

ODeX Registration - Frequently Asked Questions (FAQ)

1. What is ODeX, and why do I need to register?

ODeX is an online platform that facilitates documentation and payment processes for the logistics and shipping industry. Registration is required to access its services for company-related transactions.

2. How do I register my company on ODeX?

To register your company, visit <https://www.odexglobal.com>, click on Login and then click on "Register New Company" to start the registration process.

3. What company type should I select during registration?

You can select any one of the company types based on your organization's line of business

- CHA (Custom House Agent / Custom Broker)
- Freight Forwarder – Requester (for consolidators generating HBLs)
- Importer / Exporter
- Other logistics-related entities

4. What information is required for registration?

You must provide:

- Company details (Name, Type, Registration Number, etc.)
- Address details
- User details (Contact Person, Email, Phone)
- Mandatory documents based on company type (KYC, GST Certificate, etc.)

5. What documents are required for registration?

Documents vary by company type:

Document Type (Company)	Custom House Agent	Freight Forwarder	Importer / Exporter
PAN	Yes	Yes	Yes
GSTIN	Yes	Yes	Yes
License	CHA License	MTO License (Optional)	Importer/Exporter Certificate
Address Proof	Yes	Yes	Yes

6. What is accepted as Company Address Proof?

- Utility bill (not older than 3 months)
- GSTIN Certificate
- Bank's letter on verified address
- Other statutory address proof issued by the Government of India

7. What happens after submitting the registration request?

Once you click "**Submit**", a confirmation popup will appear on the screen. The request will be verified internally and approved within **24 hours**.

8. Do I receive a reference number after registration?

Yes, a registration request number will be generated, which you can use for further interactions with ODeX.

9. What will my User ID be?

The email address provided in the USER ID section during registration will serve as your login User ID.

10. How will I know if my registration is approved?

You will receive an onboarding confirmation email from ODeX. This email will include a temporary password for your first login.

11. How do I log in after approval?

- Click the hyperlink provided in the confirmation email.
- Reset your temporary password.
- Use your registered email ID and new password to log in.

12. What should I do if my registration is delayed or rejected?

If your registration is not approved within 24 hours or is rejected, you should:

- Check your email for any additional document requests.
- Contact ODeX support for further assistance.

13. Will I be notified if my registration is not processed?

Yes. If there's an issue with your registration, you will be notified along with the reason through email.

14. What if I forget my password?

Click "Forgot Password" on the login page, enter your registered email, and a temporary password will be sent to you.

The End