

## Queries and Responses during initial roll out

### Registration related

- Whenever I am trying to register, the system is saying you have already registered.

This is indicating that already you (your GSTIN) have been registered on the e-way bill by entering the OTP sent to your mobile or email and created your username and password on e-way bill system. Please use them to log into the e-way bill system. If you have forgotten the username or password, then please use the 'Forgot Username' or 'Forgot Password' to recollect your username or password accordingly.

- Whenever I am trying to register, the system is saying there is no contact (Mobile) number with this GSTIN in GST Common Portal.

This is indicating that e-way bill system is unable to get the contact details (mobile number or email address) for your GSTIN from the GST Common Portal. Please contact the helpdesk for help.

- Whenever, I'm trying to register with my GSTIN, the system is saying 'Invalid GSTIN' or the details for this GSTIN are not available in GST Common Portal

This is indicating the number GSTIN entered by you is wrong or your GSTIN details are not available in the GST Common Portal. Please check the number or go to the [gst.gov.in](http://gst.gov.in) web site and check the details of your GSTIN.

- Whenever I am trying to register, the system is showing wrong address or mobile number.

This is indicating that you might have updated your business registration details in the GST Common Portal recently. Please click the 'Update from Common Portal' button to pull the latest data from the GST Common Portal

### Enrolment related

- I am unable to enrol as transporter as the system is saying ' PAN details are not validated'

This is indicating that PAN name and Number, entered by you, are not getting validated by the CBDT system. Please enter exact name and number provided in the PAN card.

- I am unable to enrol as transporter as the system is saying ' Aadhar details are not validated'

This is indicating that Aadhar name, mobile and Number, entered by you, are not getting validated by the Aadhar system. Please enter exact name, mobile and number provided in the Aadhar card.

- Whenever, I am trying to enrol as transporter, the system is saying you are already registered under GST system and go and register using that GSTIN

This is indicating that you are already registered tax payer and having the GSTIN. You need not have to enrol and go and register on the portal.

- Whenever I am trying to enrol as a transporter, the system is saying you have already enrolled.

This is indicating that already you have been enrolled on the e-way bill by providing your PAN, business and other details and created your username and password on e-way bill system. Please use them to log into the e-way bill system. If you have forgotten the username or password, then please use the 'Forgot Username' or 'Forgot Password' to recollect your username or password accordingly.

### **Login related**

- Whenever, I am trying to login the system says 'Invalid Login...Please check your username and password

This is indicating that you are trying to login to the e-way bill system with incorrect username and password. Please check the username and password created while registering and now being entered. If you have forgotten the username or password, then please use the 'Forgot Username' or 'Forgot Password' to recollect your username or password accordingly.

- Whenever, I am trying to login the system says 'Your account has been frozen'.

This is indicating that your account has been frozen because you might have cancelled your registration or your GSTIN has been de-activated by the GST Common Portal for whatever the reasons. Please visit the GST Common Portal to understand the reason for the same.

- Whenever, I am trying to login the system says 'your account has been blocked...PI try after 5 minutes.

This is indicating that you had tried to login to the e-way bill system with incorrect username and password for more than 5-6 times. Hence, the system has blocked your account for security reasons and it will release for your usage after 5 minutes.

### **General**

- I am not getting the OTP to my mobile.

Please check whether you have blocked your mobile for SMS for some cases or your mobile service provider network may be busy. You can also check your email-id for the OTP (if email-id is provided).

- E-way bill system is slow.

Please check your internet connectivity

- E-way bill pages or menu list are not being shown properly

Please check whether your system has proper version of the browser as suggested by the e-way bill portal and the security settings of the browser.

### **E-way Bill related**

- Before submission, the system is not allowing to edit the details

The system allows editing the details of e-way bill entries before submission. However, if the products/commodities details are entered, it will not allow editing some fields as the tax rates will change. To enable this, please delete the products and edit the required fields and enter the products again.

- The system shows the 'Invalid Format' when we are trying to enter the vehicle number

The system expects you to enter the vehicle number details in proper format. Please see the format details in the help with the vehicle entry field.