

Warehouse Space Reservation (WSP) - FAQ

- 1) Where I need to login to initiate a booking request?
 - Client is required to login in CMSP module, URL as below.
<https://p.comtrack.in>
- 2) Can I use my CMSE OR CMSP login to initiate a Booking request?
 - No, Client is required to login through Customer ID login in CMSP Module.
- 3) Is there any specific time to initiate a booking request?
 - Yes, booking window will be open from 10:00am to 4:30pm on all working days of the respective warehouses.
- 4) What is the maximum quantity that I booking in a single day?
 - Maximum quantity that a client can book for a particular warehouse in a single day is 500MT.
- 5) For what confirmation my request is sent to WSP?
 - For pre electronic holding charges payment confirmation.
- 6) Do I get any intimation for my booking request?
 - Yes, mail intimation will be sent on the clients registered Email.id for Booking request initiation, confirmation, rejection & waitlist request.
- 7) Can I deposit commodity without booking request id?
 - No, booking request ID is mandatory for all the deposit in COMTRACK for warehouses covered in Phase I release.
- 8) What is the purpose of Deposit end date?
 - Deposit end date is the date by which client is required to deposit the commodity in the warehouse and entry of the commodity should also be completed on or before the deposit end date.
- 9) What if there is no space available in any warehouse for the selected commodity?
 - In case there is no space available then client can initiate a Waitlist request which will only get confirmed if any additional space is made available by the warehouse.
- 10) Is waitlist request valid for next day?
 - No, Waitlist request is valid for only one day.
- 11) When can I initiate physical deposits in the warehouse?
 - Physical deposits can be done from the date of booking till the deposit end date.
- 12) What is Partial Booking?
 - Partial Booking can be initiated in case the deposit quantity is more than the available quantity, if partial booking is selected request for the available quantity will be initiated and if not selected than entire booking quantity will be forwarded to waitlist.

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- 13) What if I don't want to deposit entire quantity as per my Booking request?
- It should be informed to the WSP by the client, WSP will then mark "NO SHOW" against that Booking ID post Deposit end date.
- 14) Can I select deposit end date as per my convenience?
- No, clients should keep Deposit end date to a maximum of 7 calendar days from the booking date (Booking day + 6 days) for the Space reservations.

IMPORTANT:

Exchange may block a warehouse for future deposits in case of unforeseen circumstances. All pending booking requests in such a case will be cancelled.