details at the day transaction?**

A – All vend registers will be available from ESCIMS. Vend has to manage the printer themselves.

**Q 125. Does ESCIMS keep track of Credit note provided by supplier?**

A – ESCIMS doesn't keep track of Credit note provided by supplier.

**Q 126. In case the truck driver changes the bottles in transit and repacks the case, how to identify that at the time of receiving as we will not be able to sell that stock?**

A – If case is open, vend should not receive the case.

**Q 127. Can we print inventory stock register?**

A – Inventory register is provided.

## 2. DISTILLERY, BREWERY, WINERY

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**Q 1. Is barcode sequence numbers downloaded from ESCIMS dependent on Import Permit?**

**A -** No, downloading of barcode sequence number for printing and pasting is independent of Import Permit.

**Q 2. Is there any limit on downloading the bar code numbers from ESCIMS?**

**A -** There is no Limit of downloading the barcode sequence numbers from ESCIMS. But the limit is dependent upon the limits of the downloading format & tool. As per current version of Microsoft Excel, there is a limit to download up to 65000 records in one instance. If more than 65000 barcode sequence numbers are required, then you can download barcode sequence numbers multiple times from ESCIMS. ESCIMS will track the 'downloaded' and 'used' barcode sequence numbers.

**Q 3. What about barcode paper quality?**

**A -** The specifications are mentioned in the Distillery Readiness Specification document available as Standard Operating Procedure (SOP) document. The document is published at following URL:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

**Q 4. Shall the 2D barcode be pasted on bottle and mono carton both?**

**A -** 2D barcode will be pasted on bottle cap if bottle does not have mono carton otherwise, 2D barcode will be pasted on mono carton.

**Q 5. What is the best way to paste the 2D barcode?**

**A -** Dotted part of the 2D barcode label will be pasted on the cap of the bottle and human readable text like GTIN and unique number will be rolled down to the neck. In case of mono carton, 2D barcode label will be pasted on the external openable part of flap of mono carton.

Dotted part of barcode



**Q 6. Where will the barcode be pasted?**

**A -** On the cap of bottle and on the top flap of mono-carton.

**Q 7. Can we paste 2D barcode on mono carton and bottle?**

**A -** ESCIMS requires 2D to be pasted on external open able flap of mono carton; however you may paste 2D barcode on bottle.

**Q 8. Will holograms also be pasted on bottle cap along with 2D barcode labels?**

**A -** During transition period, both holograms and 2D barcode labels may be used. Continuation of pasting of holograms during the transition period will be notified shortly.

**Q 9. How will I get Import Permit?**

**A -** Import Permit will be delivered as a link in the work list. You need to login to ESCIMS using User ID/Password and print the Import Permit.

**Q 10. Is printed Import Permit valid for local state excise and during transport without physical signature?**

**A -** The ESCIMS printed Import Permit will be valid for transportation with goods as it will have signature image of authorized person (that is - digital signature of authorized person of excise department) and barcode to uniquely identify it.

**Q 11. Explain Case and Bottle barcode?**

**A -** Case barcode Number consists of:

- First barcode: Case GTIN + Sequence Number
- Second barcode: Serialized Shipment Container Code(SSCC)

The Bottle barcode number consists of - GTIN + Sequence number.

**Q 12. How will the 'DD' part of manufacturing date and expiry date be handled since dates are printed as best before 6 months etc. and have month and year?**

**A -** Manufacturing and Expiry dates will be captured in first barcode of case in YYMMDD format.

For example, expiry date will be zeros '000000 in case of hard liquor'. Sample is shown below:



In case of beer let us say when it is manufactured in Oct-12 on 22<sup>nd</sup> then its expiry date as "Best before 6 months" shall be 130422. Sample is shown below:



**Q 13. Can I use '00' as the value for 'DD'?**

A – Yes.

**Q 14. Is there any format for Batch Number?**

A – There is no format defined for Batch Number.

**Q 15. What is Secondary Packaging and Tertiary Packaging?**

A – When Miniature bottles (size 60 ml) are packed into small case of pack size 2, 4, 6, 8 etc. then this second level of packing is called secondary packaging. Further, when the secondary packs are packed into shipper carton or case, then the shipper carton will be called as tertiary packaging.

