

Adding and amending client contact details in the ICS – A Quick Guide

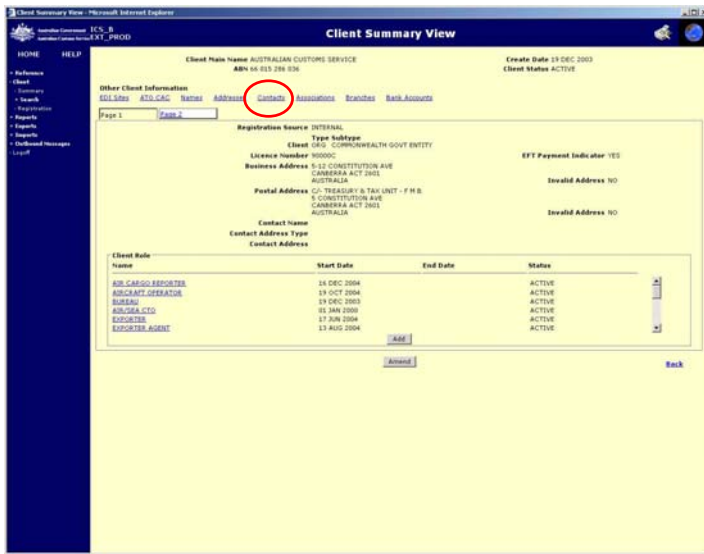
OVERVIEW

It is important that you ensure that the **Contacts** section of your Client details within the Integrated Cargo System contains accurate information.

This information assists Customs in the event that you need to be contacted regarding your cargo.

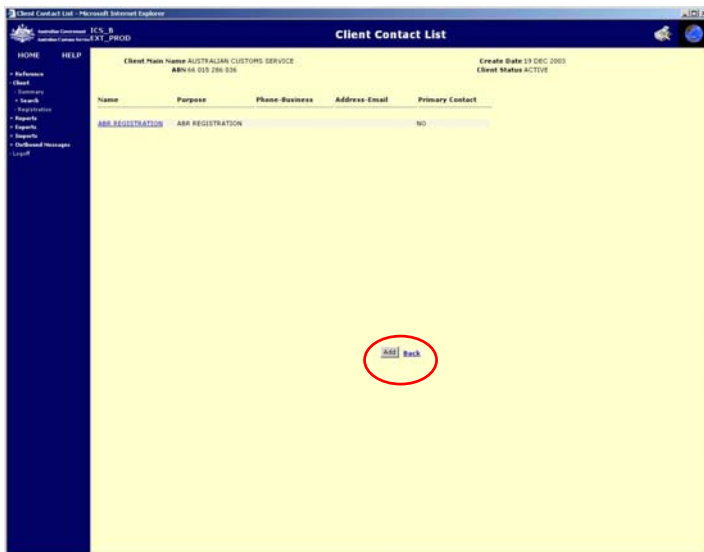
ADDING CLIENT CONTACTS

1. From the **Client Summary View** screen, click on the **Contacts** hyperlink.

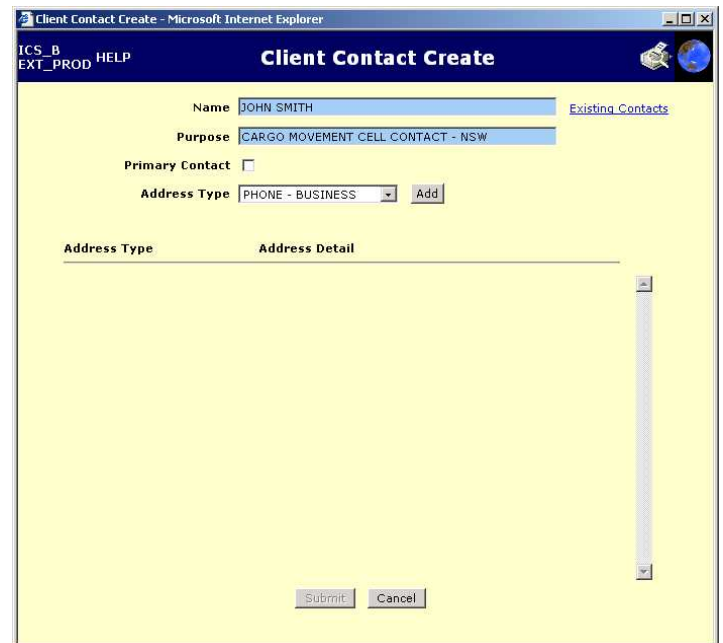


The **Client Contact List** screen displays.

2. Click on the **Add** button at the bottom of the screen.



The **Client Contact Create** screen displays.



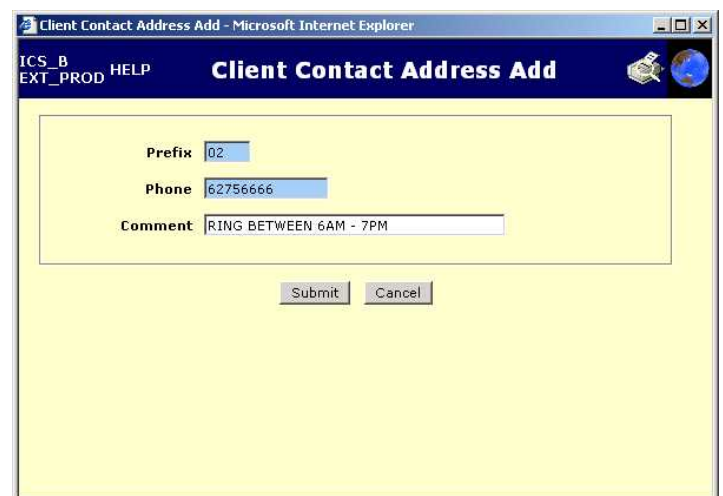
3. In the **Name** field, enter the name of the contact.

