



Main Processing Transition Update

15 May 2008

Issue 9/2008

As previously advised, Customs is transitioning the platform hosting the Customer Connect Facility (CCF) to a new service provider over the weekend of 17-18 May 2008.

Preparation for the cutover will start at 1700hrs* on Friday 16 May when user Certificate maintenance will be unavailable until 1900hrs on Sunday 18 May. The Registration and Renewal of digital certificates will not be possible at these times.

From 1200hrs on Saturday 17 May printing will not be available until the completion of the cutover at 0200hrs on Sunday 18 May.

At 1600hrs on Saturday 17 May the cutover to the IBM platform will start. From 1600hrs to 1615hrs email messages will NOT be received by Customs as there will be a Gateway change being made. Typically mail servers that deliver these messages will automatically resend in this circumstance. We encourage you to ensure these messages are received once the transition is completed.

The ICS screening period for air cargo reports will be reduced to one hour, this will continue for two hours after the resumption of the ICS, being Sunday 18 May, 0200hrs.

Customs will immediately invoke the Business Continuity Plan (BCP) up to the Phase 3 level for both Imports and Exports for the duration of this outage. BCP documents that can be submitted for the duration of the outage are:

- Cargo Reports
- Import Declarations
- Underbond Movements
- Export Declarations
- Export Consolidations

Customs acknowledges the impact this outage may have on industry being able to meet cargo reporting obligations during this time. We encourage industry, if at all possible, to report cargo which is due to be reported during the outage period before the outage commences. This will ensure that the impact the outage has on industry compliance levels will be minimised. Customs will take the outage period into consideration when reviewing Cargo reporting data for compliance purposes.

The industry test environment will be unavailable from 1700hrs on Friday 16 May until the cutover is completed on Sunday 18 May. The temporary URL and email address issued for the testing phase will no longer be required.

Customs would like to thank Industry for their patience and assistance throughout these transition activities and extended outages.

More information

Ongoing updates will be available on the Cargo Support web site (<http://www.cargosupport.gov.au/site/page.cfm?u=5872>), however if you have any queries please email industryengagement@customs.gov.au.

*Please note all times quoted above are AEST.