**Q 16. What is the format of barcode sequence number downloaded from ESCIMS?**

A - The barcode sequence number will be available in Microsoft Excel format.

**Q 17. Is Distillery required to upload barcode sequence number for each requested brands during interim upload?**

A - Yes, Distillery has to put the batch number, manufacturing date and best before use date in Excel file and upload the same back in ESCIMS as interim upload.

**Q 18. What is interim upload?**

A – Interim upload is an important step to upload necessary information - batch number, manufacturing date and best before use date - in ESCIMS before dispatching material against Import Permit.

**Q 19. How will breakage be handled after pasting of barcode on bottle cap and before dispatching of liquor against IP?**

A - Distillery will place a request to ESCIMS for reprinting of relevant 2D barcodes and paste them on caps of fresh bottle.

**Q 20. What are the safety measures to be taken while pasting of barcode on bottles in local warehouse?**

A - Distillery will take same safety measures as taken on production line.

**Q 21. Where do we get specification for the hardware set-up required at Distillery/ Brewery/ Winery?**

A - It is given in detail in Standard Operating Procedure (SOP) document. The document is published at following URL:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

**Q 22. Where can I get specification of Scanner?**

A - Scanner should be capable to scan both GS128 linear barcode and Data Matrix 2D barcode. The specifications are given in Standard Operating Procedure (SOP) document. The document is published at following URL:

[http://delhi.gov.in/wps/wcm/connect/doi\\_excise/Excise/Home/ESCIMS](http://delhi.gov.in/wps/wcm/connect/doi_excise/Excise/Home/ESCIMS)

**Q 23. How In-Transit damages will be handled?**

A – The In-Transit damages will be handled as per Excise Act 2009.

**Q 24. What is mapped and unmapped data?**

A – In case of mapped data, ESCIMS will provide the mapped barcodes of case and its corresponding bottles. Whereas, in case of unmapped data, ESCIMS will provide the bar code numbers and distiller will map the case to bottles and share that information with the system.

**Q 25. Import Permit will be in soft copy of hard copy?**

A – The IP can be printed at distiller's premise through ESCIMS.

**Q 26. Will shipment not meant for Delhi also require Barcode from ESCIMS?**

A – Only liquor intended to be sold in Delhi will have the barcode from ESCIMS.

**Q 27. How the barcode generated and dispatched be reconciled?**

A – The mapped data will be shared with ESCIMS at each stage of supply chain to ensure it is reconciled.

**Q 28. How to handle breakage before despatch against IP?**

A – When there is any breakage before dispatch against IP, Distillery need to reprint and paste bottle barcode on cap of fresh bottle.

**Q 29. *IP request should allow material from 2 different batches?***

**A –** It is possible to receive material from more than one batches but it is limited to two.

**Q 30. *How to select correct file while uploading and downloading files from C:/ESCIMS folder as there could be large number of files?***

**A –** It requires that the Browser setting be updated. The Active-X control setting in your browser be enabled/ set to 'ON' so that only relevant files are present in folder.

### **3. BONDED WAREHOUSE – INDIAN LIQUOR**

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***Q 1 . How will the loose bottles be handled?***

**A -** When loose bottles are left after repackaging a case then the loose bottles will be used to make a complete case. However repacking limits that bottles of same batch and manufacturing date supplied in next consignment are used for repacking.

***Q 2. What will be the cut-off date of beer for supplying of liquor against Transport Permit to Sale Point (HCR or Vends)?***

**A -** Beer can be issued to Point of Sale (HCR or Vends) only if at least 15 days are remaining from date of expiry.

***Q 3. How will the liquor stock be handled when truck has met with an accident?***

**A -** The current process is

- Lodge an FIR,
- Inform Excise and
- Complete all other requirements laid down by department

The same will continue to exist.

When the material is loaded in another truck, the truck details shall be updated in the ESCIMS with reasons when the truck arrives at bonded warehouse during In-bonding.