4. In the **Purpose** field, enter a description of the role of that person for your organisation.

Tip: To identify a contact for Customs to contact with late holds on cargo, please enter the words 'Cargo Movement Cell Contact'. To identify a contact for any IT issues, enter the words 'IT Contact'.

5. In the **Address Type** field, select the drop-down option of **PHONE-BUSINESS**, then click on the **Add** button.

The **Client Contact Address Add** screen displays.



6. Enter the phone number and the click on the **Submit** button.

AUSTRALIAN CUSTOMS SERVICE

For more information email cargosupport@customs.gov.au or phone 1300 558 099

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Tip: Hours of operation for this contact can be added in the **Comment** field. For example 'Ring between 9am-5pm'.

7. (Optional) Additional details for this contact can be added by selecting from the drop down selection in the **Address Type** field and clicking on the **Add** button.

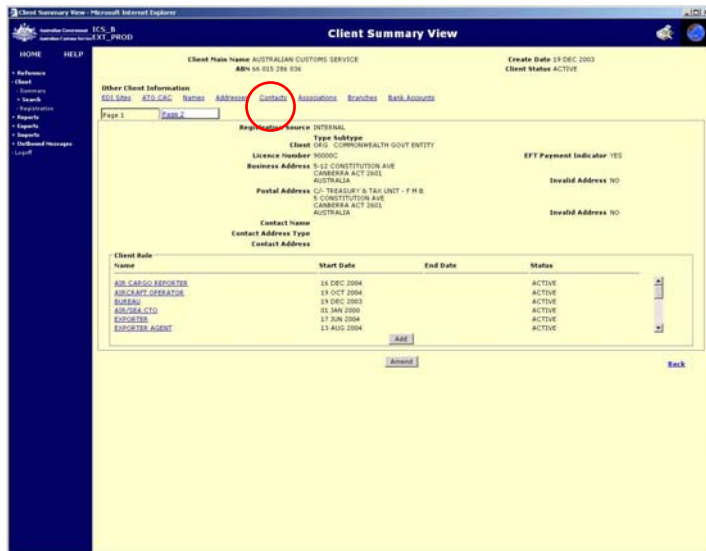
Tip: You may wish to add an after hours number (**PHONE-AFTER HOURS**) and an email address (**ADDRESS-EMAIL**).

AMENDING CLIENT CONTACTS

For various reasons, the contact details listed in your Client Summary may change. It is your responsibility to maintain the information in the Contacts section of the Client Summary View screen. Remember, this information allows Customs to contact you quickly if we need information relating to your cargo.

To AMEND/UPDATE A CONTACT

1. From the **Client Summary View** screen, click on the **Contacts** hyperlink.



The **Client Contact List** screen displays.



2. Click on the existing contact that you wish to amend.

Tip: This will appear as hyperlinked words under the 'Name' section.

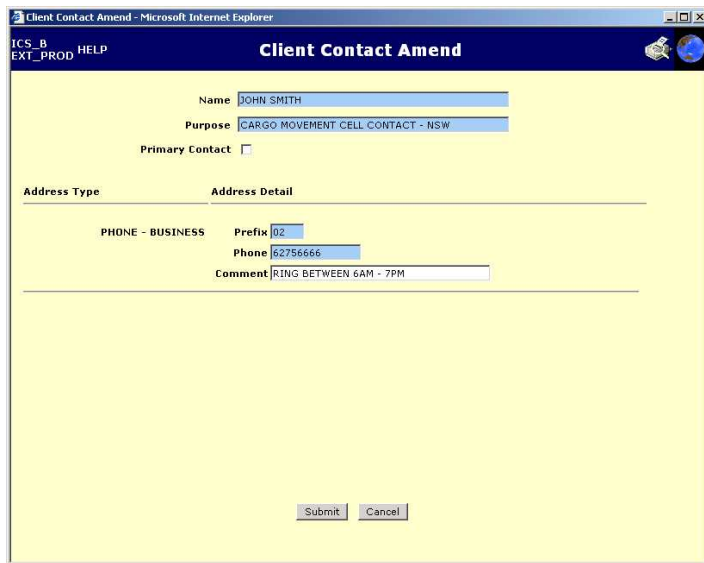
The **Client Contact View** screen displays.



3. Locate the contact details you wish to change, then click the **Amend** button.

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The **Client Contact Address Amend** screen displays.



The screenshot shows a web browser window titled "Client Contact Amend - Microsoft Internet Explorer". The page has a dark blue header with "ICS_B EXT_PROD" on the left and "HELP" on the right. The main content area is yellow and contains the following fields:

- Name:** JOHN SMITH
- Purpose:** CARGO MOVEMENT CELL CONTACT - NSW
- Primary Contact:**
- Address Type:** PHONE - BUSINESS
- Address Detail:**
 - Prefix:** 02
 - Phone:** 62756666
 - Comment:** RING BETWEEN 6AM - 7PM

At the bottom of the form are two buttons: "Submit" and "Cancel".

4. Amend the details you see relevant, then click on the **Submit** button.

Your contact details have now been updated.