



## Australian Customs Cargo Advice

Number 07/03

### ICS Hard Copy Prints – Victoria and Tasmania Pilot

#### Background

In response to a request from the Industry Action Group (IAG) Customs initiated a project to assess the use of Integrated Cargo System (ICS) hard copy prints in the release of cargo. The purpose of this project was to make recommendations on the most timely and effective way to transition Industry away from the use of these prints. This project is now complete and a draft National Readiness Report and Implementation Strategy has been circulated for comment. In line with the Implementation Strategy, Customs, in consultation with industry, has decided to proceed with a pilot that will assess the potential impact of the withdrawal of support for ICS hard copy prints in the release process.

#### Pilot Scope

Victoria and Tasmania have been selected for the pilot, which will commence on 13 March 2007 for a three-week period. These regions were selected because they provide a diversity of import cargo release points as well as strong industry and Customs support.

The pilot will primarily test the viability of the alternative release solutions that are available in the event of a primary systems failure. Customs will focus on issues of timeliness, accessibility and ease of use for each option.

The pilot will also examine the number of instances where the alternative releases are needed and why. Customs will collect and analyse any statistics against the consistency of data already gathered and compiled in the various regional ICS hard copy print reports.

Before completing the pilot, Customs, in consultation with industry, will make an initial assessment on the outcomes of the pilot. If the initial outcomes are deemed to be satisfactory the trial will be extended for a further week while a more extensive review is undertaken. Outcomes of the full review will influence the decision whether to proceed to a phased implementation for other states. Removal of Customs support of ICS hard copy prints will be made only if Industry can manage without the service. Further advice will then be communicated by Customs detailing the implementation timetable (see table below).

#### Approved Alternative Release Options

With the removal of Customs support of the use of ICS hard copy prints, it is anticipated in the case of primary systems failure (excluding ICS Business Continuity Plan (BCP) situations) that the majority of release points will utilise Customs Interactive, either directly or indirectly, which is the Customs preferred secondary release mechanism.

The following are acceptable means for obtaining status to release cargo:

- **Customs ICS Interactive**

The primary source of status information for cargo should be the ICS Customs Interactive. The vast majority of release points have access to the Customs Interactive or have committed to providing this facility to staff prior to implementation.

- **Customs Information and Support Centre (Verbal Release)**

Where Customs Interactive is not accessible, the Customs Information and Support Centre (CI&SC) is able to provide verbal status advice. To obtain verbal confirmation of status, the client calls the CI&SC and obtains both the status and a reference number for the call. The caller is able to quote this reference number to verify cargo status if required. This service will be available between 0600 and 2100 Monday to Friday and 0730 to 1600 on Saturday and Sunday. There is an on-call officer available for urgent clearances outside these hours.

- **Customs Information and Support Centre (E-mail or Facsimile)**

An alternative to verbal confirmation of release, may be requested from the CI&SC. Clients will call the CI&SC for status and will provide facsimile or email details so that Customs can send a screen shot displaying status to the relevant release point. This service will be available between 0600 and 2100 Monday to Friday and 0730 to 1600 on Saturday and Sunday. There is an on-call officer available for urgent clearances outside these hours.

## **Customs Support**

Customs has undertaken to provide extensive support during the pilot. To further strengthen approved alternative release options (listed above) Customs will provide:

- Staff on-site at high-risk release points to facilitate the movements of cargo. Staff will provide guidance on status issues and ensure minimum disruption to the release process;
- Staff that can be deployed during the pilot to premises that are identified as a risk to the clearance of cargo. Staff will provide guidance on status issues, facilitate the movement of cargo and ensure minimum disruption to the release process;
- Customs will maintain the Urgent Clearances Number (02 6275 6100) for cargo that may miss its carrier. This is referred to in section 5 of the ICS BCP and where the following circumstances may occur;
  - Cargo may miss its carrier (export flights/vessels, truck booking system);
  - Perishable goods will be damaged if subject to delay, or
  - Cargo requires immediate delivery. For example, urgent medical supplies, hazardous materials and livestock.

It should be noted that clients with cargo that meets any of the above criteria can use this number at any time; and

- A dedicated e-mail address, [paperprintpilot@customs.gov.au](mailto:paperprintpilot@customs.gov.au), where clients can provide comment on the pilot and identify any potential areas of concerns with specific premises.

## **Proposed Implementation Plan**

At this stage it is planned to undertake the pilot in both Victoria and Tasmania. Further advice will be issued by Customs after the completion of the pilot outlining the results and confirmed implementation dates.

The following provides an outline of the proposed pilot and implementation dates.

STATE	DATE	STRATEGY
Victoria	13 March 2007	Pilot Sea and Air
Tasmania	13 March 2007	Pilot Sea and Air
Victoria	10 April 2007	Implementation Sea & Air
Tasmania	10 April 2007	Implementation Sea & Air
Northern Territory	10 April 2007	Implementation Sea & Air
South Australia	10 April 2007	Implementation Sea & Air
Western Australia	10 April 2007	Implementation Sea & Air
Queensland	23 April 2007	Implementation Sea & Air
New South Wales	23 April 2007	Implementation Sea & Air

**Further Information**

Any further queries can be directed to the pilot mailbox: [paperprintpilot@customs.gov.au](mailto:paperprintpilot@customs.gov.au)

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