***Q 4 . How to handle stock without barcode at the time of transition?***

**A -** A Comprehensive Transition plan is prepared and will be shared to handle existing stock without barcode.

#### **4. BONDED WAREHOUSE – FOREIGN LIQUOR**

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**Q 1. How will one get the Global Company Prefix (GCP)?**

**A -** Please visit GS1 India site [www.gs1india.org](http://www.gs1india.org) and click on *Get Registered* link at the right upper corner. Finally click on *Register for GS1 Company for bar-coding*.

The supporting documents are required to be submitted to GS1 India and GCP will be issued within 2 to 3 days.

**Q 2. When we are supplying IMFL liquor then do we really need to get GCP and register again with GS1 India for imported foreign liquor?**

**A -** It depends on your GCP allotted by GS1-India. There may be a possibility of using same GCP for foreign liquor. It is suggested that you connect with GS1-India to confirm whether you need another registration.

**Q 3. Will Excise Department provide application software for generating and printing the barcode?**

**A –** No. Bonded warehouse has to procure barcode printer and software for generating and printing the barcode.

**Q 4. Will there be 1D barcode on shipper carton for hard liquor in case of foreign liquor?**

**A –** Since order is placed in number of quantity therefore IFL bonded warehouse supplies hard liquor in number of quantity only. So there will be no barcode on case.

**Q 5. How will the export pass be issued in case of foreign liquor?**

**A -** Imported Foreign Liquor licensee (IFL) need to apply Export Pass through ESCIMS.

**Q 6. How will the export pass be issued in case brand is not registered with Delhi Excise?**

**A -** Bonded warehouse can enter the details of the brands that are not registered with Delhi Excise at the time of applying for export pass and can get the pass.

**Q 7. Is ESCIMS only for liquors retailer in Delhi?**

**A –** ESCIMS is a Supply Chain Information system which tracks supply of liquor from packaging to the point of sale in NCT of Delhi. ESCIMS is for all the entities involved in this supply chain.

**Q 8. Is ESCIMS applicable to liquor marked "Not for sale in Delhi"?**

**A –** No.

***Q 9. Do I need to get registered with GS1 even if I am not registered as L1F but get export passes from Excise Department?***

**A –** ESCIMS has been designed and developed as per Delhi Excise Act 2009 and for export pass you need to register with Delhi Excise and then apply for export pass.

***Q 10. What will be time-frame to obtain TP?***

**A -** The system would require just a click of a button but subject to the completeness and correctness of application for TP. The excise official shall approve TP after scrutiny.

## 5. HOTELS, CLUBS, RESTAURANTS

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### 5.1 HHT ISSUES:

**Q 1.    *How many HHT devices should we procure?***

**A –**    The number of devices would depend on the volume of the material to be handled and frequency of receipt and issue. In case multiple TP are received simultaneously, multiple scanners can be used but for single TP all the receipt will have to be made from a single device.

**Q 2.    *Where will I get HHT application?***

**A -**    HHT application will be available on the portal and can be downloaded and installed by HCRs. There will be a self extracting set-up file which will install the HHT automatically. The portal will also have documentation on instructions for installation and user manual.

**Q 3.    *Will local desktop have data or it will be on remote server?***

**A –**    The data will not be in local desktop. It will be on remote server.

**Q 4.    *I tried logging in to the system with the details provided in the letter, but not able to login***

**A-**    Told to get in touch with help desk as the session is focused to HCR processes at large and not possible to solve one off problems The credentials are valid from today that because it did not work on 14Feb

**Q.5    *Do we need to maintain separate balance for PO and P-13 ?***

**A-**    Yes

**Q.6    *How to download ASN details to HHT?***

**A –**    Click on “Download ASN detail” tab and save this XML file into the path”C /ESCIMS”

**Q.7    *How to handle credit notes in the system?***

**A –**    No provision in system, you have to check with vendor for credit note

**Q.8    *How to handle schemes?***

**A –**    Now you have to pay excise duty for free schemes and the billing will be adjusted as per your scheme with the vendor

## 5.2 STOCK MANAGEMENT:

***Q 1. What about liquor purchased from Duty Free shops and sold at HCR?***

A – HCR cannot sell liquor purchased from duty free shops as they are for individual consumption and not for resale.

