

# ICS Information Sessions – October 2008

## Comments, Questions & Answers

Below is a list of common questions and comments that were raised at the ICS Information Sessions conducted in late October 2008. Responses are also provided.

Only questions that relate to the content of the sessions have been listed.

### Certainty of Status

Question: Is there a higher risk of being selected for a Border Processing hold if the Cargo Report or Declaration is reported late or after arrival?

Answer: Customs use the information provided from all documents to ascertain the risk. If there is no information on a particular consignment at the time of arrival, then the cargo would be considered a higher risk as there is no information to risk assess.

Question: If my declaration is selected will the process to assess the information take longer if the declaration is lodged after arrival?

Answer: Customs will aim to complete the risk assessment the majority of the time within 24 hours of all accurate and final version documentation being lodged.

Question: Do these changes mean that Customs is placing more emphasis on evaluation of information contained in Import Declarations?

Answer: No. Customs has always used information from import declarations, cargo reports and other sources to conduct its risk assessment of imported cargo.

### Declaration Status Advice (DSA)

Question: Will the DSA provide notification of IFIP holds prior to the cargo report being submitted?

Answer: Yes, as the risk for imported foods is based on tariff classification the DSA will provide information relating to the IFIP risk immediately after lodgement of the import declaration.

Comment: The DSA is good however you still have to continually monitor your own system for status changes.

Response: The DSA provides all the relevant declaration and cargo status information directly to your own software. How your software interprets the information and utilises it depends on the functionality that your developer builds in to their products. There are many opportunities to utilise the DSA information to improve notification of status changes.

Question: IFIP holds often mask AQIS random selections and I often don't know about the AQIS hold until IFIP is resolved. Will the DSA resolve this issue?

Answer: The DSA should help because users will get confirmation of the profile selection (or non selection) of all IFIP and Quarantine related holds.

Question: Is event history information available as part of the DSA message?

Answer: Not as such, however there is a date/time stamp included with the message so as certain events trigger a change in status and subsequent DSA message to be transmitted, the date/time of certain events can be ascertained from this information.

### **Requesting Status Updates from CI&SC**

Question: If I email will the turn around time be just as quick as when I call?

Answer: Customs are in the process of changing our business practices. Clients will be advised to email only when the Border processing hold has been in place for more than 72 hours. The change is to reinforce the constant message as contained in ACCA 08/13 *"Vehicle slots should not be booked in the vehicle booking system until the consolidated status is changed to "clear" or where payment is the only remaining requirement for clearance."* This is supported by the implementation of Declaration Status Advice by advising Brokers & Importers of earlier or real time status, changes in status and AQIS conditions that must be met prior to clearance.

An email template is being developed for notification of consignments >72 hrs. This will soon be available on Cargo website.

This process is expected to be in place early 2009.

## Event History

Comment: For Cargo Reports and Underbonds where more than one container is quoted it would be better if the Events showed the cargo line details so you know what cargo is clear, held, approved to move etc...

Response: The initial change was to provide industry users access to events associated with reports in the ICS. Customs will now look at how better to improve the information provided in the events and this would be a likely change that will be put forward for consideration.

Question: Is it possible to get a single view of all the relevant events for a single container/house bill rather than checking multiple screens?

Answer: The initial change was to provide industry users access to events associated with reports in the ICS. Customs will now look at how better to improve the functionality. This would be a likely change that will be put forward for consideration.

Question: Does the "Docs Received" event show on the event history screen?

Answer: Yes, as long as the Customs Officer has recorded it in the ICS. A full list of events is available at <http://www.customs.gov.au/site/page.cfm?u=5738>

Question: Are the times shown on the Event History Screens local time or a standardised time?

Answer: The times shown are Sydney time, so time calculations are required to adjust with time zones and during Daylight Saving.

Question: As the event history for a declaration is only available to the company that lodged it, can other parties obtain history information such as date/time of lodgement upon request from Customs?

Answer: This information will only be made available upon request to the company/ABN that lodged the declaration.

## Free Storage Arrangements

Comment: Brokers cannot always lodge declarations prior to arrival as all the required information is not available.

Response: Brokers should ensure that importers and freight forwarders are aware that if documents are lodged after the arrival of the vessel that storage charges may apply. Customs recommends that Brokers make appropriate arrangements to ensure that all documentation is lodged prior to vessel arrival to qualify for the additional free storage arrangements Customs has negotiated with the Stevedores.

Question: In the contract with the Stevedores, for the additional 24 hours storage after the return to the wharf from CEF, has any consideration been given to a similar negotiated time for container detention from the Shipping Companies?

Answer: Customs seeks to complete its inspection of containers so that there is sufficient time for importers and brokers to avoid container detention charges. More than 85% of containers that are selected for CEF inspection are delivered to the CEF prior to the 3rd day of availability and Customs seeks to give priority to all other containers.

Question: Are there any current considerations by Customs and the Stevedores to extend the number of free storage days and will Customs extend CEF hours of operation to reflect the change in delivery hours by the Stevedores to a 24/7 operation?

Answer: Customs and the CBFCA have been involved in ongoing discussions relating to storage for containers subject to CEF inspection and CEF hours of operation. Any increase in the number of days of free storage provided would result in additional cost to Customs (and ultimately the importer) and would also contribute to increased terminal congestion. Customs Container Examination Facilities operate Monday to Saturday (ie 6 days a week) and they are able to meet their throughput targets within their current hours of operation. Extending these facilities hours to include Sunday operations would involve additional costs and would lead to additional terminal congestion on Mondays and Tuesdays, placing additional pressure on brokers to work weekends.

Question: Does the free storage apply to all containers that are subject to CEF inspection arrangements?

Answer: Subject to certain reporting conditions (outlined in [ACCA 08/13](#)), if a container is returned to the terminal from the CEF with less than 24 hours of the original 3 days free storage that is provided by the terminal, an additional day of storage will be provided by the stevedore.

Question: DP World doesn't issue a receipt for payment of storage charges. How do we prove payment when making a claim with Customs?

Answer: If paying storage fees via the 1-stop payment system, the 1-stop receipt can be considered as proof of payment.

Question: Why doesn't Customs refund the GST paid on storage fees when a compensation claim is paid for misapplied storage?

Answer: The GST component of an invoice can be claimed back from the ATO on a business's BAS statement.

Question: When is the border processing hold in ICS lifted when a container has been selected for X-Ray? At time of x-ray, return to wharf, or sometime after?

Answer: Holds are lifted when the container is being returned to the wharf.