

OVERVIEW

This guide outlines the steps involved in the initial registration of clients in the ICS. Those with the role of exporter agent or licensed brokerage will be able to complete this task on behalf of their clients. The first step is to determine whether a client has already been registered in the ICS. To do this you must **search** for the client. If no records are found you may **register** the client.

You are responsible for the accuracy of information you supply to Customs. It is important that you ensure the correctness of the information before it is communicated.

SEARCHING FOR A CLIENT REGISTRATION RECORD

SEARCHING USING A CLIENT'S NAME

1. From the main menu, click on **Client**, click on **Search** and then click on **Registered Name**.

The **Registered Client Name Search** screen displays.

2. Select either the **Individual** or **Organisation** option.
3. Complete the fields in the search screen using the information known about the client, as described in Table 1.
4. Click on the **Search** button.

Note: if no records are found, ensure that the search criteria entered was correct and if appropriate, continue searching (refer to step 2 above).

If more than one record is found, the **Registered Client Search List** screen displays. If one record is found, or you selected a hyperlink in the Name column on the Registered Client Search List screen, the **Client Summary View** screen displays.

SEARCHING USING A CLIENT'S ABN

1. From the main menu, click on **Client**, click on **Search** and then click on **Registered Identifier**.

The **Registered Client Name Search** screen displays.

2. In the Registered Client Identifier field, click on the drop down button and select **ABN**.
3. In the ABN fields displayed, enter the 11 digit ABN and click on the **Search** button.

If the client is registered, the **Client Summary View** screen displays for that client.

Note: if you are confident that the client does not already exist, refer to Registering a client (non ABN or ABN) to register the client.

Table 1 - Screen fields (shaded fields are mandatory)

Field	Action/Input Required
Name Type	Click on the drop down button and select the name type on which to base the search. This field defaults to All.
Name	Enter the name of the client.
Given	Enter the given name of the client. Only available when the Individual option is selected.
Search Type(s)	Click on the dropdown button and select the search type: Exact Match, Contains or Starts With, depending on the search being performed. This field defaults to Exact Match.
State	Click on the drop down button and select the relevant state, if known. This field defaults to All.
Postcode	Enter a valid postcode to limit the search.
Client Status	Click on the drop down button to select the status on which to base the search. This field defaults to Active.
Client Role	Click on the drop down button to select the role on which to base the search. This field defaults to All.

REGISTERING A CLIENT WITHOUT AN ABN

The following procedure outlines how agents/brokers can register a client in the ICS and should be used for clients who:

- don't have an Australian Business Number (ABN)
- will be using an agent or broker (ie, clients who are not directly communicating with Customs)
- have not already been registered in the ICS by Customs.

1. From the main menu, click on **Client**, and then click on **Registration**.

The **Client Registration Core Details** screen displays.

2. In the Client Type section, select the **Individual** or **Organisation** option and then click on the **Continue** button.

If you selected Individual, the **Enter Others** section displays.

If you selected Organisation, the **Enter Name** section displays.

3. If you selected Individual, in the **Individuals Name** fields, enter the name of the individual
If you selected Organisation, in the **Organisation Name** field, enter the legal name of the organisation.

4. Click on the **Continue** button.

The **Enter Business Address** section displays.

5. In the **Business Address** fields, enter the business address details.
6. Click on the **Continue** button.

The **Enter Contact** section displays.

- In the **Name** and **Purpose** fields, enter the contact's name and purpose (eg, John Smith, Exports Manager).
- In the **Address Type** field, click on the drop down button, select the address type to be added and click on the **Add** button.

The **Client Contact Address Add** screen displays allowing you to enter the relevant address details. The format will vary, depending on the address type chosen.

- On the **Client Contact Address Add** screen, enter the appropriate address details for the contact and then click on the **Submit** button.

The **Client Registration Details** screen redisplay.

- Click on the **Continue** button.

The **Add Roles** section displays.

- In the **Role Name** field, click on the drop down button, select the appropriate role and then click on the **Add** button. Multiple roles can be added as required.
- Click on the **Continue** button.

The **Enter Other Information** section displays.

- Select the **Evidence of Identity Confirmed** checkbox if you have confirmed evidence of identity when registering the client.
- Click on the **Submit** button.

If the registration is successful, the **Client Summary View** screen displays with the registration details for the client and their CCID.

REGISTERING A CLIENT (ABN)

The following procedure outlines how agents/brokers can register a client in the Integrated Cargo System (ICS) and should be used for clients who:

- have an Australian Business Number (ABN)
- will be using an agent or broker (ie, clients who are not directly communicating with Customs)
- have not already been registered in the ICS by Customs.

To register a client using their ABN:

- From the main menu, click on **Client**, and then click on **Registration**.

The **Client Registration Core Details** screen displays.

- In the **ABN** fields, enter the 11 digit ABN and then click on the **Continue** button.

At this stage, the ICS will attempt to find relevant address (business and postal) information from the ABR.

The **Confirm Client Details** section displays.

- Review the details of the business and postal addresses.

Note: if there are multiple business or postal addresses, the appropriate address must be selected. If there are no business addresses recorded, the appropriate address must be entered. These options will be displayed if required.

- To confirm that the details are correct, click on the **Continue** button.

The **Enter Contact** section displays.

Note: more than one contact can be entered after registration is complete. If this is the main/primary contact, select the primary contact checkbox. There can only be one primary contact per client

- In the **Name** and **Purpose** fields, enter the contact's name and purpose (eg, John Smith, Exports Manager).
- In the **Address Type** field, click on the drop down button, select the address type to be added and then click on the **Add** button.

The **Client Contact Address Add** screen displays allowing you to enter the relevant address details. The format will vary, depending on the address type chosen.

- On the **Client Contact Address Add** screen, enter the appropriate address details for the contact and then click on the **Submit** button.

The **Client Registration Details** screen redisplay.

- Click on the **Continue** button.

The **Add Roles** section displays.

- In the **Role Name** field, click on the drop down button, select the appropriate role and then click on the **Add** button. Multiple roles can be added as required.

- Click on the **Continue** button.

The **Enter Other Information** section displays.

- Select the **Evidence of Identity Confirmed** checkbox if evidence of identity has been confirmed by the person registering the client.

- Click on the **Submit** button.

If the registration is successful, the **Client Summary View** screen displays with the registration details for the client.

CONFIRMING AND AMENDING CLIENT DETAILS

If you identify that a client is already registered, Customs recommends that you confirm the details on the client record and amend as required. It is important that you ensure the correctness of the information before it is communicated.

- View the client's details on the Client Summary View screen (refer to Searching for Client Records above).
- Confirm that all details are correct.

Further details that should be confirmed are navigated to using the hyperlinks in the Other Client Information section.

- In the **Other Client Information** section, click on each of the hyperlinks, review the details displayed and amend if required.