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14 Jan'22

Ecommerce FAQ's

1. Q : Dialog Message shown Data does not match your User ID



A : Please contact ONE for checking Customer code which registers in ONE website.

2. Q :Dialog Message shown "Please check HS Code data(CTNR no.xxxxxxxx)"



A: Please recheck container information & check HS Code in HS Code input function.

3. Q :Dialog Message shown " xxxx.xx HTS or HS Code is invalid. Please check the HTS or HS code one more time and resubmit it."



A : Please do not input point sign(.) in HTS or HS Code.

4. Q :Dialog Message shown "An error has been caused while searching."



A : Please recheck your Internet / WIFI network.

- 5. Q : How many HS code digits in system ?
 - A: 6 Digits

6. Q : Can't print Internet BL.

A : Please recheck System Requirements(PC settings) จากนั้นให้ Restart เครื่องก่อนเริ่มใช้งาน

Original	BL Print
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This is a list of original B/L's which are ready to print. To filter your results, please use the filter criteria below. To display all B/L's ready to print, click on the 'Default List' button. The number and type of originals and copies are as per your previous agreement with ONE. You have two printing options, via Internet Printing or by requesting a PDF version. Original B/L's will only be accepted on ONE B/L forms. Please note that Original B/L's that have been printed will disappear from this screen. If you need to re-print an Original B/L, please contact your local ONE office. If you only require a copy B/L, you may print it from the 'Print Draft & Non-Negotiable B/L' function.

Video Guide

User Guide

Continue with Internet Printing O e-Mail PDF File(s) to
System Requirements (PC settings)
a. Install the newest Version of FileOpen plugin <u>http://plugin.fileopen.com/all.aspx</u>
b. Ensure you are running Internet Explorer Version 8 or higher
http://windows.microsoft.com/en-us/internet-explorer/products/ie/home
c. Install the newest Version of Adobe Reader <u>http://get.adobe.com/reader/</u>
d. Disable Pop up blocker ? also Disable Pop up blocker from Google Toolbar
e. Make sure Our Site is under secure site

- 7. Q : ตั้งค่าตามข้อ a,b,c,d & e เรียบร้อยแล้ว แต่ก็ยังไม่สามารถ เปิด PDF File(s) ได้
 - A : ให้ทำการตรวจสอบการตั้งค่าตามขั้นตอนดังนี้



8. Q: Can't open file as below screen.

A: ลูกค้าไม่ได้เปิดไฟล์นี้ผ่าน Acrobat reader DC ดูเหมือนว่าจะเป็นผ่าน Microsoft Edge

ให้คลิกขวาที่ไฟล์ แล้วเลือก Open with > Acrobat Reader DC

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- 9. Q: Print ออกมาแล้วตกขอบกระดาษ
 - A: ตรวจสอบการตั้งค่ากระดาษก่อนสั่ง Print

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Choose paper so	ource by PDF page	size	
Print on both sid	les of paper		
Orientation: Auto	Portrait 🔿 La	ndscape	

10. Q: กดสั่ง Print แล้วมี Dialog Message "This printer is not allowed for secure printing"



A: ให้ตรวจสอบการตั้งค่าของเครื่อง PRINTER ว่ามีไปปรับเปลี่ยนระบบหรือไม่ เช่น มีการลงโปรแกรมใหม่

11. Q: คู่มือ และ คลิปวีดีโอ English version จะดูได้จากที่ใด

A: ให้ Login เข้าสู่ระบบ แล้วเลือกที่ Shipping Instruction จะมี VIDEO GUIDE และ User Guide

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)utbound	SI Submission	& Amendment	t					Video	Guide User	Guide
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12. Q : กดสั่ง Print แล้วมี Dialog Message "Print Permission Denied"



A: ถ้าลูกค้าเพิ่งลง Plug-in ให้ restart เครื่องก่อน Print