***Q 2. Will liquor purchased from Duty Free shops have same barcode scheme?***

A – The liquor in duty free shops will not bear ESCIMS barcodes.

***Q 3. How to handle receipt of wrong material?***

A – The chances of receiving any wrong carton are very bleak as the dispatch information will be shared by warehouse only once it has loaded the material in the carriage. So the material that is actually dispatched is shared with HCR through ESCIMS. In rare case if wrong case comes in the carriage then system will not allow to receive that case and it will have to be returned back to the bonded warehouse.

***Q 4. How do we handle stocks that could last for years?***

A – This is considered Transition Plan. This Transition Plan will be shared with all stakeholders.

***Q 5. What happens if the barcode gets damaged?***

A – It is equivalent to the label getting damaged and such stock will have to be discarded that won't happen because if barcode is damaged then distillery won't be able to place and dispatch the stock

***Q 6. Can the challan be generated for lump sum amount?***

A – yes, according to your order you can deposit lump sum amount

***Q 7. What happens if a TP gets expired before receiving?***

A – BWH will have to bear the revalidation fee

***Q 8. If 3 people raise TP for the same brand and size how wills the stock be managed at the BWH?***

A – Inventory gets blocked once a PO is raised

***Q 9. What if internet is down?***

A – These are exceptional scenarios and if such instance happens get in touch with excise department it will be handled.

***Q 10. Can we save a PO?***

A – Yes

### **5.3 MISCELLANEOUS:**

**Q 1 . How to handle duty free liquor?**

**A –** Duty free gets waiver in customs duty and not in excise duty so it will be treated as normal foreign liquor in the system

**Q 2. Does the existing stock must be consumed with in some cut off date ?**

**A –** No, excise will communicate to you from time to time about how to handle the existing stock

**Q 3. What is the difference between online and offline payments?**

**A –** Online is easier and faster but you need to have account in SBI while in offline you can do the same as you are doing now

**Q 4. Does HHT application work with XP?**

**A –** You need to have Windows 7 to use all functionality of HHT, but yes it works

**Q 5. Is it possible to have multiple users ids against 1 licence?**

**A –** No

**Q 6. How to handle cases of transfer of material from 1 hotel to other?**

**A –** There is no such provision as of now but in release 2 we will try to implement it

**Q 7. How to return a sold bottle?**

**A –** No procedure currently

**Q 9. Do we need to upload the daily report in Excise for issue to counter ?**

**A –** No need to upload

**Q 10. Can the order of different companies be raised in same PO?**

**A –** Yes

**Q 11. How to follow up with the supplier for supplies?**

**A –** No need to follow up with supplier. You can track status of supply against your purchase order online.

**Q 12. Does the Licences for the coming financial year will be issued from the system?**

A – Yes

**Q 13. How to handle excise duty of damaged bottles?**

A – Excise duty in never refunded

**Q 14. Is there any restriction on purchasing smaller size liquor for HCR?**

A – No

**Q 15. What if the actual barcodes does not match with system records?**

A – This is not possible. If it still occurs then you can lodge your grievance

**Q 16. Receiving can be done in how many days?**

A – Initially it may take some time but once stakeholders are familiar with ESCIMS, the receiving is expected to it will be faster

**Q 17. Can a PO be cancelled?**

A – Until it approves from Excise you can cancel it but after first approval it can't be cancelled

**Q 18. Is it mandatory to use HHT?**

A – No it is not. It depends on your volume of your supplies. It is small quantity then you can do so manually.

**Q 19. Do we need to be always online?**

A – Yes, Its online web application. For every transaction you need to be online

**Q 20. What if internet is down – can the dispatch from BWH be intimated through SMS?**

A – No, You need to get a good internet connection

**Q 21. Can the order of different companies be raised in same PO?**

A – No, order of different brands can be raised in same PO

**Q 22. Is payee code different as of now?**

A – It is same as before

**Q 23. Will the system be faster with this online portal?**

**A –** Yes definitely but in initial phase some issue may occur but in release 2 all problems will be resolved.

**Q 24. Will truck driver verify the damage?**

**A –** Yes it's same as before.

**Q 25. How to handle damaged bottle?**

**A –** Damaged bottle will be treated as sold, if it is at counter. If damage occurs in-transit then mark it as a damaged bottle in system.

