USER MANUAL FOR ONLINE REGISTRATION PROCESS OF COMPANY WITH FOIS

> **Disclaimer:** The User Manual is only to be used for general purpose and for reporting in FOIS Application and is not authorized by Railway Board. In case of any conflict, or policy issues, the concerned Rate Circulars along with related instructions issued by Railway Board/Competent Authorities from time to time shall take precedence.

Currently new Customers who wants to register for eRD/FBD Portal for online Indent, eTRR and payment of various charges, need to visit the nearest railway authorities for allotment of Global Customer Code for their company. Once the Global Customer Code is assigned to the Customer, they complete the User Registration Process on eRD/FBD Portal. To facilitate the Customer, an Online Registration Process for such new Customer and their Companies with FOIS has been provided.

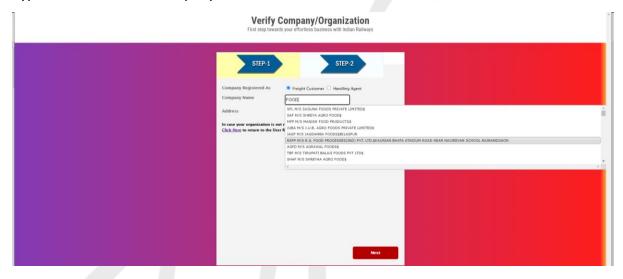**Company Registration Process by the Customer**

1. The existing User Registration Screen of FBD/eRD Module has been enhanced to provide an option to the Customer to search whether his/her Organization/Company is registered with FOIS and is having a Global Customer Code.
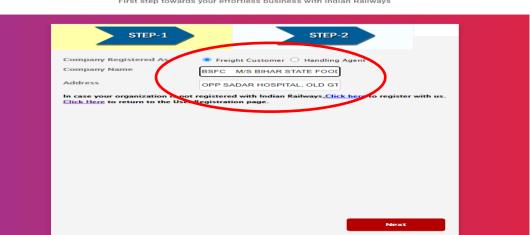

2. Customer can search his Company by selecting whether it's a Freight Customer or Handling Agency.

3. Type the name of the Company to view the details.

4. In case the company is registered with FOIS, the address (if available) shall be shown to the Customer for information.
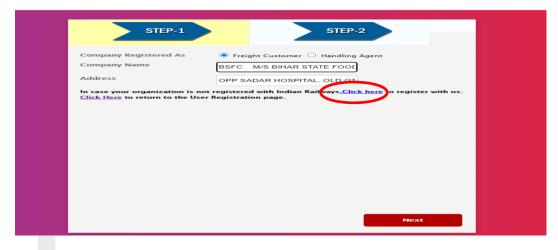

5. In case the company is registered with FOIS and the name/address is found to be correct, Customer can go back to the User Registration Process by Clicking the link.
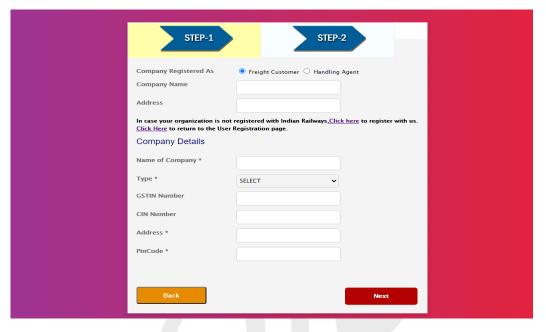
6. In case the company is not registered with FOIS and the name is not found or the address seems to be of a different company, Customer can apply for registration of his/her company by clicking the link and by filling up the details.
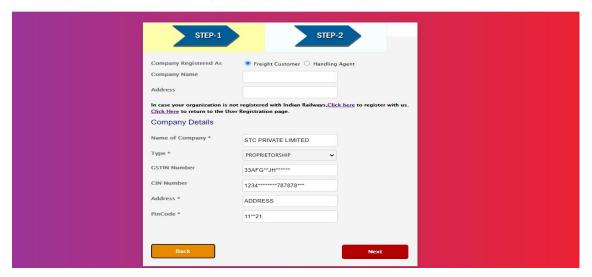
7. The Company registration process is a two-step process, wherein the Customer in the First Step enter the details of his/her company and in the Second Step, the Customer needs to enter his/her details and uploading the copy of documentary Proof of his company.

8. Based on the PIN Code entered by the Customer, system shall provide the Railway Division mapped against the PIN Code. However, in case the same is not available, Customer shall have to select the nearest Railway Division of his/her area.

9. After filling all the required details and uploading of document, the Customer needs to submit the details.

10. On submission, system shall generate a Request Id and share the same with the Customer through SMS and e-Mail.

The request for registration of Company received from the Customer shall be handled/processed by the Railway Authorities. Once the Request is registered by the Customer, based on the PIN CODE of the Customer, the request shall be marked to the Sr. DCM of the concern Division. A notification shall also be sent to the Sr DCM. After verification of the details of the Customer, if approved, the request shall be forwarded to FOIS for creation of Global Customer Code. An email notification with the assigned Global Customer Code shall be sent to the Customer.

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