



Customer Support Alert 22-05001

SUBJECT: B/L Reference is not Unique error message during Freight Forwarder e-Manifest Submission

During the past few weeks we noted an unusual surge of client calls on how to resolve “B/L Reference is not Unique” error message during e-Manifest submission by seafreight/airfreight forwarders.

What is the cause of this error message?

In most cases, this error message occurs when

- BOC e2m system receives more than 1 submission for “STORE” procedure involving the same HBL/HAWB number belonging to similar vessel/flight registry number
- The freight forwarder clicked the “SUBMIT” button more than once
- Intermittent response is experienced with e2m system

What steps to take when you encounter this error message?

- Contact CDEC Customer Support and report this error message
 - 1) Email address – cs@cdec.com.ph and cdeccares@gmail.com
 - 2) Mobile Phone number – (Globe) 0917-8086739
- Wait for Customer Support instruction if e-manifest may now be re-submitted

Thank you for choosing CDEC.