**Q 26. What if a TP contains fewer cases than ordered?**

**A –** It will not happen in new system. If it happens then you can raise your request in grievance.

**Q 27. What to do, if payment is done and PO is not generated?**

**A –** You can register your query in grievance option

**Q 28. If we have dispute with warehouse & they don't send the inventory then what do?**

**A –** You should lodge a grievance in grievance option

**Q 28. Beer expiry date is too less request you to increase.**

**A –** We can't do it without order of Excise

**Q 29. Can we apply purchase order in night?**

**A –** Yes, it is possible. But you must confirm with help desk as initially it may not be allowed.

## 6. PRIVATE VENDS

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**Q 1. How to handle unsold non-barcode stock in inventory when migrate to new system?**

A - A Comprehensive Transition plan is prepared and will be shared to handle existing stock without barcode.

**Q 2. Can this application (ESCIMS) be integrated with any other existing systems?**

A – No.

**Q 3. How to handle unsold non-barcode stock in inventory when migrate to new system?**

A - A Comprehensive Transition plan is prepared and will be shared to handle existing stock without barcode.

**Q 4. Can this application (ESCIMS) be integrated with any other existing systems?**

A – No.

**Q 5. What is the provision for backup of the information present in the current working?**

A – ESCIMS system has built-in redundancy in terms of availability and there is a provision to take back-up of information at regular interval.

**Q 6. Where to put 2D barcodes on Mono Cartons OR Bottles OR both?**

A – The barcodes are not pasted at the point of sale. It is pasted on open-able flap of mono carton by supplier.

**Q 7. What is the process to handle mismatch between receipt of stock and issue at the counter for sale?**

A – Use “Mark Damage” process as record mismatch between receipt of stock and issue at the counter for sale.

**Q 8. Can we scan and upload documents also while renewing licence?**

A – No.

**Q 9. Is it possible to know balance amount with Excise while raising PO?**

A – Yes. It will be shown on the screen.

**Q 10. Is it possible to know stock at warehouse while raising PO?**

A – Yes. It will be shown on the screen.

**Q 11. *What is Adhoc PO?***

**A –** It is a facility which helps you raise PO for items not in your stock like new variety of liquor.

**Q 12. *What is Weekly PO?***

**A –** It is an advanced feature where it intelligently analyses consumption history and helps you to raise PO for fast moving items.

**Q 13. *How to receive material when HHT is not working?***

**A –** You can receive it manually. Refer “Easy Step to use ESCIMS” document.

**Q 14. *Can we receive stock directly at counter when there is no stock in inventory?***

**A –** Yes. There is an option to receive material directly at counter. However, the entire material will be marked as received at counter.

**Q 15. *Can we receive stock directly at counter in case of Country Liquor? In As-Is there is no store for Country Liquor. Almost 90% of the material received is consumed the same day so there is no requirement of store, hence there should not be the concept of issuance from store to counter in this case?***

**A –** Yes. There is an option to receive material directly at counter. However, the entire material will be marked as received at counter.

**Q 16. *How will ESCIMS help me in controlling pilferage?***

**A –** No. ESCIMS is a Supply Chain system. You will need to put in your infrastructure to control pilferage.

**Q 17. *Can we change/ update price of liquor in system?***

**A –** No. The price of liquor will be updated centrally.

**Q 18. *Is there any expiry date for PO?***

**A –** No. However user can cancel any PO that has not been approved. The money will be credited to licensee account.

## **7. CORPORATION VENDS**

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**Q 1.    *How do Corporation Vends intimate Head office on ad-hoc requirements?***

**A -** You need to continue current practice of intimation.

**Q 2.    *Will Vends need to maintain registers?***

**A -** Various reports can be viewed in ESCIMS as required and the many of them can be printed.

**Q 3.    *Print out of the inventory should be provided?***

**A –** Yes. The system provides facility to take print out of Inventory.

# ESCIMS