

Frequently Asked Questions

Question 1. How to migrate to ACMES?

Answer 1.

1. Use existing user ID/Password registered with ecargo-dial.com.
2. System will automatically redirect to migration screen.
3. Add/Update details as required, form a new password and submit the details.
4. Log in with the new password and start using ACMES.

Question 2. How to Configure Sub Agent?

Answer 2.

1. Go to Masters → Sub Agent and select the name from the list of dropdown which you want to add as sub agent.
2. Click on 'Add' button and sub agent will be saved in your masters.

Question 3. Why can't I view my sub agent in the dropdown list?

Answer 3.

1. If the sub agent has not yet migrated to ACMES or is not registered with DIAL, You will not be able to view the name in the list.
2. Please ask your sub agent to either register with DIAL or migrate to ACMES, Whichever being the reason.

Question 4. How to configure Airline?

Answer 4.

1. Go to Masters → Airline configuration and select the name of Airline which you work with.
2. Add the necessary and available information.
3. Click on 'Save' button and airline will be saved in your masters.

Question 5. How to add stock?

Answer 5.

1. Go to Masters → Master AWB Stock and select the airline from added masters, Input the AWB number to be created.
2. Click on 'Save' button and stock will be added in your login.

Question 6. Why is the stock status 'Restricted'?

Answer 6.

1. Since the same stock was already used/added by another IATA agent, The status of the same becomes restricted.
2. Click on 'Resolve' button and view to whom stock originally belongs.

Question 7. How to issue stock to Sub Agent?

Answer 7.

1. Go to Masters → Issue stock to sub agent.
2. Input the Airline name or MAWB number to view available stock.
3. Select the stock and the rights to be given to sub agent.

For example:

Console: Select this button if you want to give your sub agent rights to create house AWB at the later stage in the same system.

Payment: Select this button if you want to give your sub agent rights to make payment against AWB on your behalf.

Select the sub agent name and click on 'Issue Stock' button. The stock will be issued to the mentioned sub agent.

Question 8. How to return stock?

Answer 8.

1. Go to Masters → Master AWB → Return stock.
2. Input the AWB number for which stock has to be returned and click on 'Return Stock' button.
3. The stock will be returned either to Agent or to the airline whatever applicable.

Question 9. How to add House AWB?

Answer 9.

1. Go to Masters → House AWB.
2. Create the sequence for House AWB as desired.
3. Inputs the quantities of House AWB required and click on 'Save' button.
4. System will create the desired number of HAWB and the same can then be used as required.